

First Response line for professionals launches

On Thursday, 1 October, Norfolk and Suffolk NHS Foundation Trust will be launching a new **First Response Line for professionals**.

This phone number, going through to the same team that run the First Response 24/7 helpline for the public, is for professionals **only**.

A dedicated line for professionals will ensure that those needing advice, when working with individuals who are experiencing mental health difficulties, can access help and support in a timelier way.

The line is open to all healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues, police personnel and third sector partners.

If you are a professional in any of the above categories, please use this number instead of the one you give to patients, so your call can be channelled correctly and answered quickly.

The First Response Professionals Line is available on **0300 303 4418**.