

Signpost Guide to Healthcare Services

Pharmacy →

- For advice on minor illnesses and over-the-counter medicines
- To find your nearest out of hours pharmacy ring 0845 4647 or visit www.nhs.uk

Dentists →

- Dental emergencies outside of normal working hours: 0845 600 3246
- To find a regular dentist near you call NHS Norfolk patient advice and liaison service (PALS) 0800 587 4132

GP/Nurse →

If you need to see a GP or nurse urgently, your practice will try to fit you in, or you can go to the walk-in centre (below). Our nurse team may be able to help with minor injuries.

**Walk-in
Centre** →

If the GP surgery is closed, please try the following:

- To see a GP or nurse for minor illnesses
- Timber Hill health centre, Level 4, Castle Mall, Norwich NR1 3DD. Tel: 0300 0300333
- www.timberhillhealthcentre.nhs.uk
- Open between 7am and 9pm, 7 days per week

Out of Hours →

- When the practice is closed - evenings and weekends
Tel: "111" from a landline or mobile (calls are free of charge)

**Accident and
Emergency** →

- For serious or life-threatening conditions, phone 999 or go to the emergency department at: Norfolk and Norwich Hospital, Colney Lane, Norwich NR4 7UY
- Open 24 hours per day

Information and Helplines

Mental Health →

- Wellbeing service: www.readytochange.org.uk
Tel 0300 123 1503
- Mental Health Matters: www.mentalhealthmatters.com
Tel 0800 107 0160
- Samaritans: www.samaritans.org Tel: 08457 909090
- Depression alliance: www.depressionalliance.org

Swifts and Night Owls →

A free service to help older people who have unplanned needs anytime during day or night, such as changing simple dressings or catheter bags and personal care tasks.

- Swifts: 8am to 10pm Tel: 01603 442008
- Nightowls: 10pm to 8am Tel: 01603 482409

Social Services →

- Tel: 0344 800 8014

Alcohol & Drug Support →

- Trust Alcohol & Drug Service (TADS) www.nordate.org.uk
Tel: 01603 671900
- Drinkline – www.alcoholconcern.org.uk Tel: 0800 917 8382
- Alcoholics Anonymous – www.alcoholics-anonymous.org.uk
National helpline: 0845 769 7555
- The Matthew Project. 24 hr helpline Tel: 0800 764754

Sexual Health →

Emergency contraception:

- iCash Norfolk/Norwich Hub 03003003030
 - Norwich NHS Walk-in Centre Tel: 0300 0300333
 - National AIDS trust: www.nat.org.uk
 - Terence Higgins Trust: www.tht.org.uk
- Family Planning Sexual Health Helpline: www.fpa.org.uk
Tel: 0845 122 8690

National Blood Service →

To find out where to give blood:

- www.blood.co.uk Tel: 0300 123 2323