

## Advice and Support for Students

The following University bodies will be able to help and to support you. Please make contact with the appropriate area:

**(i) Guild Advice at the Guild of Students**

The aim of Guild Advice is to offer free, impartial and confidential information, advice and representation on a wide range of issues to all students of the University of Birmingham. You can drop-in and speak to an advisor between 12 and 2pm or call 0121 415 8965

<http://www.guildofstudents.com/support/guildadvice/who-we-are-guild-advice/>

Email: [guildadvice@guild.bham.ac.uk](mailto:guildadvice@guild.bham.ac.uk)

**(ii) The University Mental Health and Wellbeing Support**

The University's Student Wellbeing Services provides a wide range of personalised support and is experienced in dealing with problems arising from all areas of student life:

<https://intranet.birmingham.ac.uk/student/welfare/mental-health/index.aspx>

Telephone: (0121) 414 5130

**(iii) Nightline at the Guild of Students**

Nightline is a confidential listening and information service run by fully trained students for all students. Nightline will listen and support you as you talk through whatever is on your mind. You can contact Nightline via phone, Instant-Messenger, Email or in person. Their number is on the back of your Student ID card or you can call for free from your Halls' internal phones on 7999. They are available 6pm – 8am during term time for phone calls and instant messages, until midnight during term time for drop-ins and all year round by email.

<http://www.bhamnightline.co.uk/>

**(iv) University Medical Practice (for students registered with the Practice)**

The University Medical Practice is a fully independent medical practice:

<http://www.theump.co.uk>

Telephone: (0121) 687 3055

**(v) Your Welfare Tutor or Wellbeing Officer**

You can contact any of the Welfare Tutors or Wellbeing Officers in your school and they will be able to assist you, some have more than one and some have specified areas (e.g. undergraduate, specific courses). You can select whichever is most suited to you:

<https://intranet.birmingham.ac.uk/student/welfare/welfare-tutors.aspx>

**(vi) Your Personal Tutor**

Personal tutors are an academic member of staff who is assigned to you as your individual person tutor for the duration of your study to support your academic progress.

**(vii) The University Chaplaincy**

All students are welcome to visit the Chaplaincy – it does not matter if you are religious or not. The Chaplaincy is based at St Francis Hall, next to the Guild of Students.

<https://intranet.birmingham.ac.uk/student/chaplaincy/about/index.aspx>

Telephone (0121) 414 7000

## External Sources of Help and Support

### Local Resources

- \* **Forward Thinking - Birmingham Access Centre**  
Provides access to urgent support in the event of a mental health crisis.  
Hours: 24/7  
Phone: 0300 300 0099  
[www.forwardthinkingbirmingham.org.uk](http://www.forwardthinkingbirmingham.org.uk)
- \* **Forward Thinking – Pause**  
A space to talk about life and real feelings  
21 Digbeth, Birmingham B5 6BJ  
([Location Map](#))  
Mon, Tues, Thurs, Fri: 10am-6pm  
Wednesday: 12pm-8pm  
Saturday and Sunday: 11am-4pm
- \* **Mind - Birmingham Wellbeing Hub**  
Beechcroft Centre, 501 Slade Road, Erdington, Birmingham B23 7JG  
Monday - Friday: 9am–5pm  
Saturday: 10am-2pm  
Phone: 0121 262 3555.  
<http://birminghammind.org/services/wellbeing-hub/>
- \* **St Martins Centre for Health & Healing**  
Counselling in the Bullring  
Phone: 0121 600 6025  
Email: [counselling@smchh.co.uk](mailto:counselling@smchh.co.uk)  
<http://www.smchh.co.uk/contact-us/>
- \* **Carrs Lane Counselling Centre Ltd**  
Carrs Lane, Birmingham B4 7SX  
Phone: 0121 643 6363  
Email: [counselling@carrslane.co.uk](mailto:counselling@carrslane.co.uk)  
<http://www.carrslanecounselling.co.uk/>
- \* **South Birmingham GP Walk-in Centre**  
15 Katie Rd, Selly Oak, Birmingham, B29 6JG  
Phone: 0121 415 2095  
Hours: 8am–8pm daily
- \* **Birmingham Healthy Minds**  
Help with depression and anxiety  
<http://www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds/>

### National Organisations

- \* **Samaritans**  
Confidential listening service for people experiencing feelings of distress or despair  
Phone: 116 123 (free 24-hour helpline)  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
[www.samaritans.org.uk](http://www.samaritans.org.uk)
- \* **PAPYRUS**  
Young suicide prevention society  
Phone: HOPElineUK 0800 068 4141  
Mon-Fri: 10:00 am to 10:00 pm  
Weekends: 2:00 pm to 10:00 pm  
Bank Holidays: 2:00 pm to 5:00 pm  
Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
[www.papyrus-uk.org](http://www.papyrus-uk.org)
- \* **Mind**  
Promotes the views and needs of people with mental health problems  
Phone: 0300 123 3393  
Text: 86463 (Mon-Fri, 9am-6pm)  
[www.mind.org.uk](http://www.mind.org.uk)
- \* **Mind – Elefriends**  
A supportive online community where you can be yourself. A safe place to listen, share and be heard  
[www.elefriends.org.uk](http://www.elefriends.org.uk)
- \* **Student Minds**  
The UK's Student Mental Health Charity  
<http://www.studentminds.org.uk/>
- \* **Mental Health Foundation**  
Provides information and support for anyone with mental health problems or learning disabilities  
[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)
- \* **Anxiety UK**  
Charity providing support for anxiety  
Phone: 08444 775 774  
(Mon-Fri, 9.30am-5.30pm)  
Text Service: 07537 416 905  
[www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)