



HEALTH SERVICES AVAILABLE IN YOUR AREA



The leaflet includes information on:

- The steps to using local health services wisely
- GP services
- Independent contractors (dentists, pharmacists, optometrists)
- Out of hours services
- Health and wellbeing
- Mental and emotional wellbeing services
- PALS (Patient Advice & Liaison Service)
- Health Visitors / Maternity
- Complaints

YOUR STEPS TO HEALTH

Choosing the right treatment at the right time can be confusing. Go through the 7 steps to help make your choice ...

1 Self care

Keep a well-stocked medicine cabinet!

2 Pharmacists

Provide over the counter or prescribed medicines, as well as advice on health:

- Ailments, e.g. sore throats, colds, flu, minor grazes
- Morning after pill
- Stop smoking advice
- Sexual health services

3 NHS Direct

Tel 0845 4647

24 hour service for health advice and info

4 GP Surgery and Practice Nurse Appointments

Core opening hours:
Mon to Fri 8am - 6.30pm
For routine appointments and prescriptions. Register with any local practice taking patients from your postcode, or see www.nhs.uk Call 01255 206277 for a full list of surgeries.

5 Out of Hours GP and NHS Dental Service

GP: 0845 602 5215

Dental: 0845 602 5238

Open weekdays 6.30pm - 8am and at weekends/bank holidays. For patients with an **urgent problem**, when GP surgery or dentist is closed, that cannot wait until re-opening time.

NOT for repeat prescriptions, test results or routine appointments.

6 North Colchester Healthcare Centre Primary Care Centre, Turner Road

Tel: 01206 314 015

Open every day 7am to 10pm

GP surgery and Walk-in-Centre

For a range of primary medical services, as well as minor injuries & illnesses, such as:

- Ear or eye infections or problems
- Minor facial wounds, e.g. swelling
- Minor head injury (no loss of consciousness)
- Muscle, bone and joint injuries, e.g. sprains
- Neck pain, e.g. minor whiplash
- Removal of simple foreign bodies
- Uncomplicated nose bleeds
- Sore throat, tonsillitis, coughs, colds, flu
- Stomach ache, sickness, diarrhoea
- Superficial cuts, bites, stings, minor burns
- Thrush, cystitis
- Skin complaints, e.g. rashes

7 A&E

Turner Road, Colchester

24 hour service for **critical or life threatening** situations (e.g. chest pain, heavy bleeding, loss of consciousness)

For emergency treatment call 999 for an ambulance

See our website www.northeastessex.nhs.uk for an A to Z of local health services



Local Health Services

GP Services

You and your family can register with any local GP practice that is accepting patients from your postcode area. A full list of local GP practices is available at www.nhs.uk or alternatively telephone Family Health Services on 01255 206277 who will give you information on local surgeries in your area.

When you need to see a doctor quickly, you should be offered an appointment within two working days. All GP surgeries should also allow you to book an appointment with a GP more than two days in advance. Some GP practices offer extended opening hours giving you the opportunity to see a doctor early in the morning or during the evening, or at the weekend.

The New North Colchester Healthcare Centre was opened in June 2009 at the Primary Care Centre, Turner Road, Colchester. The Health Centre includes a new GP practice and a Walk-in-Centre. The GP practice is open from 7 am – 10 pm seven days a week and offers a full range of primary medical services. You and your family can register with the new GP practice either by calling in to the surgery in Turner Road or through the Family Health Services on 01255 206277.

Remember to cancel any unwanted appointments as soon as possible to enable the appointment to be offered to another patient that needs it.

Out of Hours Service

GP Services – if you need to see your doctor urgently when your local surgery is closed, contact our Out-of-Hours Service on **0845 602 5215**.

Dental Services – This service is available if you are in pain and are in need of urgent treatment the next day.

Opening times are from 6.30pm – 8am weekdays and weekends 8am – 8pm.

Contact this service on **0845 602 5238**.

Dental Services

NHS North East Essex can offer you and your family access to an NHS dentist. Most of our dental practices offer NHS services. North East Essex has a dedicated dental helpline for people seeking advice on dental services. Advisers can offer you information on access to an NHS dental practice, how to complain about dental services and other related dental information you may need. The Dental Helpline number is 0845 0833 337. You can also find out where your nearest NHS dentist is by looking on our website www.northeastessex.nhs.uk/ view all services/dentists or www.nhs.uk Leaflets are available for these dental services.

Pharmacies

You can find out where your nearest pharmacy is located by either contacting our Patient Advice & Liaison Service (PALS) on 0800 328 5620 or visiting our website: www.northeastessex.nhs.uk/view_all_services/pharmacy or www.nhs.uk



Opticians

You can find out about where your nearest optician is by either contacting our PALS service on 0800 328 5620 or visiting the NHS Choices website – www.nhs.uk

Mental & Emotional Wellbeing

The NHS North Essex Health in Mind service can offer support and guidance for people who often face difficult and emotional situations and may not always know where to turn.

If you are having problems with feeling low, anxious or stressed and would like some help, you have two options.

- You may discuss this with your GP who will arrange referral to the Health in Mind service for you.
- Alternatively you may wish to self refer, in which case you can contact the service directly on 01206 217450.

Health in Mind has two main centres in Colchester and Clacton with many different community based sites across North East Essex.

Once we receive your referral one of the Health in Mind team will contact you (normally within 48 hours) and discuss a range of treatment options. The Health in Mind staff are trained to listen, support, and offer specific guidance and therapies.

Working along side the Health in Mind service is our Support Time and Recovery (STaR) team who are able to support you to deal with the things in life that are making you feel stressed or down. Whether it is dealing with relationship difficulties, loneliness, benefits and housing issues, getting a job or

keeping a job, dealing with financial worry and stress or pretty much any practical issue affecting your mental health and wellbeing.

For mental health issues concerning children and young persons please contact your GP in the first instance who will be able to signpost you to the appropriate service.

For mental health crisis (risk of self harm, mania, uncontrolled behaviour) contact your GP or for urgent assessment from Mental Health Services call 01206 287303.



PALS (Patient Advice & Liaison Service)

PALS help people get the best from their local health service. Staff will help patients, carers, relatives or friends to resolve any queries or problems as quickly and easily as possible. The Service is confidential.

PALS can be contacted between 9.30am – 3.30pm Monday – Friday
 Freephone – 0800 328 5620 (with confidential answer phone)
 Direct Line – 01206 363000/1 (with confidential answer phone)
 Email: PALS@northeastessex.nhs.uk

Health Visitors / Maternity

A health visitor's role is a varied one and is an integral part of the NHS Community Health Service. The main focus is prevention, helping people to stay healthy and avoid illness. The health visitor is a qualified nurse, midwife, sick children's nurse or psychiatry nurse with specialist knowledge in community health which includes child health, health promotion and education.



To gain access to this service you can speak to your GP or NHS North East Essex on 01206 286510.

Your doctor should refer you to the team when you are pregnant and their telephone number is 01206 747125.

Health and Wellbeing

Weight management -

Thinking of losing weight and getting fitter? Call 01206 363002 to find out about our free weight management programmes available to you.



Stop smoking service -

is available at:

- Your GP surgery – call the surgery direct.
- Pharmacies throughout Colchester and Tendring. Sign up for a 10 week course of Nicotine Replacement Therapy (NRT) for a one-off payment of £10 if you pay for prescriptions or it's free if you are entitled to free prescriptions. You must be able to attend weekly at your chosen pharmacy to collect your NRT. (A list of participating pharmacies is attached.)
- Colchester Cornerstone - Wednesdays and Fridays by appointment only – call 0800 731 2656.
- Colchester Cornerstone – drop-in clinics on Thursdays between 12.30-1.30pm and 5.30-6.30pm and Saturdays between 11.15-12.15pm. No appointment necessary.

Drug and alcohol advice -

If you are 18 or over you can access substance misuse (drug) services directly. Contact Choices for more information, support, advice or referral to the appropriate agency. Choices is provided by Open Road – please call their Colchester branch on 01206 766096.

If you are under 18 and need help on drugs and alcohol the Essex Young People's Drug & Alcohol Service (EYPDAS) can help you. Call them on 01245 493311.

If you would like advice or information on alcohol, please contact your GP, Colchester Cornerstone or 9 Oxford Road Alcohol Project. You can contact 9 Oxford Road Alcohol Project on 01206 546854.

Sexual health -

- You can see your family doctor for advice or contact one of our local family planning clinics. The family planning helpline which gives you details of the clinics available locally can be contacted on: 01206 868686. The services below are also available at selected pharmacies.
- Chlamydia testing kits for 15-24 year olds free of charge.
- Emergency hormonal contraception free of charge if under 18.
- Condoms under the C-Card scheme free of charge if you have a C-card.
- If you are sexually active and under 20 you can get a C-card through the C-Card scheme. It is a small card that can fit in your pocket, purse of

wallet. Having a card means that you can get free condoms at places that have a poster or window sticker which shows they are part of the scheme.

Breastfeeding - For friendly and informal one-to-one telephone support from a trained breastfeeding supporter, tel: 01206 363 006
 Monday - Friday 9am - 5pm and
 Saturday - 9am - 12noon.
 Out of hours the helpline is diverted to the Department of Health, National Breastfeeding Helpline - 0300 100 0212

Please find more information on the website-
www.breastfeeding.nhs.uk

Compliments, Concerns, Comments and Complaints

If you have a concern or are not satisfied with any aspect of your healthcare, you can either complain directly to the person, service or organisation that provided your care, or to NHS North East Essex who commission the care. The complaints team will discuss your options with you and help you decide on the best way forward.

If you have a positive experience or would like to comment on your experience with any of our health services, please let us know.

The Complaints Team can be contacted between 9am – 5pm: Monday – Friday

Direct Line – 01206 286850

Email: complaints@northeastessex.nhs.uk

Other Contact Details

North Colchester Healthcare Centre
Colchester Primary Care Centre
Turner Road, Colchester, CO4 5JR
Tel: 01206 314015

Clacton Minor Injuries Unit
Clacton Hospital, Tower Road
Clacton on Sea, CO15 1LH
01255 201594/201662

Clacton & District Hospital
Tower Road, Clacton on Sea
CO15 1LH
Tel: 01255 201717

Fryatt Hospital & Mayflower Medical Centre
419 Main Road, Harwich
CO12 4EX
Tel: 01255 201200

Colchester Hospital University
NHS Foundation Trust
Turner Road
Colchester
CO4 5JL
Tel: 01206 747474
Website: www.colchesterhospital.nhs.uk

Citizens Advice Bureau
5-7 Sir Isaac's Walk
Colchester
CO1 1JJ
Tel: 0870 121 2033