

## The Health and Social Care services you can access over the Christmas Period

Over the Christmas Period, many Health and Social Care services will close or have reduced opening hours. We have compiled the following list of information for you.

### NHS 111

If you have an urgent, but not life-threatening health problem you can contact NHS 111. Simply dial 111, the call is free from landline and mobiles. You answer questions about your symptoms on telephone by speaking to a fully trained adviser on the phone. You can ask for a translator if you need one.

Depending on the situation you will:

- Find out what local service can help you
- Be connected to a nurse, emergency dentist, pharmacist or GP
- Get a face-to-face appointment if you need one
- Be told how to get any medicine you need
- Get self-care advice

In an **emergency** you should always dial **999**

### COMMUNITY NURSES

- If you need to access to the community nurses service, first call your GP practice, if they are closed call NHS 111

### DENTAL EMERGENCIES

- If you need to access emergency dental services, call NHS 111, a dental nurse will assess you over the phone and can offer you an appointment if needed

### A&E DEPARTMENTS

**Royal London Hospital A&E**, The Royal London Hospital, Whitechapel Rd, London E1 1BB Tel: 020 7377 7000

**The Homerton Hospital A&E**, Homerton University Hospital, Homerton Row, London E9 6SR Tel: 020 8510 5555

**Whittington Hospital Emergency Department**, 18 Magdala Ave, London N19 5NF Tel: 020 7272 3070

**University College Hospital**, 235 Euston Rd., London NW1 2BU Tel: 020 3456 7890

**St Thomas' Hospital A&E**, Westminster Bridge Road, London SE1 7EH Tel: 020 7188 7188

### URGENT CARE

**Guy's Hospital Urgent Care Centre**, Ground Floor, Tabard Annexe, Great Maze Pond, London SE1 9RT Tel: 020 3049 8970

Open everyday from 8am to 8pm, arrive no later than 7pm as registration will be closed.

**St Bartholomew's Hospital Urgent Care Centre**, West Smithfield, City of London, EC1A 7BE  
Tel: 020 3465 6843

Open Monday to Friday, 8am to 4pm for those aged 2 years and above, closed Saturday to Sunday.

### GP SURGERIES

**Neaman Practice**, 15 Halfmoon Ct, Barbican, London EC1A 7HF Tel: 020 7600 9740

Closed on 25<sup>th</sup> to 26<sup>th</sup> December and 1<sup>st</sup> January. Open 27<sup>th</sup> to 29<sup>th</sup> December 8am to 6:30pm, open 30<sup>th</sup> December, 9am to 5pm by appointment only.



**Goodman's Field Health Centre**, 11 Stable Walk, London E1 8ZF Tel: 020 7702 2036  
Closed on 25<sup>th</sup> to 26<sup>th</sup> December and 1<sup>st</sup> January. Open 27<sup>th</sup> to 29<sup>th</sup> December 8am to 6:30pm, open 30<sup>th</sup> December 9am to 1pm, closed 31<sup>st</sup> December.

### MENTAL HEALTH SERVICES

**24-hour Mental Health Crisis Helpline**, Tel: 080 0073 0006 (24/7)

The helpline is for people of all ages who may have long term psychological issues, or have experienced a sudden crisis, such as bereavement. The helpline will be able to offer confidential expert advice, guidance and referrals to local services.

**City and Hackney Walk-in Crisis Cafe**, The Raybould Centre, City and Hackney Centre for Mental Health, Homerton Row, London E9 6SR Tel: 073 9376 2366

They are open weekdays 6pm to 9pm and are open weekends and bank holidays 12pm to 4pm.

**City and Hackney Talking Therapy**, Website: [cityandhackneytalkingtherapies.homerton.nhs.uk/](http://cityandhackneytalkingtherapies.homerton.nhs.uk/)  
**Samaritans**, Tel:116 123 (24/7)

**Shout**, you can text the word 'SHOUT' to '85258' and you will be provided support by a trained Crisis Volunteer, the service is available 24/7

**SANeline**, if you are experiencing a mental health problem or supporting someone else, you can call 0300 304 7000, 4.30pm to 10.30pm every day for support

**The Mix**, If you are under 25, you can call 0808 808 4994, Sunday to Friday from 2pm to 11pm for support

**Mind in the City, Hackney and Waltham**, 8-10 Tudor Rd, London E9 7SN Tel:020 8525 2337 Website: [mindchwf.org.uk](http://mindchwf.org.uk)

**City Advice**, 28 Commercial Street, London E1 6LS Tel: 020 7392 2919

Website: [www.toynbeehall.org.uk/cityadvice/](http://www.toynbeehall.org.uk/cityadvice/) email: [city.advice@toynbeehall.org.uk](mailto:city.advice@toynbeehall.org.uk)

City Advice will close at 12 noon on Friday 22nd December and reopen on Tuesday 2nd January.

There will be no service during these times and anyone with an emergency should check the local authority website for details of emergency provision.

You can access the City of London Emergency Support Schemes here:

<https://www.cityoflondon.gov.uk/services/housing/housing-benefits/emergency-support-scheme>

### SAFEGUARDING ISSUES

**If you are concerned about the safety of a relative, friend or neighbour, these are the numbers you can call**

**Emergency:** Tel: 999

**Adult:** Tel: 020 7332 1224 (Monday to Friday, 9am to 5pm only)

Tel: 020 8356 8855 (all other times including weekends and bank holidays)

**Children:** Tel: 020 7332 3621 (Monday to Friday, 9am to 5pm only)

Tel: 020 8356 2710 (all other times including weekends and bank holidays)

### Pharmacies

**Homerton Hospital**, Homerton Row, London, Greater London, E9 6SR Tel: 020 8510 5555

If you need to access an emergency pharmacy, you can access support through the Homerton Hospital.

The service is available Monday, Wednesday and Friday, 9am to 5pm.

Tuesday and Thursday 9am to 5:15pm, Saturday 11am – 2pm, Sunday 10am - 2pm and Bank holidays from 11am – 2pm.

There is an on-call pharmacist available 24/7 for emergency medicines and advice required outside pharmacy hours.



## General enquiries

Dispensary: 020 8510 5555 Medicines information: 020 8510 7000

**S Chauhan Pharmacy**, 36 Goswell Rd., Golden Lane Estate, London EC1M 7AA Tel: 020 7253 9691  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 9am to 5pm, closed 30<sup>th</sup> to 1<sup>st</sup> January

**Portman's Pharmacy**, 5, Cherry Tree Walk, Whitecross Street, London EC1Y 8NX Tel: 020 7638 0067  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 9am to 6:30pm, open 30<sup>th</sup> December 9am to 5pm, closed 31<sup>st</sup> December to 1<sup>st</sup> January

**Boots Pharmacy**, 11 Octagon Arcade, Liverpool Street Station, London EC2M 2AB Tel: 020 7374 0092  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 6:30am to 11pm, open 30<sup>th</sup> December 8am to 8pm, open 31<sup>st</sup> December 9am to 8pm, open 1<sup>st</sup> January 10am to 7pm

**Boots Pharmacy**, 200 Bishopsgate, London EC2M 4NR Tel: 020 7283 9544  
Closed 25<sup>th</sup> January, open 26<sup>th</sup> January 12pm to 6pm, open 27<sup>th</sup> to 29<sup>th</sup> January 8am to 9pm, open 30<sup>th</sup> December 9am to 8pm, 31<sup>st</sup> December to 1<sup>st</sup> January 12pm to 6pm

**Boots Pharmacy**, 171 Moorgate, London EC2M 6XQ Tel: 020 7920 9347  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 7am to 8pm, closed 30<sup>th</sup> to 1<sup>st</sup> January

**Boots Pharmacy**, 104 Cheapside, London EC2V 6DN Tel: 020 7248 9340  
Closed 25<sup>th</sup> December, open 26<sup>th</sup> December 11am to 5pm, open 27<sup>th</sup> to 29<sup>th</sup> December 7:30am to 7:30pm, open 30<sup>th</sup> December 10am to 5pm, closed 31<sup>st</sup> December, open 1<sup>st</sup> January 11am to 5pm.

**Boots Pharmacy**, 138 Fenchurch St, London EC3M 6BL Tel: 020 7626 0670  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 9am to 6pm, open 27<sup>th</sup> to 29<sup>th</sup> December 9am to 6pm, closed 30<sup>th</sup> to 1<sup>st</sup> January

**Boots Pharmacy**, 88 Aldgate High St, London, Greater London EC3N 1LH Tel: 020 7265 0343  
Closed 25<sup>th</sup> December, open 26<sup>th</sup> January 10am to 4pm, 27<sup>th</sup> to 29<sup>th</sup> December 7:30am to 7:30pm, closed 30<sup>th</sup> to 31<sup>st</sup> December, open 1<sup>st</sup> January 10am to 4pm

**Boots Pharmacy**, 60 Gracechurch St, London EC3V 0HR Tel: 020 7623 4768  
Closed 25<sup>th</sup> December, open 26<sup>th</sup> December 7:30am to 8pm, open 27<sup>th</sup> to 29<sup>th</sup> December 7:30am to 8pm, open 30<sup>th</sup> December 11am to 6pm, closed 31<sup>st</sup> December, open 1<sup>st</sup> January 11am to 5pm

**Boots Pharmacy**, 21 New Change Passage, London EC4M 9AG Tel: 020 7248 3635  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 7:30am to 7:30pm, open 30<sup>th</sup> December 10am to 6pm, open 31<sup>st</sup> December 12pm to 6pm, closed 1<sup>st</sup> January

**Boots Pharmacy**, 80 Cannon Street, London EC4N 6AE Tel: 020 7623 4676  
Closed 25<sup>th</sup> to 26<sup>th</sup> December, open 27<sup>th</sup> to 29<sup>th</sup> December 7:30am to 7:30pm, closed 31<sup>st</sup> December to 1<sup>st</sup> January

## Healthwatch City of London Opening Hours

We will be closed from 5pm Thursday 22<sup>nd</sup> December until 9am Thursday 4th January.

We wish you all a happy and safe Christmas and New Year!

Web: [www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk) Email: [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk) Tel: 020 3745 9563 X: @HealthwatchCoL Facebook: @CoLHealthwatch

