

“Hope is important because it can make the present moment less difficult to bear. If we believe that tomorrow will be better, we can bear a hardship today.”

Thich Nhat Hanh

Please note:

- Not all of these links are NHS monitored - NHS endorsed sites will have the NHS blue and white logo.
- Other helpful links in the list have been suggested by Young People in the JLG Network.
- All of the links and contact numbers are correct as of Sept 2020 - however they may be subject to change - especially after 6 months duration.
- For information about NHS approved mental health charity links please go to www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/

What is the aim of this booklet and how do I use it?

LINK SAVVY has been designed by the Jesmond and Lower Gosforth Network of GP practices (see back page for contact details) to provide links to apps, information and organisations which may be useful for young people (18-25yrs) with, or at risk of developing mental health problems.

Whilst the main aim is to provide a supportive directory of services within the community that may assist your overall mental and emotional health. It does not replace professional medical advice and help.

If you are concerned about your emotional or mental health, we would always suggest speaking to a health professional in order to properly assess your symptoms. (SEE BELOW).

The traffic light system used in this booklet is a way of highlighting services that may be needed for varying degrees of mental health issues.

GREEN options may be enough to support some young people but, if they are not working after a few weeks, you should seek further advice from your GP and recheck your symptoms. Your GP would always prefer that you to have a further appointment with him/her rather than continuing to struggle all on your own.

Certainly, if you feel you fall more into the **YELLOW** section, then you should definitely be asking for an appointment with your GP to discuss how you are feeling and in order to seek medical advice.

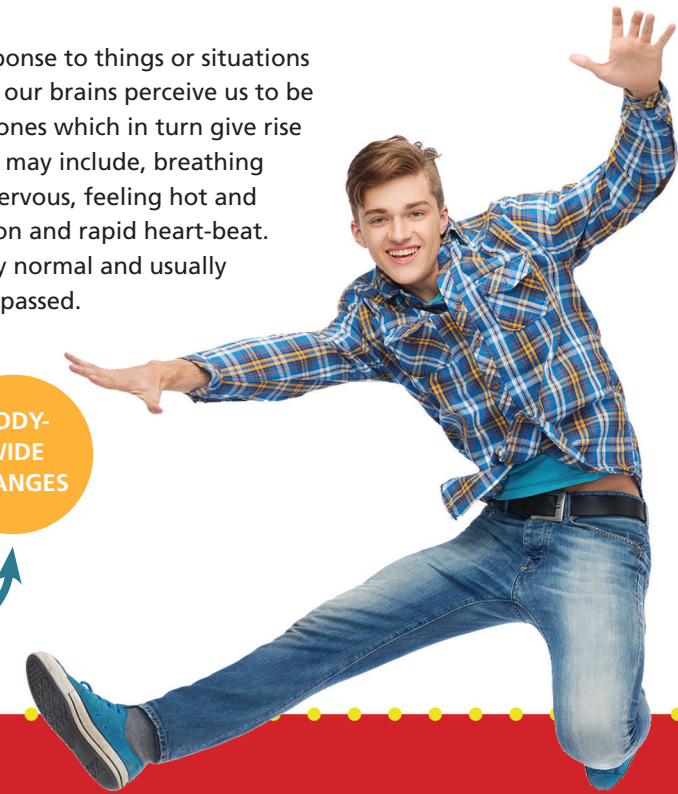
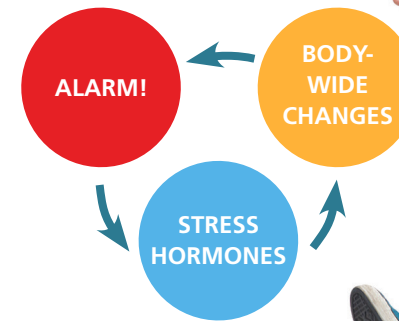
If you identify with being in the **RED** section, **please speak to your GP surgery that day and say it is an emergency and/or contact other services listed.**

Why might you be suffering with mental health issues?

The World Health Organisation defines 'adolescents' as individuals in the 10-19 years age group and 'youth' as the 15-24 year age group. While 'young people' covers the age range 10-24 years.

Between the ages of 18-25 years, young people face many physical and emotional changes. For example - moving schools, taking exams, leaving home, starting university or college, starting a job or dealing with difficulties at home. Some young people may also be caring for others at home with long term health issues and or there may be general illness in the family, money worries and many other things. Additionally, this is still a time of physical and brain changes; puberty, sexuality and personal image can also be concerns, and there may be issues with friendships and other relationships too. These changes and pressures can lead to increased anxiety.

Anxiety itself is a normal response to things or situations that make us fearful. When our brains perceive us to be in danger, they trigger hormones which in turn give rise to body wide changes. These may include, breathing more quickly, feeling more nervous, feeling hot and sweaty, nausea, muscle tension and rapid heart-beat. These feelings are completely normal and usually subside once the danger has passed.



Things I can do to help combat anxiety



Healthy eating

Eat healthy balanced, regular meals and slow release foods to keep energy levels stable and drink plenty of water.



Exercise

Take exercise regularly - it releases 'feel good' hormones and can increase a sense of well-being.



Sleep

Sleep is important for physical and mental health. For adults the recommended hours are 8 per night.



Talking

Talk to someone you trust, maybe a close friend, a family member or your GP about your worries, this can be a huge relief.



Relaxation

Find something you like to do that makes you feel relaxed, perhaps listening to some quiet music or trying yoga.



Mindfulness

Staying present and practising being aware of everything you do, can help to put past and future worries into context.



Breathing

Calming breathing techniques when practised regularly may help to reduce anxiety.



Focusing

Sometimes focusing on something like an art project, clearing out your wardrobe and or keeping a journal/diary may help you to keep worries at bay.



Time out

Spending time in nature and or with pets can be really grounding and soothing.

However, anxiety can become a problem if we are continually living our lives feeling worried all the time. It can create a number of both physical and psychological symptoms.

Whilst it's completely normal to worry when things get hectic and complicated, if worries become overwhelming, you may feel that they're running and indeed ruining your life. If you spend an excessive amount of time feeling worried or nervous, or you have difficulty sleeping because of your anxiety, pay attention to your thoughts and feelings and speak to someone about it.

Anxiety is one of number of mental health conditions that can affect young people, others can include depression, PTSD (post-traumatic stress disorder), bipolar disorder, eating disorders and self-harm.

NHS The NHS produces an extensive list of self-help leaflets - see web.nth.nhs.uk/selfhelp/ on a range of mental health issues from panic, low mood and depression, the effects of domestic abuse, alcohol and many others.

NHS There is also lots of general information and advice for young people at Every Mind Matters www.nhs.uk/oneyou/every-mind-matters/youth-mental-health/

For further information regarding anxiety and other mental health problems you can also check out the National Centre for Mental Health in the resources section there are a number of leaflets on a range of mental health topics www.ncmh.info/leaflets/

The leaflets available in the links, above, offer useful information on a range of conditions and may be a good starting point if you aren't sure what to do, but know you need a little help.

What can I do if I feel that I am developing mental health problems?

If you think you might be developing or already have mental health issues you should contact your GP as soon as you can.

If you are in distress and need help right now you should go to Accident and Emergency (A&E) Department at your local hospital or contact the Crisis Team

Tel: 0303 123 1146 or free phone 0800 652 2861

"My dark days made me strong. Or maybe I already was strong and they made me prove it."

Emery Lord



How can my GP (family doctor) help with mental health problems?

GPs (family doctors) are there to help you with any problem related to your mental health as well as physical health. You can go to them if you feel sad after a relative has passed away, if the pressures of life are making you unhappy and anxious, or if you feel angry or confused.

Mental ill health can have a negative impact on your physical health, just as a having a physical health problem can affect your mental health. GPs don't just prescribe medicines for mental health conditions. They can also help you to access talking therapies and point you towards specialist help.

How can I prepare for an appointment with my GP?

Sometimes if you are anxious or suffering with a mental health problem it can be tricky to know how to approach your GP, especially for the first time. The Mental Health Foundation offers guides to get you prepared for talking to your GP

www.mentalhealth.org.uk/publications/gp-visit-guide/

There are also some ideas about the sorts of questions you might want to ask your GP and links to a service called Getting Doc Ready www.docready.org/#/home - specially designed for young people in order to help them feel less anxious about discussing mental health problems with their GP.

What if I want to change my GP?

You can change your GP at any time. Additionally, if you feel you would like a second opinion, that is also completely fine. You can find more information out about this here www.mentalhealth.org.uk/a-to-z/t/talking-your-gp-about-your-mental-health

What if I am at university or not living at my usual address?

NHS It is also important that you know that if you are a student at college or university and living away from home that you can obtain temporary residency with a GP, for details about this see the link below.

www.nhs.uk/common-health-questions/nhs-services-and-treatments/how-do-i-register-as-a-temporary-resident-with-a-gp/

Traffic light links for help and advice

Recent research within the Jesmond and Lower Gosforth Medical Practices has shown that mental health problems, in those aged 18-25yrs, tend to fall into 3 categories based on the type of help needed:

Low
'I want to try to help myself'

Medium
'I think I need a little more help'

High
'I am feeling desperate and need help now!'

In this document we have gathered lots of links, contact numbers and websites where you can find help/support and information based on these three categories of need.

Low ('I want to try to help myself')

Sometimes information/apps and a bit of direction maybe all you need to help yourself. There are several apps suitable for young people:

SAM
app



For all ages. Users can record their anxiety levels and identify different triggers and manage symptoms.

Virtual Hope
app



Simple tools to help patients with coping, relaxation, distraction and positive thinking.

WorryTime
app



Ages 12+. Allows users to control everyday stress and anxiety by acting as a place to store your daily worries.

Calm Harma
app



For YP who have already started the process of gaining an understanding of their self-harm issues. Provides tasks to resist or manage the urge to self-harm. 4 tasks - distract, comfort, express, release.

Smiling Minds
app



For all ages (from 7 years+). Guided meditations, bite size options, categorised in age groups. Helps with thoughts and feelings and to self-check on mood.

Mindfulness Daily
app



For all ages, for stress, anxiety and depression. Includes advice, tips and tools to improve mental health and well-being.

In addition - you might find the following useful too:

Silvercloud (free)

www.nhs.uk/appslibrary/silvercloud/

Silver Cloud is an online course developed to help manage stress, anxiety and depression. You can work through a series of topics selected by a therapist to address specific needs. It is an 8-week course designed to be completed in your own time and at own pace.

Blue Ice (free)

www.nhs.uk/apps-library/blueice/

Helps young people to calm emotions and is intended to reduce the need to self-harm. It includes a mood diary, a toolbox of evidence-based techniques to reduce distress and automatic routing to emergency numbers if urges to harm continue.

Feeling Good: Positive Mindset (free with in app purchases)

www.nhs.uk/apps-library/feeling-good-positive-mindset/

For people over 18 - relaxes body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mindset.

Woebot (free trial available)

woebothealth.com/the-app/

Relieves stress, maps mood patterns.

Kooth (free)

www.kooth.com/

Online anonymous support, discussion, counselling and advice for children and young people (aged 11-24yrs).

Headspace (free trial)

www.headspace.com/

Mindfulness resources.

SHOUT 85258 (free)

giveusashout.org/

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

What else could I do to help myself?

There are lots of websites and organisations you can explore:

- **Young Minds** - offers ideas for looking after yourself and has advice organised around a range of topics from mental health during different periods of your life, to ideas for learning how to relax and unwind. youngminds.org.uk/find-help/looking-after-yourself/
- **National Centre for Mental Health** - in the resources section there are a number of leaflets on a range of mental health topics e.g. anxiety, self-harm, PTSD and depression. www.ncmh.info/leaflets/
- **NHS** - also produce an extensive list of self-help leaflets, on a range of topics from panic, low mood and depression, domestic abuse, alcohol, controlling anger and bereavement, see web.nrw.nhs.uk/selfhelp/

- **The Centre for Clinical Interventions** - being promoted via Talking Therapies Counsellors. This is an Australian site offering self-help guides and workbooks across a number of mental health issues. www.cci.health.wa.gov.au/Resources/Looking-After-Yourself
- **Nemours** - an American site that offers information to Teens, parents, children and educators on a range of topics from body issues to mental health and lots of other things! kidshealth.org/en/teens/anxiety
- **Rise** - provides links and advice for Children and Young People still in school/college. www.rise-ne.co.uk/
- **Newcastle Support Directory** - website containing a list of support and other groups in Newcastle, to support families, young people and carers with a range of services; www.newcastlesupportdirectory.org.uk/kb5/newcastle/fsd/family.page?familychannel=4

If you are a student at University, you can also use your student portal to find out what's on offer from the Wellbeing Team and/or Student Union.

- Newcastle University www.ncl.ac.uk/wellbeing/
- Northumbria University www.northumbria.ac.uk/study-at-northumbria/support-for-students/

Other helpful sites, might include:

- Rethink Mental Illness www.rethink.org/
- Mind www.mind.org.uk/
- NHS Choices www.nhs.uk/
- Childline www.childline.org.uk/
- Youth Access Directory of Services www.youthaccess.org.uk/services/find-your-local-service
- Youth Wellbeing Directory www.annafreud.org/on-my-mind/youth-wellbeing/
- Young Minds' parents helpline youngminds.org.uk/find-help/for-parents/parents-helpline/



“Mental health problems don’t define who you are. They are something you experience. You walk in the rain and feel the rain, but, importantly, you are NOT the rain.”

Matt Haig

Exercise can also be helpful when you are anxious and stressed

- **Jesmond Pool** - to find out more about face to face and online programmes visit them at jesmondpool.online/
- **Gosforth Leisure Centre** at better.org.uk/leisure-centre/newcastle/gosforth
- **uSactive** - supporting young people aged 12-25yrs with or at risk of developing mental health difficulties, helping them to become physically active and transform their lives, visit info@uSactive.org

Medium ('I think I need a little more help')

Sometimes things may feel a little more difficult to deal with on your own and you might just need a bit more help...

Talking Helps Newcastle is a free, confidential service available to anyone aged 16+ who is registered with a GP surgery in Newcastle.

You can be referred by your GP or you can self-refer.

Tel: 0191 2826600 www.talkinghelpsnewcastle.org/

The service offers a range of talking therapies, advice, information and support. Courses, self-help guides and links to other support groups is also available at www.talkinghelpsnewcastle.org/resources/

What can I do while waiting for a Talking Therapies appointment?

SEE ALL THE LINKS AND IDEAS IN THE GREEN SECTION - and don't forget if you need to talk - ring your GP practice and go to see your doctor.

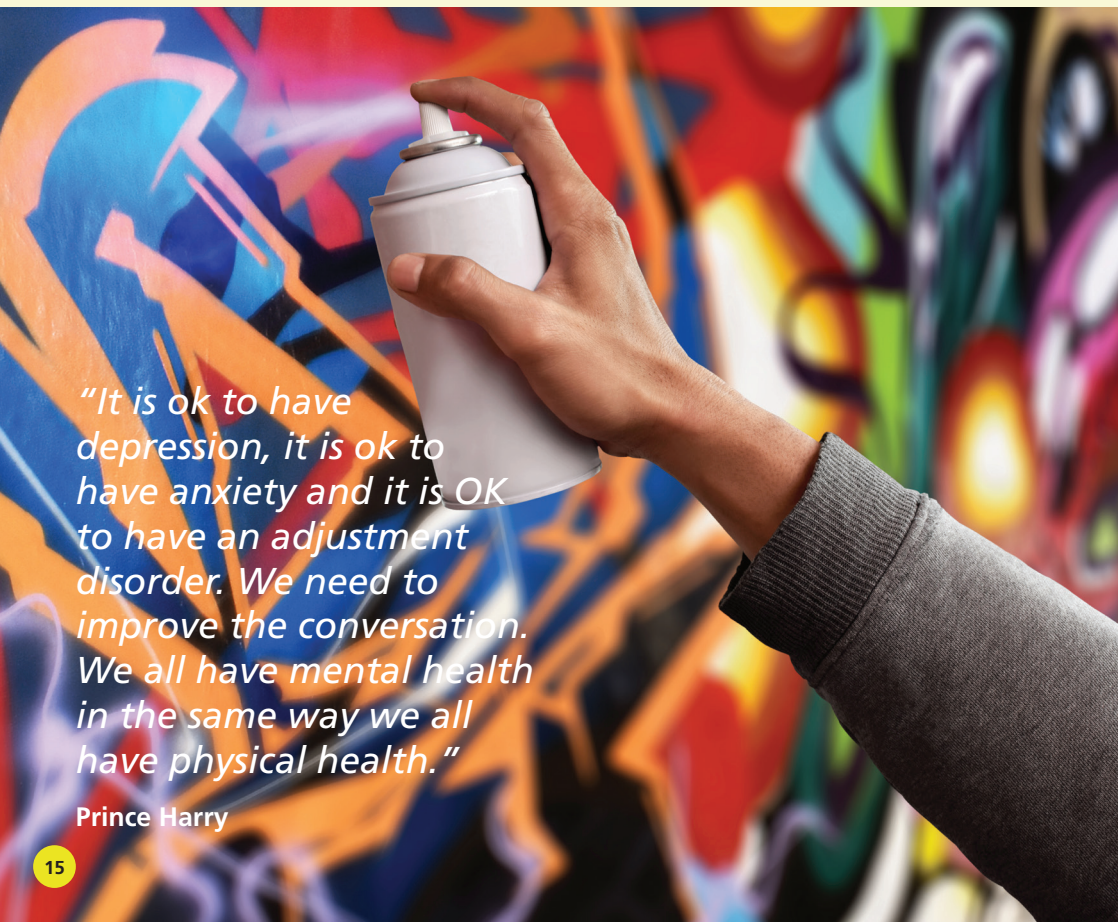
The following are some other useful sites and organisations:

- **Anxious Minds** /www.anxiousminds.co.uk/adult-services/ you can get help doing the following - going onto the website and visiting the Community www.recovery.anxiousminds.co.uk/ and then also request to join Facebook group [en-gb.facebook.com/anxiousminds.AM](https://www.facebook.com/anxiousminds.AM)
- **Street Wise** - aims to provide a free, confidential, non-judgmental information, advice and support service, that inspires and empowers young people (aged 13-25) Service is free and no need for appointment - check into drop ins - www.streetwisenorth.org.uk/ or Tel: 0191 2305400 Email: admin@streetwisenorth.org.uk
- **Tyneside and Northumberland Mind** - mental health support and counselling, including a range of services across Newcastle and Gateshead. Mind are also now accepting self-referrals from patients. Tel: 0191 477 4545 www.tynesidemind.org.uk/
- **CNTW** - Cumbria, Northumberland and Tyne and Wear Foundation Trust - providing 24-hour access to mental health care and support. Resources available online on a range of mental health issues - web.ntw.nhs.uk/selfhelp/

- **The Recovery College Collective RECOCO** - providing a peer led, peer delivered mental health education and support service where people can learn from each other's insights, skills and lived experience. www.recoverycoco.com/ Tel: 0191 2610948 or Email: info@recoverycoco.com
- **The Vault** - Creative Wellbeing Centre - counselling and regular groups/activities, 31 Station Road Wallsend, NE28 6RL, email: well-being@the-vault.org
- **Cruse Bereavement Care** - bereavement counselling across Newcastle and Gateshead Tel: 0808 808 1677 Monday to Friday, 9am to 5pm www.cruse.org.uk/get-help/local-services
- **CALM** - Campaign Against Living Miserably - movement against male suicide. Tel: 0800 585858.
- **Children North East** - support/online counselling for young people (11-25yrs), who have been impacted by domestic. Referrals can be made via the help line. www.children-ne.org.uk or Tel: 0191 2727824.
- **Akt** - supports LGBTQ+ young people aged 16-25yrs who are facing or experiencing homelessness or living in a hostile environment. Referrals can be made at www.akt.org.uk/refer or Tel: 07739 798 594.
- **Newcastle Women's Aid** - 24 hour safe, emergency accommodation for women and children fleeing domestic violence and / or experiencing abuse and control. Outreach service also offers telephone support, advice and advocacy. Freephone 0800 923 2622 or 0191 265 2148.
- **Panah Refuge** - specialist project which offers safe refuge accommodation for black and minority ethnic women and their children. Tel: 0191 284 6998.
- **Victim Support** - Independent Domestic Violence Advisor (IDVA) Service Independent Sexual Violence Advisor (ISVA) Service Confidential advice and support for victims of domestic and sexual violence and abuse, including male victims, lesbian, gay, bisexual and transgender people. Tel: 0191 281 3791 or 0191 295 4958.
- **The Safe Project** - practical and emotional support and advice to victims and survivors of domestic violence and abuse. Also provides specialist support for victims and survivors of honour-based violence and forced marriage Tel: 0191 273 4942.
- **Someone Cares Counselling** - for age 11+ counselling service for survivors of abuse (domestic violence and neglect) Tel: 0191 2578904 www.someonecares.org.uk/
- **Newcastle Foundation** - men's peer support group and beagamechanger campaign Email: oliver.bell@nufc.co.uk

- **MESMAC Newcastle** - free and confidential service for gay and bisexual men (13yrs +) and other men who have sex with men to increase the range of choices open to them. Email: all@mesmacnewcastle.com or via www.facebook.com/MesmacNewcastle/
- **The Angelou Centre** - a specialist programme of support for black and minoritised women and children who have been subject to domestic and sexual violence, face multiple forms of discrimination and often have associative complex needs. Tel: **0191 2260394** Email: admin@angelou-centre.org.uk.
- **NIWE** - aims to help people in Tyne and Wear, Country Durham and Northumberland, whose lives are affected by eating distress or eating disorders. Tel: **0191 2210233** or via Email: enquiries@niwe.org.uk.
- **BEAT** - UK's Eating Disorder Charity. The Beat Adult Helpline is open to anyone over 18. Parents, teachers or any concerned adults should call the adult helpline **0808 801 0677** Email: help@beateatingdisorders.org.uk.

- **atime2talk** - private and professional referrals within Disability North, The Dene Centre, Castle Farm Rd NE3 1PH, Tel: **07538 891325**, Email: atime2talk@hotmail.com
- **Mental Health Concern** - community and wellbeing services, Moving Forward Newcastle Tel: **0191 2220324** Email: mfn@mentalhealthconcern.org
- **Alzheimer's Society Advice** for those supporting people with Dementia www.alzheimers.org.uk/get-support/coronavirus-covid-19
- **Tide** - Supporting carers of those with Dementia www.tide.uk.net/
- **Northern Mental Health Support** - a resource to help any individual or family struggling with issues of social isolation, particularly as we all struggle with the coronavirus pandemic northernmentalhealth.org/
- **Rape Crisis Tyneside and Northumberland** - for women who need to talk to someone about rape or sexual abuse. Helpline: **0800 035 2794**, rctn.org.uk/
- There may also be a private providers of mental health counselling offering support locally.



"It is ok to have depression, it is ok to have anxiety and it is OK to have an adjustment disorder. We need to improve the conversation. We all have mental health in the same way we all have physical health."

Prince Harry

Are there any art or creative opportunities I could explore?

- **Chillistudios** - provide an innovative range of creative based activities with the aim of improving the quality of life, health and social integration of its members. Tel: **0191 2094058** Email: info@chillistudios.co.uk
- **The Recovery College Collective RECOCO** - offers a range of drop ins from creative writing to computer/geek club, collage club and music therapy check the website for regular updates. Tel: **0191 2610948** www.recoverycoco.com/dropin
- **The Vault** - Creative Wellbeing Centre offering counselling and regular groups/activities. 31 Station Road, Wallsend, NE28 6RL Email: well-being@the-vault.org



High ('I am feeling desperate and need help now!')

Sometimes all the information in the world just isn't enough.

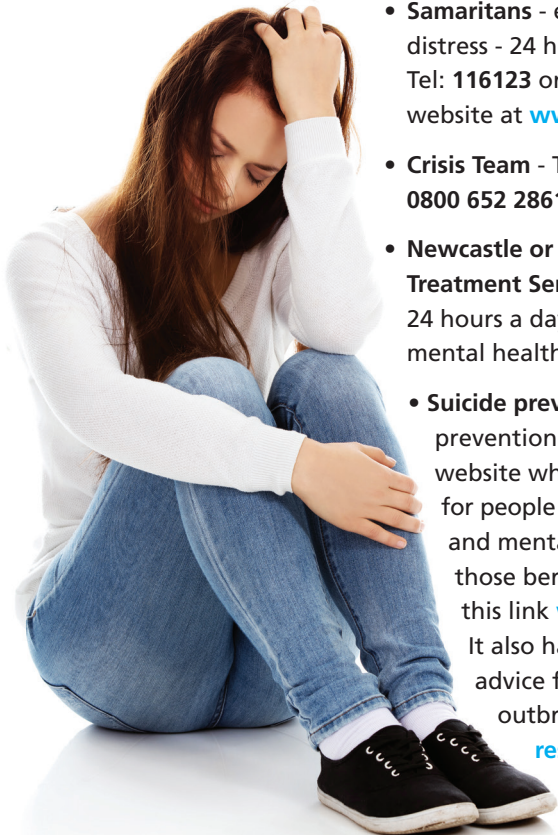
If you are in distress and/or feel "unsafe" or if you are having thoughts of harming yourself.

Get help now!

- Please contact your GP during daytime hours and ask to speak to the duty doctor as it is an emergency.
- During the evenings/nights and weekends you can get urgent GP contact if you ring **111** (or **999** if you cannot wait for a response).

The organisations below also provide acute crisis support

- **Samaritans** - emotional support for anyone in distress - 24 hours a day 365 days a year. Tel: **116123** or Email: jo@samaritans.org website at www.samaritans.org/
- **Crisis Team** - Tel: **0303 123 1146** or free phone **0800 652 2861**
- **Newcastle or Gateshead Crisis Resolution and Home Treatment Service** on Tel: **0191 814 8899**. Available 24 hours a day every day for people with severe mental health crisis or suicidal thinking.
- **Suicide prevention network** - The suicide prevention network has also launched a new website which provides a community resource for people seeking help and advice about suicide and mental wellbeing as well as guidance for those bereaved by suicide. It can be accessed via this link www.stopsuicidenenc.org It also has a page on mental wellbeing and advice for keeping safe during the coronavirus outbreak www.stopsuicidenenc.org/resources/coronavirus-and-your-wellbeing/



OTHER ADVICE AND SUPPORT

What sort of support and advice is available for transition from school/college or university TO finding a job?

- **Hays** - Offering help and advice for making the transition from student to working life social.hays.com/2020/01/29/transition-student-life-to-working-life/
- **Student employment services** - offers advice and guidance on applying for jobs as a student or graduate and information on internships, placements and careers. www.studentemploymentservices.co.uk/blog/graduates-what-to-expect-when-transitioning-from-university-to-work

What about volunteering?

Volunteering can be a way to help others, gain self-confidence and add to your CV.

- **The Children's Society** - Here you can browse the volunteering pages and learn about our volunteering opportunities and make an enquiry about a role you are interested in for the future careers.childrenssociety.org.uk/volunteering
- **Newcastle Foundation** - If you fancied helping out or volunteering you can contact the Volunteer Coordinator. Tel: **0844 3721892** email: foundation@nufc.co.uk

Where can I go for financial and or debt advice?

It is well known that problems with money or work can affect people's health. Many GP practices across Newcastle have social prescribing link workers who can support people with addressing a wide range of issues.

Look on your GP practice website or speak to the surgery team to find out more if you think this may be helpful for you.



Other helpful information can be found at:

- **Acas**
Advice for employers and employees.
www.acas.org.uk/coronavirus
- **Money advice service**
A website providing money and financial advice - with specific sections for Young Adults and Money Management, as well as student and graduate money. There is currently also a section related to money and coronavirus.
www.moneyadviceservice.org.uk/
- **Citizens Advice Bureau**
Offers help and advice on work, dept/money, health and lots more.
www.citizensadvice.org.uk
- **Newcastle Council**
Has dedicated areas on the website for help and advice on local services, for businesses, public health and wellbeing/leisure.
www.newcastle.gov.uk

This booklet has been produced by the Jesmond and Lower Gosforth Network comprising of the following GP practices:

- The Grove Medical Group Tel: 0191 213 2778
- Roseworth Surgery Tel: 0191 213 2392
- Avenue Medical Practice Tel: 0191 281 0041
- Jesmond Health Partnership Tel: 0191 281 4588