

## Brackenburn Clinic - Additional information.

### Health & wellbeing

If you are concerned about your mental health please contact your GP in the first instance. If you are already attending mental health services then you can also contact your keyworker or psychiatrist.

If you require assistance in the evenings or weekends or in the event of a crisis you should contact your local GP out-of-hours service or hospital Emergency Department. The Regional Emergency Social Work Service can be contacted out-of-hours on 028950 49999

Lifeline can be contacted for free at any time on 0808 808 8000. This service offers help and support for people who are in distress or despair and is operated by trained counsellors.

Your GP may be able to advise you about how to access standard counselling or support services in your area.

Stress Control Classes are available across the Trust areas and in locations across Belfast, Stress Control is a FREE 6 week class which teaches skills to manage stress. It is not 'group therapy' – you do not have to talk about personal difficulties in front of others and you can come with a family member or friend. You can check it out near you on [www.facebook.com/pages/Stress-Control-NI/1408626045945313](https://www.facebook.com/pages/Stress-Control-NI/1408626045945313)

Recovery Colleges provide a range of courses for service users, families, friends and staff to promote mental health recovery and education. You can get information from your local Health and Social Care Trust. Belfast Trust Recovery College can be contacted on 028 9504 3059 or by emailing [Recoverycollege@belfasttrust.hscni.net](mailto:Recoverycollege@belfasttrust.hscni.net). You can find out more about Recovery Colleges on: [www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm](http://www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm)

### Advice

Local advice agencies can give free impartial and confidential advice on entitlements to social security benefits, housing and debt, employment and consumer issues. You can locate your local advice agency on [www.adviceni.net](http://www.adviceni.net) or by contacting Advice NI telephone: 028 9064 5919. East Belfast Advice Centre telephone: 028 9073 5690 operates a drop-in service on Mon, Tues, Wed 9.30am-11.30am and Thursdays 2pm-3.30pm.

For those in full-time further education, student services at your college or university may be able to give advice as to where to find the appropriate practical or emotional support.

### Gender

Information about gender dysphoria and local transgender support organisations is available at [www.transgenderni.com](http://www.transgenderni.com)

Should you wish to discuss your options in relation to your mental health and access to services or feel you would like support with expressing your views you can contact the Niamh Advocacy Service on 07811344723. This is a free, independent and confidential advocacy service and is available Monday to Fridays.

## Waiting Lists

Every year we receive more and more referrals on behalf of people seeking help about their gender and this has led to people having to wait longer to be seen than we would like. We appreciate waiting can be very frustrating and distressing for people.

We see people on a first come, first served basis. If you want to give feedback to the Trust about waiting times you can comment by contacting Belfast Health and Social Care Trust Complaints Department on [complaints@belfasttrust.hscni.net](mailto:complaints@belfasttrust.hscni.net) or by phoning 02895048000.

### For more information contact:

Brackenburn Clinic

Shimna House, Knockbracken Healthcare Park

Saintfield Road, Belfast, BT8 8BH

Tel. (028) 9063 8854

Email: [brackenburnClinic@belfasttrust.hscni.net](mailto:brackenburnClinic@belfasttrust.hscni.net)