

Signpost Guide to Healthcare Services

Pharmacy →

For advice on minor illnesses and over-the-counter medicines

- Ring 111 to find your nearest out of hours pharmacy
- or visit www.nhs.uk

Dentists →

- Dental emergencies outside of normal working hours:
Contact your own dentist for their instructions or ring 111
- To find a regular dentist near you call NHS Norfolk Patient Advice and Liaison service (PALS) 0800 279 7257
(open 9am-5pm Mon-Fri)

GP/Nurse →

If you need to see a GP or nurse urgently, we will try to fit you in, or you can go to the walk-in centre (below). Our Practice Nurses may be able to help with minor injuries.

**Walk-in
Centre** →

If the GP surgery is closed, please try the following:

- To see a GP or nurse for minor illnesses
- Norwich Practices Walk In & Health Centre, Rouen House, Rouen Road, Norwich, NR1 1RB. Tel: 01603 667500
- www.norwichwalkincentre.co.uk
- Open between 8am and 8pm, 7 days a week

Out of Hours →

- When the practice is closed - evenings and weekends
Ring: 111

**Accident and
Emergency** →

- For serious or life-threatening conditions, phone 999 or go to the emergency department at: Norfolk and Norwich Hospital, Colney Lane, Norwich NR4 7UY
- Open 24 hours per day

Information and Helplines

Stop Smoking →

For advice speak to your doctor or visit:

- www.nhs.uk/smokefree Tel: 0800 0854 113

Mental Health →

For advice speak to your doctor or the following services:

- Wellbeing service (you can self-refer):
www.wellbeingandw.co.uk Tel: 0300 123 1503
- Samaritans: www.samaritans.org Tel: 116 123
- MIND: www.norwichmind.org.uk Tel: 0300 123 3393

Swifts and Night Owls →

At home, not alone - a free service to help older people who have unplanned needs anytime during day or night, such as falls, changing simple dressings or catheter bags and personal care tasks.

- Norfolk Swift Response: 8am to 10pm Tel: 0344 800 8020
- Nightowls: 10pm to 8am Tel: 0344 800 8020

Social Services →

- Tel: 0344 800 8020

Alcohol & Drug Support →

- Norfolk Recovery Partnership:
www.norfolkrecoverypartnership.org.uk Tel: 0300 7900 227
- Drinkline www.alcoholconcern.org.uk Tel: 0300 123 1110
- Alcoholics Anonymous www.alcoholics-anonymous.org.uk
Tel: 0800 9177650
- The Matthew Project (aged 18 or under) Tel: 0800 970 4866

Sexual Health →

For all aspects of sexual health, including emergency contraception:

- iCash, 1a Oak Street, Norwich www.icash.nhs.uk Tel: 0300 300 3030
- Emergency contraception - Norwich Walk-in Tel: 01603 677500
HIV and AIDS
- National Aids Trust www.nat.org.uk
- Terrence Higgins Trust www.tht.org.uk Tel: 020 8069 0100

National Blood Service →

To find out where to give blood:

- www.blood.co.uk Tel: 0300 123 2323