

Health and Social Care service over the Christmas Period

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

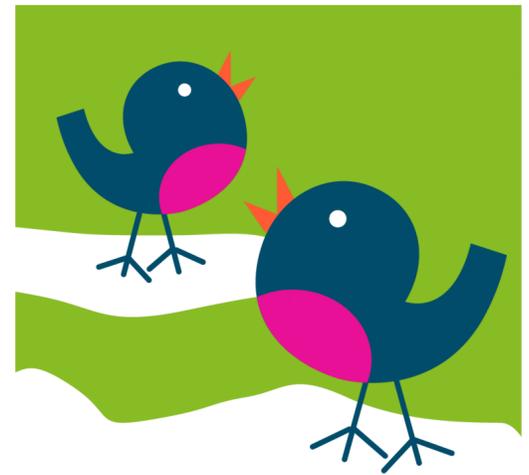
If you have an urgent, but not life-threatening health problem you can contact NHS 111. Simply dial 111, the call is free from landline and mobiles. You answer questions about your symptoms on telephone by speaking to a fully trained adviser on the phone.

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 7377 6916

24th December 8am - 6pm. 25th December closed. 26th - 27th December 10am - 4pm.

28th - 31st December 8am - 8pm. 1st January Closed. 2nd - 3rd January 10am - 4pm.

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.

The Boots branch in **Cheapside** will be open throughout the Christmas period, with the exception of Christmas day

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

24th - 27th December closed. 28th - 30th December 8am - 7pm. 31st December - 2nd January closed.

3rd January 8am - 7pm.

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

020 7638 0067

24th December 9am - 5pm. 25th - 27th December closed. 28th - 31st December 9am - 6:30pm.

2nd - 3rd January 9am - 6:30pm.

Community Nurses - if you require access to the community nurses over the festive period, you should call your GP practice in the first instance, if they are closed we have been advise that you should call NHS 111 who can arrange the services for you,

Dental emergencies - please call NHS111 if you need access to and emergency dentist.



A&E Departments (24 hours unless stated)

University College Hospital, 235 Euston Road, NW1 2BU (adults only) (Entrance on Gower Street, opposite Euston Square Tube Station) Tel: 020 3456 7890

Whittington Hospital, Emergency Department, Magdala Avenue, London N19 5NF Tel: [020 7272 3070](tel:02072723070)

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)

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

Guy's Hospital Urgent Care Centre, Ground Floor, Tabard Annexe, Great Maze Pond, London SE1 9RT (8am – 8pm) [020 7188 7188](tel:02071887188) Please note that this is NOT an A&E department.

Neaman Practice

The surgery opening times over the Christmas period will be 24th - 27th December closed. 28th - 29th December 8am - 6:30pm. 31st December - 2nd January closed. 3rd January 8am -6:30pm. 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 Friday 23rd December- Tuesday 3rd January. However you can visit their website for emergency contacts for the emergency and statutory services www.toynbeehall.org.uk/cityadvice/

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 23rd December until 9am Wednesday 4th 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 Twitter: @HealthwatchCoL Facebook: @CoLHealthwatch