

Healthwatch City of London recognise that provision of Health and Social care can change over the holiday period, therefore we have pulled together this guide to services across the City of London.

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



Pharmacies

To find where to get an emergency prescription you can visit <https://111.nhs.uk/emergency-prescription> and enter your postcode, this will give you the nearest available pharmacy. Here are the opening hours of a selection of pharmacies in your area.

Lloyds Pharmacy, Sainsbury's, Cambridge Heath Road, Whitechapel, E1 5SD

Tel: 020 73776916

Open 8am – 8pm Mon to Sat, 11am – 5pm Sun. Open 8am– 7pm 24th December. Closed 25th and 26th December.

Boots Pharmacy, 88 Aldgate High St, London, Greater London, EC3N 1LH Tel: 020 7265 0343

Open 7am – 7:30pm Mon – Fri. Open 10am–4pm 28th December. Closed 25th, 26th and 27th December and 1st January.

Day Lewis Pharmacy, 12–14, Old Montague Street, London, E1 5PB Tel: 020 7247 1895

Open 8am – 7pm weekdays. Closed 27th and 28th December and 3rd January.

Chapel Pharmacy, 139 Cannon Street Road, Tower Hamlets, London, E1 2LX Tel: 020 74806796

Open 9am – 7pm Mon– Fri, 9:30am – 6pm Sat, 9:30am – 6pm 25th December. Closed 26th December.

Portman's Pharmacy, 5, Cherry Tree Walk, Whitecross Street · Near the Barbican Centre · 020 7638 0067

Open 9am– 6:30pm Mon– Fri, 9am– 5pm Sat, Closed 25th, 26th, 27th, 28th December and 3rd January.

A&E Departments (24 hours unless stated)

Guy's Hospital Urgent Care Centre, Ground Floor, Tabard Annexe, Great Maze Pond, London SE1 9RT (8am – 8pm)
020 7188 7188 Please note that this is NOT an A&E department.

University College Hospital, 235 Euston Road, NW1 2BU (Entrance on Gower Street, opposite Euston Square Tube Station) Tel: 020 3456 7890 Includes the **children and young people's emergency department** which is open 24 hours a day, 365 days a year. Anyone aged under 18 needing care for an accident or emergency can visit.

The Homerton Hospital A&E, Homerton Row, E9 6SR Tel: [020 8510 5555](tel:02085105555)

Royal London Hospital A&E, Whitechapel Road, E1 1FR Tel: [020 7377 7000](tel:02073777000)

St Thomas' Hospital A & E, Westminster Bridge Road, London, SE1 7EH Tel: [020 7188 7188](tel:02071887188)

Neaman Practice

The surgery will be open as normal over the period, with the exception of the 27th December, 28th December, 1st January, 3rd January when it will be closed.

Normal opening hours apply the rest of the time. Tel: 020 76009740 to book an appointment.



Mental Health Services

Mental Health services will be provided by the East London NHS Foundation Trust up to 24th December and after 29th December, during this time you should contact your Duty Worker if you are an existing service user. If you need support, there is a crisis helpline which is open throughout the period. You can call 0800 073 0006.

Samaritans: Call 116 123 for a suicide prevention line. Available 24/7

Mind in the City, Hackney and Waltham: offers community and hospital-based advocacy, counselling, education services and employment support, therapeutic day service and welfare rights advice. Website: mindchwf.org.uk

City Advice

City Advice will be closed over the Christmas period, from 23rd December– 4th January, however you can visit their website for emergency contacts for the emergency and statutory services www.toynbeehall.org.uk/cityadvice/

City of London residents' non-medical emergency social care needs

Monday to Friday, 5pm to 9am. 24 hours at weekends and on bank holidays

For emergency social care relating to adults including older people and people with disabilities call 020 8356 2300

For emergency social work services for children (aged 0-18 years) call 020 8356 2710

Safeguarding issues

To report any safeguarding concerns you have, use the telephone numbers below:

Adults: Call 020 7332 1224– Mon– Fri, 9am– 5pm only.

Call 020 8356 2300 at all other times, including weekends and bank holidays

Children: Call 020 7332 3621 – Mon– Fri, 9am–5pm only.

Call 020 8356 2710 – at all other times, including weekends and bank holidays



Healthwatch City of London will be closed from 5pm Friday 17th December until 9am Tuesday 4th January.

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

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