

Health & Support Services over Christmas & New Year

If you are feeling unwell over the Christmas and New Year holiday period, there are a number of ways you can access help and advice.

Your local pharmacy which do more than dispense prescriptions and medicines. Many also offer advice on bugs and viruses, minor injuries, tummy troubles, skin conditions, emergency contraception, etc.

NHS 111 service

NHS 111 is a fast and easy way to get the right help. Call 111 when you:

- Need medical help for an urgent but not life threatening health issue
- Don't have a GP to call
- Need information or reassurance

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Free interpreting is available.

GP Services

Your GP surgery will be closed for a period of four days from Saturday, 24 December to 8.00am Wednesday, 28 December. When your surgery is closed call the NHS 111 helpline or you can visit an Urgent Care Centre. NHS 111 can refer you to an out-of-hours service for medical assistance and may send a doctor out to you at home if necessary.

Crawley Hospital Urgent Care Centre

This service is in Crawley Hospital, West Green Drive, Crawley RH11 7DH. It is open 24 hours a day, 7 days a week. Just walk in and this service offers a range of support, which could help you avoid having to go to A&E.

To contact, call 01293 600300 ext 4255.

Emergency Dental Services

General dental practices will be closed over the same period as GP surgeries. For emergency care when your dental practice is closed see <http://bit.ly/2hzPQED>.

Sexual Health Services

Emergency contraception is available from GPs or pharmacies and is available free of charge without a prescription from certain pharmacies under 21s.

Don't forget your repeat prescriptions!

Check your routine medication this festive season and ensure you have enough to last over Christmas and New Year. Help your local NHS to provide out of hours services from those that urgently require medical assistance.

Pharmacies with extended opening hours

Some pharmacies are open across the festive season. To find out which local services are open when please visit: <http://bit.ly/1RWXrKM>

Phone the pharmacy ahead of travelling to ensure it is open or use the NHS web app Health Help Now, a quick and easy guide to find the right care for your condition: www.healthhelpnow-nhs.net

A&E - Accident and Emergency

A&E is for serious or life threatening injuries and illness that needs urgent medical attention. They are available 24 hours a day, 365 days a year, along with the 999 emergency services telephone number. A&E can be found at:

Brighton Area: Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE.

Crawley/Horsham and surrounding: East Surrey Hospital, Canada Avenue, Redhill, RH1 5RH

Mid Sussex: Princess Royal Hospital, Lewis Road, Haywards Heath, RH16 4EX

Coastal: St Richards Hospital, Spitalfield Lane, Chichester, PO19 6SE or Worthing Hospital, Lyndhurst Road, Worthing, BN11 2DH

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Mental Health Services

Sussex Mental Healthline **0300 5000 101**. The Sussex Mental Healthline is a telephone service providing support and information to anyone experiencing mental health problems including stress, anxiety and depression. The service is also available to carers and healthcare professionals.

The Sussex Mental Healthline operates a no appointment system. Available Monday to Friday 5pm- 9am, and 24 hours at weekends and bank holidays. Text Relay calls and New Generation Text calls are welcome from deaf and speech impaired callers.

Mental Health Rapid Response Service. Call **0300 304 0078**, 24hrs a day, 7 days a week. This support line offers a rapid assessment service for people suffering from mental health problems who are at risk and may not be able to keep themselves safe, or who are considering attending A&E for help with their mental health.

Other services

Samaritans National telephone: **116 123** (free to call). Email: jo@samaritans.org. Text number: **07725 909090**. The Helpline is confidential and available 24hrs a day, 7 days a week.

Out of hours homeless emergency. If you have a homeless emergency out of office hours (Monday-Friday, 9am-5pm) the local council can help. For contact details please visit <http://bit.ly/1QRjz8g>

Throughout the Christmas period South East Coast Ambulance Trust will be tweeting tips to help people stay safe and support the ambulance service from its [@SECAmbulance](https://twitter.com/SECAmbulance) Twitter account using the hashtag #XmasSupportSECAmb.

Some National 24 Hour Helplines

Drinkline: 0300 123 1110 (Mon-Fri 9am-8pm, weekends 11am-4pm). The line offers help to callers worried about their own drinking, support to their family and friends and advice on where to go for help.

Frank provides a confidential service to anyone wanting information, advice or support about any aspect of drugs. Phone: **0300 123 6600**. Minicom: **0300 123 1099**. Online chat facility (2-6pm weekdays): **Live Chat**. You can 'Talk to Frank' in 120 languages - just call the same number and a translator will be there if necessary.

The Silver Line: 0800 4708 090 This is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day.

The Bereavement Trust Helpline: 0800 435 455 The line is a multilingual National Freephone Helpline and will be answered by trained volunteers. They can offer comfort, support and practical advice to the bereaved from 6pm until 10pm every day. If the line is engaged, please ring **0800 9177 416**.

Domestic Violence Freephone Helpline: 0808 2000 247. The Helpline can give support, help and information. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.

Housing Advice Helpline: 0808 800 4444 Shelter's Helpline is open 8am-8pm on weekdays and 8am-5pm on weekends, 365 days a year. Housing experts will offer support to you no matter what your housing situation. Calls are free from UK landlines and all major UK mobile operators. Other networks may charge.

