

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

Over Christmas and New Year, 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 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 (All open 24/7)

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 A&E, 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

The Royal London Hospital Urgent Treatment Centre, Clinic 1 at The Royal London Hospital's Cavell Entrance on Stepney Way. Main Hospital Tel: 0203 377 7000 Open 24hrs daily

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.

The Minor Injuries Unit (MIU) at St Bartholomew's Hospital will be closed from 4pm, Tuesday 16 December, and will re-open at 8am, Monday 5 January.

GP SURGERIES

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

Closed on 25th to 26th December and 1st January. Open as usual for all other dates, Monday to Friday 8am to 6:30pm by appointment.



Goodman's Field Medical Practice, 11 Stable Walk, London, E1 8ZF Tel: 020 7702 2036

Closed on 25th to 26th December and 1st January. Open as usual for all other dates, Monday to Friday 8am to 6:30pm by appointment.

MENTAL HEALTH SERVICES

24-hour Mental Health Crisis Helpline, Call 111 and select option 2. The service is available 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 12pm to 4pm. At the date of publication we are unable to confirm opening hours over the Christmas period.

City and Hackney Talking Therapy Website: cityandhackneytalkingtherapies.homerton.nhs.uk/

Samaritans, Tel: 116 123, the service is available 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, the service is available 4pm to 10pm every day for support

The Mix, If you are under 25, you can text 85258 for 24/7 crisis support. You can also join a support group here: <https://www.themix.org.uk/get-support/support-groups/>

Mind in the City, Hackney and Waltham, 15a Homerton Row, Hackney, E9 6ED (community hub)
Tel: 020 8985 4239 Website: mindchwf.org.uk

City Advice, 28 Commercial Street, London E1 6LS Tel: 0800 808 5853 Website: www.toynbeehall.org.uk/cityadvice/ email: city.advice@toynbeehall.org.uk

City Advice will close on Tuesday, 23rd December and will reopen on Monday, 5th 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-and-homelessness/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

Pharmacies open on Bank holidays

Prime Response Pharmacy, 70 Chapel Market, Islington, London N1 9ER Tel: 020 7837 1430

Open 25th December from 10am to 6pm, 26th December from 12pm to 4pm and 1st January from 12pm to 4pm.

Day Lewis Pharmacy, 253 Whitechapel Rd, Stepney, London E1 1DB Tel: 020 7247 2140

Open 25th December from 10am to 6pm, 26th December from 12pm to 4pm and 1st January from 12pm to 4pm.

Visit here to find a specific pharmacy's opening hours: www.nhs.uk/service-search/find-a-pharmacy

Barbican Pharmacy & Clinic (Previously S Chauhan Pharmacy), 36 Goswell Rd., Golden Lane Estate, London EC1M 7AA Tel: 020 7253 9691

Closed on bank holidays which include 25th, 26th December and 1st January. Open as usual for all other dates, Monday to Friday 9am to 6:30pm, 9am to 2pm Saturdays and closed Sundays.

Portman's Pharmacy, 5 Cherry Tree Walk, Whitecross Street, London EC1Y 8NX Tel: 020 7638 0067

Closed on bank holidays which include 25th, 26th December and 1st January. Open as usual for all other dates, Monday to Friday 9am to 6:30pm, Saturday 9am to 5:30pm and closed Sundays.

Boots Pharmacy, 11 Octagon Arcade, Liverpool Street Station, London EC2M 2AB Tel: 020 7374 0092

Open 24th December from 6:30am to 7pm, closed 25th, 26th December and 1st January. Open from 9am to 6pm from 27th December to 31st December.

Boots Pharmacy, 200 Bishopsgate, London EC2M 4NR Tel: 020 7283 9544

Open 24th December from 8am to 7pm, closed 25th December. Open from 12pm to 6pm on the 26th December, 8am to 7pm on 31st December and 12pm to 6pm on the 1st January. Open as usual for all other dates, Monday to Friday 8am to 9pm, Saturday 9am to 8pm and Sundays 12pm to 6pm.

Boots Pharmacy, 171 Moorgate, London EC2M 6XQ Tel: 020 7920 9347

Open 24th December and 31st December from 7am to 7pm, closed 25th, 26th December and 1st January. Open as usual for all other dates, Monday to Friday 7:30am to 7:30pm, closed Saturday and Sundays.

Boots Pharmacy, 104 Cheapside, London EC2V 6DN Tel: 020 7248 9340

Open 24th December 7:30am to 6pm, closed 25th December, open 26th December 11am to 5pm, open 31st December from 7:30am to 6pm, open 1st January from 11am to 5pm. Open as usual for all other dates, Monday to Friday 7:30am to 7:30pm, Saturday 10am to 5pm and closed Sundays.

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

Open, 24th December from 7am to 6pm, closed 25th, 26th January and 1st January, open 31st December from 7am to 6pm. Open as usual for all other dates, Monday to Friday 7:30am to 7:30pm, closed Saturday and Sundays.

Boots Pharmacy, 21 New Change Passage, London EC4M 9AG Tel: 020 7248 3635

Open 24th and 31st December from 7:30am to 6pm, closed 25th, 26th December and 1st January. Open as usual for all other dates, Monday to Friday 7:30am to 7:30pm, Saturday 10am to 6pm and Sunday 12pm to 6pm.

Boots Pharmacy, 80 Cannon Street, London EC4N 6AE Tel: 020 7623 4676

Open 24th December from 7:30am to 6pm, closed 25th, 26th December and 1st January. Open 27th from 10am to 6pm, 31st December from 7:30am to 6pm. Open as usual for all other dates, Monday to Friday 7:30am to 7:30pm and closed Saturdays and Sundays.



Healthwatch City of London Opening Hours

We will be closed from 5pm Tuesday 23rd December until 9am Tuesday 6th January.

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

Web: www.healthwatchcityoflondon.org.uk

Email: info@healthwatchcityoflondon.org.uk Tel: 020 3745 9563

X: @HealthwatchCoL Facebook: @CoLHealthwatch