

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

Over Christmas and New Years, 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.

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.

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 time of printing we were unable to confirm Christmas opening times).

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 4:30pm to 10:30pm every day for support

The Mix, If you are under 25, you can call 0808 808 4994, the service is available Sunday to Friday from 2pm to 11pm for support. You can also visit their Christmas support page, <https://community.themix.org.uk/discussion/3605665/invitation-to-our-new-christmas-support-space> (At the time of printing we were unable to confirm Christmas opening times).

Mind in the City, Hackney and Waltham, 8-10 Tudor Rd, London E9 7SN Tel:020 8525 2337
Website: mindchwf.org.uk

City Advice, 28 Commercial Street, London E1 6LS Tel: 020 7392 2919 Website:

www.toynbeehall.org.uk/cityadvice/ email: city.advice@toynbeehall.org.uk

City Advice will close at 5pm on Monday 23rd December and reopen on Thursday 2nd 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

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 5:30pm and closed Saturdays and 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



Closed Bank holidays which include 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

Closed on the 25th December. Open from 12pm to 6pm on the 26th 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

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

Closed 25th December, open 26th December 11am to 5pm, 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

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

Boots Pharmacy, 60 Gracechurch St, London EC3V 0HR Tel: 020 7623 4768

Closed 25th December, open 26th December 11am to 5pm and 1st January 11am to 5pm. Open as usual for all other dates, Monday to Friday 7:30am to 8pm, Saturday 11am to 6pm and closed Sundays.

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

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

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 closed Sundays.

Healthwatch City of London Opening Hours

We will be closed from 1pm Friday 20th December until 9am Thursday 2nd 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

