

# confidential

## Dentist to Dentist..., confidentially

*Our purpose is to provide emotional first aid for dentists in distress, 24/7*

*We can allow you to offload and talk through your issues in complete confidence; we will then offer you signposting to further useful organisations if appropriate.*

*Sometimes all we are needed to do is listen!*

Some of the **Confidential** experience in first 3 months of operation:

- Peak call activity is between 7 pm and midnight, mostly before 10 pm though.
- Call numbers are rising. We don't trace callers, but we believe we have had >100 callers
- With around 25% callers continuing on to speak to a Volunteer
- Average calls seem to last 45-60 minutes with some reported to be approaching 2 hours
- Bullying is a recurrent theme whether in practice or by Regulators
- Gender balance of callers is roughly equal
- Callers quite often say they can't discuss with anyone else
- Callers quite often say they chose to contact us **because we are confidential**
- We have sometimes had repeat calls which were 'really positive, lovely call.'
- 'they just wanted to say thank you'
- 'we chatted for 40 mins and I congratulated him on his positive steps.'
- 'she rang again to say that after her call a week or two ago to one of the volunteers- she thought it was me (it wasn't)- that she was now really positive about the direction she is now going.'
- 'I just called and spoke to a wonderful person at Confidential, regarding a minor dispute at the practice (which was a constant torture for past 2-3 weeks) and I can't thank enough that person who responded at 8.30 pm Friday night on my first call and guided me what to do straight away, really what a relief'.....
- 'I can enjoy my weekend with my children now.'

CALL US NOW

**Tel: 0333 987 5158**



<https://www.confidential-helpline.org/>