

Useful Christmas Information



Emergency contact numbers

Police, fire and rescue service and coast guard: 999

NHS Choices: 111 (call 111 when you need medical help fast but it's not a 999 emergency)

Covid Test Helpline: 119

Electrical problems: 0800 011 3332 or 105

Gas leaks: 0800 111 999

Floods: 0345 988 1188

Mental Health Initial Response Team: 0303 123 1145

Police: 101

South Tyneside Hospital: 0191 404 1000

South Tyneside Council emergencies: Minor emergencies (for example repairs): Out of hours: 0191 455 611; Social Care and Health 0191 456 2093

Samaritans: 116 123

South Tyneside Lifecycle Mental Health Service: 0191 283 2937

South Tyneside Homes: 0300 123 6633 (If you need to report an emergency repair that is an immediate risk to people or a property it can be reported using this 24 hour contact number)

Water leaks: 0800 393 084

Age Concern South Tyneside: 0191 456 6903 (Open 29th, 30th and 31st December and 4th January 10am-3pm)

Alzheimer's Society Dementia Support South Tyneside: 0191 427 5443 (Closed 25th and 26th December)

Citizens Advice Bureau Advice Line: 0344 4994 715

National Domestic Violence Helpline: 0808 2000 247

South Tyneside Adult Recovery Service: 0191 917 1160

South Tyneside Sexual Health Service: 0191 402 8191

The Silver Line: 0800 470 80 90 (helpline for older people)

Veterans' Mental Health Transition, Intervention and Liaison Service: 0303 123 1145

Wellbeing Info: wellbeinginfo.org

South Tyneside Urgent Care for Children

This service is open every day from 8am until 10pm at South Tyneside District Hospital. The vast majority of children will be seen and treated by the nurse-led urgent care service. This is available for children from birth up to the age of 16, who attend hospital with urgent, but not life threatening, problems. Children with any major, life threatening problems will be cared for at Sunderland Royal Hospital.

Food banks

Food banks provide for individuals and families in crisis for example sudden unemployment, delays in benefit payments, benefits sanctions and financial problems. They supply food parcels to people while they get help to resolve their crisis. To receive a food parcel, you will need to be referred to a food bank by a professional such as a housing officer, social worker, CAB advisor, doctor or health advisor.

For details about food banks contact:

Hospitality and Hope on 0191 420 3336

Hebburn Helps on 0191 489 9707

Key 2 Life Foodbank on 07833 613393 (open on 20th, 21st, 22nd & 23rd December 10am-4pm, 24th December 10am-12pm, 29th & 30th December 11am-3pm, 31st December 10am-12pm then back to normal hours from 4th January 2022 10am-4pm).

Injured or unwell? Use the right service 

Self-care	Pharmacy	NHS 111	GP	Minor Injury Unit	A&E
<ul style="list-style-type: none">• Grazed knees• Sore throat• Coughs & colds Visit nhs.uk for self-care advice	<ul style="list-style-type: none">• Headaches• Upset stomach• Aches & pains• Bites & stings	Visit 111.nhs.uk or call 111 for advice and support 24 hours a day 7 days a week	Call your GP for symptoms that won't go away	Urgent but not life-threatening <ul style="list-style-type: none">• sprains• fractures• burns	<ul style="list-style-type: none">• Unconscious• Breathing difficulties• Stroke• Heart attack• Heavy bleeding• Severe burns

#ChooseWell

Feeling low or worried this Christmas season?

You're not alone.

If you have feelings of loneliness, anxiety or feel down over this Winter period, talk to someone who can help. Contact your GP or telephone South Tyneside Lifecycle Primary Care Mental Health Service on: 0191 283 2937 or check out their website www.southtynesidelifecyclementalhealth.nhs.uk

If your enquiry is urgent call: 0303 123 1145