New Way to Access Mental Health and Well-being Support in Aneurin Bevan University Health Board

Anyone having a mental health crisis shouldn’t have to deal with it on their own.

A new Mental Health 111 (Option 2) service has launched in the Gwent area, offering easier access to urgent mental health and well-being advice.

The urgent service, introduced in Aneurin Bevan University Health Board this month, is a new option via the NHS 111 phone line, where callers can press 2 to speak to a local mental health advisor.

Free to call from a mobile (even when the caller has no credit left) or from a landline, the service is currently available seven days a week between 9am and midnight. The service will become 24/7 by April 2023.

In life-threatening situations, the advice is always to call 999 or attend the Emergency Department.

Online Mental Health and Well-being advice can be found at Melo.cymru