

Helplines

Last updated September 2012/ Due for review September 2014

This factsheet provides information about helplines that can provide information and support to people with HIV. Some of the organisations and helplines listed are dedicated to HIV, whilst others provide information and support on other issues, such as debt, immigration and asylum, disability, legal issues and sexual health.

Most helplines are free from UK landlines, but costs from mobile phones may vary.

Brook

0808 802 1234

Brook provides free and confidential information on sexual health and contraception to the under 25s. The helpline is open 9am to 6pm, Monday to Friday. Find out more at www.askbrook.org.uk.

Citizens Advice Bureau

Consult telephone directories for your local office or visit www.citizensadvice.org.uk

Free, confidential advice on debt, employment rights, immigration and the law. A national phoneline is in development, which is currently available in Wales (08444 772020) and is being rolled out in England (08444 111444).

Community Legal Advice

0845 345 4 345

Monday to Friday 9am to 8pm and Saturday 9am to 12.30pm.

Established by the government, Community Legal Advice is designed to help people find free, local legal advice.

DIAL

DIAL is a network of local disability and advice services, supported by the charity Scope. You can find your local DIAL group through the Scope website: www.scope.org.uk/dial or call 01302 310123.

Haemophilia Society

0800 018 6068

The Haemophilia Society helpline is for anyone affected by bleeding disorders. The helpline is open 10am to 1pm on Mondays and 10am to 3pm Tuesday to Friday. Calls will be returned within five working days. For more information see www.haemophilia.org.uk.

i - Base

0808 800 6013

i-Base runs a specialised information support service, provided by treatment advocates, where you can discuss any aspect of HIV treatment in confidence. This is a freephone number within the UK. For more information see <http://i-base.info>. The helpline is open Monday to Wednesday, 12 to 4pm.

MIND

0300 123 3393

The information line of MIND, a mental health charity, is open Monday to Friday 9am to 6pm and provides information on mental distress, treatment, support and services. For more information, see www.mind.org.uk.

National Sexual Health Helpline

0800 567 123

This is a 24-hour national phoneline offering confidential advice, information and referrals on all aspects of sexual health and HIV to anyone.

NHS Direct

0845 4647

NHS Direct is a service that provides 24-hour confidential health information. It is open every day of the year. For more information see www.nhsdirect.nhs.uk.

Positively UK

020 7713 0222

The helpline is open weekdays 10am to 4pm, and until 8pm on Thursdays. Positively UK provides peer support to people living with HIV and services include advocacy, information on treatment, and crèche facilities. For more information, see www.positivelyuk.org.

Refugee Council

0808 808 2255

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. The helpline is open on Wednesdays 2 to 5pm and Monday, Tuesday, Thursday and Friday 9.30am to 4.30pm. For more information, see www.refugeecouncil.org.uk.

Sexual Health Direct

0845 122 8690 (England) and 0845 122 8687 (Northern Ireland)

Formerly known as the Family Planning Association, the fpa provides information and advice about sexual health, contraception and pregnancy choices. The helpline is open 9am to 5pm Monday to Friday. For more information see www.fpa.org.uk.

The Samaritans

08457 90 90 90

The Samaritans are open 24 hours every day of the year. The Samaritans are available to anybody who is going through a personal crisis and thinking of taking their life or is lonely or depressed and feel they have no one to turn to for support. For more information, see www.samaritans.org.

THT Direct

0808 802 1221

THT Direct is a specialist HIV telephone and information and advice service provided by Terrence Higgins Trust (THT). THT Direct is open 10am to 10pm Monday to Friday and 12noon to 6pm at weekends. For more information, see www.tht.org.uk.