

Service
provided by:



Do you have a health concern about someone currently in prison in London?

Available at:
HMP Belmarsh
HMP Brixton
HMP YOI Isis
HMP Pentonville
HMP Thameside
HMP Wandsworth
HMP Wormwood Scrubs

If you have concerns about:



mental
health



alcohol or
drug use



medication



healthcare



risks to life



physical
health



dental
health



eyes or
vision

Prisoner Health Information and Liaison Line (PHILL)

Call PHILL:



01172 401193



Monday to Friday, 8am - 8pm
Saturday, 8am - 4pm

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It can be worrying if your loved one has health issues whilst they are inside prison

If you are concerned about the health of your loved one who is currently in HMP Belmarsh, HMP Brixton, HMP YOI Isis, HMP Pentonville, HMP Wandsworth or HMP Wormwood Scrubs, you can call Prisoner Health Information and Liaison Line (Call PHILL).

This is a confidential phone line set up for family and friends to share information about the health and wellbeing of people in prison.



Get a message through to the healthcare team

Use the phone line to share information about your loved one's health. For example:

- Pre-existing conditions of your loved one
- Medications or treatments they usually take
- Use of drugs or alcohol that means they are at risk
- Concerns about mental health or risks to their life



Share health information in confidence

Our call handlers are healthcare staff and not employed by the prison.

Information received will be shared with the healthcare team looking after your loved one, with the aim of improving their safety and preventing delays in accessing essential medication or support.



In some circumstances, the
healthcare team may contact you

It won't always be possible to share information about your loved one back to you, because their medical information may have to remain private.

However in some cases, the service allows members of the healthcare team to make contact with trusted family members.

To make it more likely that you'll receive updates, please ask your loved one to give consent for their information to be shared.



01172 401193

Call Prisoners' Health Information and Liaison line (Call PHILL) on 01172 401193 for help with issues about health.

For other concerns or questions about someone in prison, please use the contact details below.



Search for the the name of the prison on Gov.uk to find phone numbers and the postal address of the prison.



In an emergency, phone the prison and ask to be put through to the orderly officer or Duty Governor.



If you have a concern about the wellbeing of a prisoner that is urgent but not life-threatening, call the prison's Safer Custody line or complete a Safer Custody contact form online. Find details via the prison webpage or at prisonersfamilies.org.



For general questions, information or advice, visit prisonersfamilies.org or call the Prisoners' Families Helpline for free on 0808 808 2003.



The Call PHILL service is provided by Practice Plus Group, on behalf of the NHS.



To share your experiences and views about prison healthcare, visit prisonadvice.org.uk/healthcare