

Wednesday 3 June 2026

External partner briefing

New NHS text messaging service for urgent mental health support Bury

Dear colleague,

- People **in Bury** who are experiencing a mental health crisis can now access urgent mental health support via a new NHS text messaging service.
- Please review the information below and utilise the resources we have provided to help us promote this service to those you support in Bury.

Information

Background

People in Bury, who are experiencing a mental health crisis, can access now urgent mental health support via a new NHS text messaging service. The service is for people of all ages registered with a GP in Bury. It'll initially be open for people to text from 7am to 7pm.

By texting 07480 635134, they'll be connected to a mental health practitioner, who will aim to respond within four hours. If they text after 5pm, this may be the next day.

The service is part of the existing Greater Manchester NHS 111 Mental Health team, run by Greater Manchester Mental Health (GMMH) and Pennine Care NHS Foundation Trusts, alongside voluntary, community and social enterprise colleagues. We're working in partnership with ChatHealth, run by Leicestershire Partnership NHS Trust. You can find us on their website <https://chathealth.nhs.uk> by searching @GMChatMentalHealth.

This free, secure and confidential text messaging service is an alternative for people who may find it difficult to get help on the phone, online or face-to-face. We are proud to be offering it as part of our ongoing commitment to reducing health inequalities and ensuring urgent mental health support is accessible.

This is not an emergency service. If a quicker response is needed, people should contact 999 or go to A&E.

Outside the 7am to 7pm operating hours, people in Bury (along with the other Greater Manchester boroughs) can continue to access urgent mental health support 24/7 by calling NHS 111 and selecting mental health option 2 or visiting <https://111.nhs.uk>.

The service has been rolled out in a phase approach and is now live in all ten Greater Manchester boroughs. The next step is to offer text support 24/7. Timescales for this are being confirmed and more information will be shared soon.

You can find further information about the range of urgent mental health support options available in Greater Manchester here: [Mental health](#).

Please help us to promote this service to those who could benefit

We need your help to promote the text messaging service to the people you support in Bury.

To help, we have provided the following supporting resources, provided below:

- Key messages for service users / carers.
- Digital screen graphics you can display in public-facing areas.

Many thanks for your support in communicating this important service.

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NHS Greater Manchester

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Strategic lead for urgent
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Greater Manchester
Mental Health NHS
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Lindsay Baucutt,

Senior service manager -
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Supporting resources

Key messages to support conversations patients and carers

- You can now access urgent NHS mental health support via text message.
- If you're experiencing a mental health crisis, for example you feel mentally unsafe or severely distressed, you can now access urgent mental health support **by texting 07480 635134 between 7am and 7pm.**
- The service is available to people of all ages, registered with a GP in Bury.
- It offers another option for people who may prefer to access support via text message, rather than phone, online or face-to-face.
- The service is free of charge, secure and confidential, and you can text on behalf of yourself or someone else.
- When you text 07480 635134 between 7am and 7pm, you'll be connected to a trained mental health practitioner from your local team. They'll aim to respond within four hours. If you text after 5pm, this may be the next day.
- They'll speak with you over text message and help you get the urgent support you need.
- With your permission, they can access your patient notes if you have previously received mental health support. This will reduce you having to repeat information and allow them to provide better support.
- This service is part of the Greater Manchester NHS 111 Mental Health team, run by Greater Manchester Mental Health NHS Foundation Trust, Pennine Care NHS Foundation Trust and local voluntary, community and social enterprise partners. The team is working with ChatHealth, provided by Leicestershire Partnership NHS Trust.
- You can find the service at <https://chathealth.nhs.uk> by searching @GMChatMentalHealth.
- You can still also access support 24/7, free of charge, by calling NHS 111 and selecting mental health option 2, or by visiting <https://111.nhs.uk>.
- Community crisis spaces are also available across Greater Manchester. [Visit the Greater Manchester Integrated Care Partnership website for details.](#)
- You can find further information about the range of urgent mental health support available in Greater Manchester here [Mental health.](#)

- This is not an emergency service. In situations where there's an immediate risk to life, or you need urgent physical care, you should contact 999 or go to A&E.

Digital screen graphics:

- [Text messaging service for urgent mental health support – digital resources | Greater Manchester Mental Health NHS FT](#)