

Eating Disorders

This factsheet covers what eating disorders are and their different symptoms. It looks at how you can get treatment. You might find it useful if you have an eating disorder yourself. It could help you if you care for someone who does.



KEY POINTS

- Eating disorders involve an unhealthy relationship with food and weight.
- Eating disorders often start during adolescence or early adulthood. Some people develop them as an adult.
- People with an eating disorder may eat too little or too much food.
- There are different types of eating disorders.
- Eating disorders can lead to a wide range of physical health complications. This includes serious heart conditions and kidney failure which can be fatal.
- Treatments for eating disorders include medication, talking therapies and family therapy.

This fact sheet covers:

1. [What are eating disorders?](#)
2. [What are the symptoms of eating disorders and how are they diagnosed?](#)
3. [What are the different types of eating disorders?](#)
4. [What causes eating disorders?](#)
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1. What are eating disorders?

Eating disorders involve an unhealthy relationship with food. This may be eating too much food, or too little food. People with eating disorders can become obsessed about food and their eating patterns.

Anyone can develop an eating disorder. It doesn't matter what their age, gender, cultural or racial background is. There are 1.6 million people in the UK with an eating disorder.¹ Up to 25% of these are thought to be male.²

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2. What are the symptoms of eating disorders and how are they diagnosed?

There are different types of eating disorders, with different symptoms (see next section). Doctors use guidelines for diagnosing different mental health conditions. These are the main guidelines they use:

- International Classification of Diseases (ICD-10), produced by the World Health Organisation (WHO)
- Diagnostic and Statistical Manual (DSM-5), produced by the American Psychiatric Association.

These guidelines say which symptoms you should have and for how long for to get a particular diagnosis. To decide whether you have an eating disorder a doctor will ask you questions about your life. They will ask about your feelings, emotions and behaviours around food. This is called an 'assessment'. It will usually be done by a psychiatrist.

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3. What are the different types of eating disorders?

There are many different eating disorders. This factsheet covers Anorexia Nervosa, Bulimia Nervosa and Binge Eating Disorder. It also looks at some other eating disorders and eating problems.

Anorexia Nervosa

Anorexia Nervosa usually starts when you are a teenager. Women are more likely than men to develop anorexia. About 1 in 250 teenage girls and young women have anorexia.³ 1 in 2000 teenage boys and young men have the condition.⁴ If you have anorexia, you try to keep your weight as low as possible. You can do this by dieting, vomiting after eating, using a lot of laxatives or exercising too much.⁵ You may think you are overweight even if when people around you say you are dangerously thin.

| Behaviours ⁶ | Physical signs ⁷ |
|---|---|
| Stay away from food, pretend you're not hungry when you are | Lose a lot of weight |
| Think you are fat when everyone is saying you are underweight | Feel weak and have less muscle strength |
| Weigh and measure food, check calories, keep a food diary | Get dizzy spells, constipation and stomach pain |

| | |
|---|---|
| Find it hard to concentrate, be in a bad mood | Grow soft, fine hair on your body and face |
| Check your weight over and over | Have poor circulation , feel cold |
| Hide food and pretend you've eaten it | Have dry, rough or discoloured skin, hair falling out |
| Do a lot of exercise and get upset if something stops you from exercising | Sleeping problems, no interest in sex when you were interested before |
| Vomit, use laxatives or diuretics after you eat | In girls and women- periods stop or do not start |
| Become socially isolated | Being dehydrated |

Bulimia Nervosa

Bulimia Nervosa mainly affects women aged 16 to 40.⁸ Studies have shown that around 8% of women have bulimia during their lives.⁹ Men can also have bulimia but it is less common than in women.¹⁰

If you have bulimia you get into a cycle of eating. You eat a lot of food and then vomit, take laxatives or diuretics. The eating is called bingeing and what you do after is called purging. This stops you from gaining weight. You will usually have an average body weight. This may mean other people do not notice you are having these problems. You will usually purge when you are alone and have some privacy.

| Behavioural symptoms¹¹ | Physical signs¹² |
|---|---|
| Eat a lot of food (binge) | Sore throat |
| Make yourself vomit after you eat (purge) | Calluses on the backs of your hand (from forcing yourself to vomit) |
| Exercise more than usual | Bad breath |
| Are obsessed with food | Stomach pain, bloating and constipation |
| Not able to control your eating | Gastric problems |
| Believe you are fat when everyone says you aren't | Being tired and not having energy |
| Have mood swings, anxiety and depression | In girls and women- periods stop or do not start |
| Use laxatives, diuretics or enemas | Frequent weight changes |
| Avoid food | Face and fingers swelling |
| Secretive, not wanting to socialise | Bad skin |

Binge eating disorder (BED)

People with binge eating disorder may eat a lot of food in a short period of time. You may have the same binge eating symptoms as bulimia. The main difference is that you do not try to get rid of the food afterwards. This can mean you may be overweight for your age and height.¹³ If you have BED you may eat a lot of food when not physically hungry. Eating is generally done in secret.

| Behavioural symptoms¹⁴ | Physical signs¹⁵ |
|--|------------------------------------|
| Lose control of eating | Weight gain |
| Put yourself down after eating | Getting out of breath easily |

| | |
|---------------------------------|--|
| Blame failures on your weight | Sweating a lot |
| Have mood swings and depression | High blood pressure and/ or cholesterol |
| Use lots of diet plans | Leg and joint pain |
| Hide food to eat later | Poor sleeping patterns, tiredness |
| Secret eating patterns | Loss of sexual desire or promiscuous sexual activity |

Other eating disorders and eating problems

Eating Disorders Not Otherwise Specified (ENDOS)

You may have symptoms of an eating disorder. You could have symptoms that do not fit the diagnosis of one of the main eating disorders. If so, a doctor may diagnose you with an 'atypical eating disorder'. This can be called an 'eating disorder not otherwise specified' (EDNOS). Some people are diagnosed with atypical anorexia, for example. This is where someone meets some of the criteria for having anorexia, but not all of them.

Orthorexia

This is a fixation on eating food that you feel is healthy and pure. It may begin as a healthy diet but becomes rigorous and obsessive. You may start following special diets like Gluten Free, Dairy Free or Carbohydrate Free diet. Over time you can become obsessed with these diets and it can become a disorder.

Emotional overeating

If you emotionally overeat you may eat a lot of food when you experience negative emotions. These can be feelings like anxiety or sadness. When you first eat you may feel you are having a reward or a treat. However, it can leave you feeling guilt and shame, rather than improving your mood.¹⁶

Pica

This is when you eat things you shouldn't. These are often things like chalk, paint, stones, cigarette ashes or butts and coins. They don't have any nutrients. People with pica have been known to eat many other things including clothing, rubber and metal.¹⁷ Some of these will pass through the body without harm. However pica can be very dangerous. It can lead to the following problems:

- Lead poisoning
- Abdominal issues
- Low or high levels of potassium
- Blockages in the intestines
- Mercury poisoning
- Dental problems¹⁸

We still don't understand what causes pica. There is a link to a lack of certain minerals such as iron or social deprivation. Between 4 and 26% people with learning disabilities are estimated to have pica.¹⁹

Rumination disorder or 'chew and spit'

This is where someone regurgitates food over and over. You might chew and spit out food without swallowing it.²⁰ It usually affects young children. Rumination disorder causes weight loss, bad breath, tooth decay and indigestion.²¹

Night Eating Syndrome

This condition involves eating most of your food late in the day. You may wake up during the night and eat. People with night eating syndrome often do not eat at the start of the day.²²

Selective Eating Disorder (SED)

SED is associated with a fear of food. People with this condition only eat some foods and can refuse to try other foods.²³

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4. What causes eating disorders?

We do not know exactly why someone develops an eating disorder. Some people believe that the media and fashion industry put pressure on people to aim for low body weights.²⁴ Other theories say that is a way to feel in control of themselves. There seems to be a combination of factors involved, which we explore below.

Causes of anorexia

There is no single cause of anorexia. Different factors can lead to someone developing the condition. There are psychological factors which include:

- being vulnerable to developing depression and anxiety,
- finding it hard to handle stress,
- worrying a lot about the future,
- wanting to be perfect,
- being very controlled with your emotions,
- having obsessive or compulsive feelings, and
- a fear of being fat.²⁵

There are also factors that relate to your environment. This can be things like pressures at school, bullying, abuse, or having difficult family relationships. It can be linked to having a job or hobby where being thin is seen as ideal, like dancing or athletics. Changes in the brain or hormone levels could play a part. You may be more at risk of developing anorexia if there is a family history of eating disorders, depression or substance misuse.²⁶

Causes of bulimia

As with anorexia, there is not just one cause of bulimia. It can be linked to emotional causes such as low self-esteem, depression and stress.²⁷ Some people with bulimia have had a physical illness, a difficult childhood or been sexually abused. It is common for someone with bulimia to have other mental health issues. These can be conditions such as anxiety disorders, obsessive compulsive disorder (OCD), post-traumatic stress

disorder (PTSD) and personality disorders. Changes in your hormones around puberty could also be a factor.²⁸

Causes of binge eating disorder (BED)

It is not clear what causes binge eating but it may be a way of coping with low self-esteem and unhappiness.²⁹ It can be linked to depression, anxiety, stress, anger or loneliness. Someone with BED may have experienced stressful or traumatic events in the past. There may also be a family history of eating disorders. There could be differences in your brain or hormone levels.³⁰

You can find out more about getting help for your mental health in our '**Are you worried about your mental health?**' factsheet. You can download our factsheets for free from www.rethink.org/factsheets or call 0121 522 7007 and ask for a copy to be sent to you.

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5. How are eating disorders treated?

It helps to get early treatment for eating disorders. However, you may not want to get help.³¹ You may not notice that you are having problems with eating. You may not accept that you have an eating disorder.

Your first step for getting help is to go to your GP. They can refer you to a specialist service or for therapy if you need this. If your body weight is very low, doctors will focus on increasing your weight before starting any therapy. You may stay in hospital or a specialist facility depending on your weight.

There are different types of treatments for eating disorders, and you may be offered a combination of these.

Talking therapies

Therapy is often an important part of eating disorder treatments. This may include counselling, cognitive behaviour therapy (CBT), interpersonal therapy (IPT), group therapy, and family therapy.

Mental health services have developed special forms of CBT for bulimia and binge eating disorder. You should be able to access these through the NHS.

The type of treatment for you will depend on your age, weight and situation. You can find out more about different talking therapies in our '**Talking Therapies**' factsheet.

Family support

The family of someone with an eating disorder may be involved in treatment. This is particularly important with children and young people.³²

Medication

Sometimes doctors will give you medication, such as antidepressants. However, it should not be the only treatment you are getting for your eating disorder.³³

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6. What treatment should I be offered?

The National Institute for Health and Care Excellence (NICE) writes guidelines on how the NHS should treat eating disorders. Doctors do not legally have to follow this guidance but it is best practice if they do. There has to be a good reason for them not to follow the guidelines. Knowing about the guidelines can help you make sure you get the right treatment. The NICE guidelines recommend that doctors should treat people with an eating disorder should:

- be fully checked for their physical, psychological and social needs,
- have a risk assessment and be reviewed for risk factors during treatment, and
- be treated as early as possible.

These guidelines recommend that if you have anorexia or bulimia you should be offered psychological therapy. This should be intensive CBT if you have bulimia. Family therapy is recommended for young people with eating disorders.³⁴

You can find the full guidelines here:

www.nice.org.uk/guidance/cg9/evidence/full-guideline-243824221.

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7. What if I am not happy with my treatment?

If you are not happy with your treatment you can:

- talk to your doctor about your treatment and ask for a second opinion,
- get an advocate to help you speak to your doctor,
- contact Patient Advice and Liaison Service (PALS) and see whether they can help, or
- make a complaint.

There is more information about these options below:

Second opinion

If you are not happy with your treatment you should talk to your doctor and see if you can resolve the situation with them. You can refer to the NICE guidelines if you feel your doctor is not offering you the right treatment. See section 6 for more about this.

You may feel that your treatment should be changed. If your doctor does not agree you could ask for a second opinion. You are not legally entitled to a second opinion but your doctor might agree to it if it would help with treatment options.

Advocacy

An advocate is someone who is separate from the mental health service but understands the system and your rights. They can come to a meeting with you and your doctor and make sure you get what you are entitled to. Advocates help you make sure you are being heard. There may be a local advocacy service in your area which you can contact for support. You can search online for a local service. You can also call our advice service on 0300 5000 927 or email us at advice@rethink.org and we can look for you.

'PALS'

The Patient Advice and Liaison Service (PALS) at your NHS trust can try and help you with any problems or issues you have with an NHS service. You can find your local PALS' details at [www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363).

Complaints

If you have no success using an advocate or PALS you could complain using the NHS complaints procedure. The GP practice or mental health trust should be able to give you a leaflet about their complaints procedure.

You can find more information about:

- Second opinions
- Advocacy
- Complaining about the NHS or social services

at www.rethink.org. Or call 0121 522 7007 and ask us to send you a copy.

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8. What are the care and management skills?

You can learn to manage your symptoms by looking after yourself. This is called 'self care.' Self care is how you manage your daily routine, relationships and how you are feeling. The healthcare professional who is working with you should give you advice about self care. If you have an eating disorder it may help to improve your self-esteem. You could do this by:

- listing your good qualities,
- writing down the things you can do,
- learning a new skill,
- writing down your feelings,
- taking an assertiveness course to help your confidence, or
- writing about your life without an eating disorder.³⁵

It may help to think about what sets off your eating patterns. Certain times of year or events may make your eating worse. At those times you can ask for extra support from family or friends.³⁶ You could try different things to improve how you see your body, such as:

- wearing clothes you feel comfortable in,
- not weighing yourself
- doing nice things for your body, such as getting a massage or having a bath, or

- not reading fashion magazines.³⁷

Some local NHS Trusts may fund '[Expert Patients Programme Courses](#)'. These are courses for people who have long term health conditions. The 'New Beginnings' programme is a self-management course for people with a mental health condition. The courses are not available everywhere. Another service that offers programmes for people with long term conditions is Self Management UK. They run the Expert Patient programme and others. You can find out more at <http://selfmanagementuk.org> or by calling 03333 445 840. You could also ask your GP to find out what is available in your area.

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9. What risks and complications can eating disorders cause?

Physical effects often improve when you recover from an eating disorder but there is a risk of long-term damage.

Anorexia

People with anorexia can develop weak bones. You can become unable to have a child (infertile).³⁸ People who have very bad anorexia can die. This is less likely if you stay in touch with medical professionals. You should try not to let your heart and other organs get damaged. The other complications caused by anorexia will improve when you are eating again.³⁹

Bulimia

People with bulimia can have problems with their teeth. This is because vomiting a lot can cause stomach acid. This can damage teeth enamel and lead to tooth decay. Someone with bulimia may have bowel problems from using laxatives. You may also have heart problems.

Binge eating disorder

You may gain weight and become obese. This could lead to high cholesterol and high blood pressure. This increases your risk of heart disease and stroke, diabetes and swelling in your joints (osteoarthritis). You are also more likely to get some types of cancer including breast cancer and bowel cancer.⁴⁰

It may be useful to talk to your doctor about any steps you can take to reduce your risk of developing long-term problems.

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10. Information for carers, friends and relatives

If you are a carer, friend or family member of someone living with an eating disorder you may need support yourself. Caring for someone with an eating disorder can be difficult. It is important to seek emotional support if you are struggling to cope. You could try contacting one of the organisations listed in the 'Useful Contacts' section of this factsheet. You can also check to see if there are any support groups for carers in your area.

You may need support to care for someone with an eating disorder. If this is the case you could ask for a carer's assessment.

There are different resources you can use to help you support someone with an eating disorder. These can be resources available online or through books. In the further reading section there are some resources you might find useful.

For more information on:

- Carers' Assessment and Support Planning
- Supporting Someone with a Mental Illness

go to www.rethink.org. Or call 0121 522 7007 and ask for a copy to be sent to you.

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Beating Eating Disorders Step by Step: A self-help guide for recovery by Anna Patterson

A practical guide covering the key issues often faced in recovery from an eating disorder. The book takes the reader from choosing to let go of the illness to maintaining and living with a health weight and outlook.

Anorexia Nervosa: A Recovery Guide for Sufferers, Families and Friends (2nd Edition) by Janet Treasure

Insight and guidance into the recovery process for those who suffer from an eating disorder. The book also offers advice and information for their loved ones. Written by an expert in the field and someone with personal experience of eating disorders, this book offers understanding of the issues surrounding anorexia.

Skills-based Learning for Caring for a Loved One with an Eating Disorder: The New Maudsley Method Paperback by Janet Treasure, Gráinne Smith and Anna Crane

This helps carers learn the skills and knowledge needed to support and encourage those suffering from an eating disorder, and to help them to break free from the traps that prevent recovery.

The New Maudsley Approach

This website has materials and tools to help parents and carers of people with eating disorders to manage their caring role more effectively and with less stress.

Website: http://thenewmaudsleyapproach.co.uk/Home_Page.php

Self-help worksheets

- **Anorexia Self-Help:** www.getselfhelp.co.uk/anorexia.htm
- **Bulimia & Binge Eating Self-Help:**
www.getselfhelp.co.uk/docs/BulimiaSelfHelp.pdf



Anorexia and Bulimia Care

An organisation that provides on-going care, emotional support and practical guidance for anyone affected by eating disorders.

Helpline: 03000 11 12 13

Address: Saville Court, 10-11 Saville Place, Clifton, Bristol, BS8 4EJ

Email: support@anorexiabulimiacare.org.uk

Website: www.anorexiabulimiacare.org.uk

Beat (formerly the Eating Disorders Association UK)

A national charity based in the UK providing information, help and support for people affected by eating disorders. They provide online support groups, peer support, message boards, and helplines.

Address: B-eat, Websum House, 103 Prince of Wales Road, Norwich, Norfolk, NR1 1DW

Website: www.b-eat.co.uk

Adult Helpline

For anyone over 18. Open 4pm-10pm, 365 days a year.

Telephone: 0345 634 1414

Email: help@b-eat.co.uk

Youthline

For anyone under 25. Open 4pm-10pm, 365 days a year. Text service aims to respond within 24 hours.

Telephone: 0345 634 7650

Text service: 07786201820

Email: fyp@b-eat.co.uk

Eating Disorders and Carers

Runs the London Carers' Group, a self help group run by and for carers of those with an eating disorder. The group meets every third Wednesday of the month. Offers carers workshops, training and presentations.

Telephone: 07733 260 475

Website: www.eatingdisordersandcarers.co.uk

Eating Disorders Support

An organisation that provides help and support to anyone affected by an eating problem. Support is offered via helpline, email support and self-help groups held in Buckinghamshire.

Helpline: 01494 793223

Address: Eating Disorders Support, Sun House, 32 Church St, Chesham, Bucks, HP5 1HU

Email: support@eatingdisorderssupport.co.uk

Website: www.eatingdisorderssupport.co.uk

First Steps Derbyshire

Offers support to people of all ages affected by eating difficulties or disorders in Derbyshire and the surrounding areas. This includes parents, partners and families. They offer recovery workshops, self-help groups, and training.

Telephone: 01332 367571

Address: First Steps Derbyshire, Ingham House, 16 Agard St, Derby, DE1 1DZ

Email: info@firststepsderbyshire.co.uk

Website: www.firststepsderbyshire.co.uk

National Centre for Eating Disorders

An independent organisation set up to provide solutions for all eating problems, compulsive or "binge" eating, failed or "yo-yo" dieting, bulimia and anorexia. They provide information and counselling.

Telephone: 0845 838 2040

Address: National Centre for Eating Disorders, 54 New Road, Esher, Surrey KT10 9NU

Website: www.eating-disorders.org.uk

Men Get Eating Disorders Too (MGEDT)

Offers support for men with eating disorders and their carers and families. They provide information, online peer support, and a face-to-face support service for those in Brighton and Hove.

Address: c/o Community Base, 113 Queens Rd, Brighton, BN1 3XG

Email: sam@mengetedstoo.co.uk

Website: mengetedstoo.co.uk

The Recover Clinic

Provides care and advice for those suffering with eating disorders including Anorexia, Bulimia and Compulsive Overeating, Orthorexia, and Body Dysmorphic Disorder.

Telephone: 0834 783 2328

Address: The Recover Clinic, Kensington High St, London, W8

Email: help@therecoverclinic.co.uk

Website: www.therecoverclinic.co.uk

SEED (Support and Empathy for people with Eating Disorders)

Charity offering advice, support and services to people in Hull East Riding and out of area.

Helpline: 01482 718130

Address: The Resource Room, SEED, 276 Beverley Rd, Hull, HU5 2ST

Email: hello@seedeatingdisorders.org.uk

Website: <http://www.seedeatingdisorders.org.uk>

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¹ NHS Choices. *Bulimia*.

<http://www.nhs.uk/Conditions/Bulimia/Pages/Introduction.aspx> (accessed 26/08/15).

² As note 1.

³ National Institute for Health and Clinical Excellence. *Eating disorders*. Clinical Guidance 9. London: National Institute for Health and Clinical Excellence; 2004. Page 7.

⁴ As note 3.

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- ⁵ Beat. *Anorexia*. <http://www.b-eat.co.uk/about-eating-disorders/types-of-eating-disorder/anorexia> (accessed 26/08/15),
- ⁶ As note 4.
- ⁷ As note 4.
- ⁸ As note 1.
- ⁹ As note 1.
- ¹⁰ As note 1.
- ¹¹ Beat. *Bulimia*. <http://www.b-eat.co.uk/about-eating-disorders/types-of-eating-disorder/bulimia> (Accessed 26/08/15).
- ¹² As note 11.
- ¹³ As note 3, at page 21.
- ¹⁴ NHS Choices. *Binge Eating*. <http://www.nhs.uk/Conditions/Binge-eating/Pages/Introduction.aspx> (Accessed 26/08/15).
- ¹⁵ As note 14.
- ¹⁶ Beat. *Emotional Overeating*. <http://www.b-eat.co.uk/about-eating-disorders/types-of-eating-disorder/emotional-overeating> (Accessed 26/08/15).
- ¹⁷ The Guardian. *There's nothing he wouldn't eat*. <http://www.theguardian.com/lifeandstyle/2006/oct/24/healthandwellbeing.health2> (accessed 10/09/15)
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- ¹⁹ WebMD. *Pica*. <http://www.webmd.boots.com/mental-health/mental-health-pica> (accessed 10/09/15).
- ²⁰ As note 16.
- ²¹ WebMD. *Rumination Disorder*. <http://www.webmd.com/mental-health/rumination-disorder> (accessed 10/09/15).
- ²² As note 16.
- ²³ Great Ormond Street NHS Foundation Trust. *Welcome to the Eating Disorders Team*. <http://www.gosh.nhs.uk/file/1760/download?token=AglqoXti> (accessed 10/09/15).
- ²⁴ As note 1.
- ²⁵ As note 8.
- ²⁶ As note 8.
- ²⁷ As note 1.
- ²⁸ As note 1.
- ²⁹ As note 15.
- ³⁰ As note 15.
- ³¹ As note 3, at page 62.
- ³² As note 3, at page 42.
- ⁴³ As note 3, at page 79, 72.
- ³⁴ As note 3, at page 32.
- ³⁵ Beat. *Recovery Guide* http://www.b-eat.co.uk/assets/000/000/275/A4RecoveryTool_LowresPDF_pdf.log1_original.pdf?1423482099 (accessed 04/11/15)
- ³⁶ Helpguide. *Eating disorder treatment and recovery* <http://www.helpguide.org/articles/eating-disorders/eating-disorder-treatment-and-recovery.htm> (accessed 04/11/15)
- ³⁷ As note 37.

³⁸ NHS Choices. *Anorexia nervosa*.

<http://www.nhs.uk/Conditions/Anorexia-nervosa/Pages/Introduction.aspx>
(accessed 10/09/15).

³⁹ Hoek, H. W, et.al. (2006). Incidence, prevalence and mortality of anorexia nervosa and other eating disorders. *Current Opinions in Psychiatry*, 19, 389-94.

⁴⁰ As note 14.

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This factsheet is available
in large print.



Rethink Mental Illness Advice Service

Phone 0300 5000 927

Monday to Friday, 9:30am to 4pm
(excluding bank holidays)

Email advice@rethink.org

Did this help?

We'd love to know if this information helped you.

Drop us a line at: feedback@rethink.org

or write to us at Rethink Mental Illness:

RAIS
PO Box 17106
Birmingham B9 9LL

or call us on 0300 5000 927.

We're open 9:30am to 4pm
Monday to Friday (excluding bank holidays)



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Go to www.rethink.org for information on symptoms, treatments, money and benefits and your rights.

Don't have access to the web?

Call us on 0121 522 7007. We are open Monday to Friday, 9am to 5pm, and we will send you the information you need in the post.

Need to talk to an adviser?

If you need practical advice, call us on 0300 5000 927 between 9:30am to 4pm, Monday to Friday. Our specialist advisers can help you with queries like how to apply for benefits, get access to care or make a complaint.

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