

## **Safeguarding Statement**

At John Tasker House & Felsted Surgery, we are committed to protecting the safety, wellbeing, and rights of all our patients. Safeguarding means ensuring that children, young people, and adults at risk are protected from abuse, harm, neglect, or exploitation.

If you ever feel unsafe, or if you are worried about someone else, please speak to any member of our practice team. We are here to help and will always listen.

## **If You Need Urgent Mental Health Support**

If you or someone you know is in crisis, help is available 24 hours a day:

### **Mental Health Crisis – NHS urgent support**

- Call 111 and select Option 2

This puts you through to NHS mental health professionals in West Essex who can offer immediate advice, support and crisis intervention.

### **Samaritans (24/7 emotional support)**

- Call: 116 123 (free)

Available day or night if you need someone to talk to confidentially.

### **Night Owls (West Essex) – Overnight Mental Health Support (non urgent)**

- Available 5pm-7.30pm then 8.30pm-1030pm 7 days per week
- For anyone over 18 years who needs emotional support

## **Domestic Abuse & Violence**

Domestic abuse can affect anyone regardless of age, gender, background, or relationship type. Abuse may be physical, emotional, psychological, financial, sexual, or controlling and coercive behaviour.

If you are experiencing domestic abuse – or are worried about someone else – please know that you are not alone. We are here to support you, and you can speak to any member of our team in confidence.

### **Immediate Help**

- Call 999 if you are in danger.
- If you cannot speak, press 55 when the operator is on the line.

### **Specialist Domestic Abuse Support**

- Essex Compass Domestic Abuse Helpline: 0330 333 7 444
- National Domestic Abuse Helpline (24/7): 0808 2000 247

### **PREVENT – Safeguarding Against Radicalisation**

As part of our safeguarding duties, we actively support the national PREVENT strategy. PREVENT aims to safeguard individuals who may be at risk of radicalisation or being drawn into terrorism.

Our practice team is trained to recognise early signs of vulnerability and to act promptly and appropriately. If we have concerns, we may share information with specialist safeguarding and PREVENT teams to help protect individuals from harm.

If you are worried about someone who may be vulnerable to radicalisation, please speak to a member of our team. You can also raise concerns directly via:

- Police non-emergency number: 101
- Anti-Terrorism Hotline: 0800 789 321

### **Online & Remote Consultation Safety**

We want all patients to feel safe when using online and remote consultation services.

- Please do NOT send images of intimate body areas.
- Any images you submit may be stored within your secure NHS medical record, in line with NHS information governance requirements.
- Never send images of children's genital or intimate areas under any circumstances.
- If you ever feel uncomfortable or unsure about sending information online, please contact the practice and we will offer an appropriate alternative consultation.

These steps help protect your privacy, ensure safe clinical care, and comply with safeguarding guidance from NHS England and West Essex ICB.

Your Safety is Our Priority