



Signposting Directory

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- Education and Learning
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- Health Care
- Housing
- Relationships

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- Work and Money

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Signposting Directory

Information on a wide range of local non-medical services that support well-being

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Information on local healthcare services and national self-help organisations, covering a wide range of health issues and medical conditions

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Sources of self-help material for people with mild to moderate mental health problems

Section 1

Signposting Directory

About this Directory

This directory is for use by primary care and community staff, in signposting patients to groups and services that may help them to improve their health and well-being.

It has been designed to be used in conjunction with the patient 'prompt', copies of which for pharmacies and general practice can be found over the page. In general practice, the 'prompt' information should be given to the patient in advance of their consultation if possible, to allow them time to consider if they have any well-being related issues they wish to raise. In pharmacies, the 'prompt' poster should be displayed where it can easily be seen.

Contact details slips are provided at the front of the directory. Two versions are available. The second has been designed with people with learning disabilities in mind. Please use these to provide patients with details of relevant organisations/services to take away.

Please note, the directory does not often include opening hours as these may be subject to change. Patients should therefore be advised to check opening times for the services, groups and organisations listed by phone, before calling in person.

If you wish to provide the patient with these or any other additional details about the organisations listed you can visit the Stoke Mental Health Directory website www.stokementalhealth.info This is a source of more comprehensive information about local groups and services across the area. It can also be used to source information about specific services and support groups for people with mental health issues.

If the directory does not meet their needs for information, you may wish to suggest the patient contacts their local Council for Voluntary Service or library for help in finding the information they require.

Most libraries will have a community information section and Councils for Voluntary Service usually have lists of local voluntary organisations for their area.

- Voluntary Action (Stoke-on-Trent) (01782) 683030

Please note:

Every effort has been made to ensure that information contained in this directory is correct at the time of printing. If however you do notice information that is incorrect, please contact Ken Peake at Brighter Futures on 01782 406000 or email ken.peake@brighter-futures.org.uk who will make the necessary amendments.

The services listed in this directory are principally provided within the public and voluntary sectors. Similar services may be available from the private sector, details of which can be found in local telephone and other directories.

'Prompt' Information for Patients



Staffordshire and
Stoke on Trent Partnership



NHS Trust

How can we help you?

As well as your physical and mental health, we are also interested in your general well-being.

Are there any issues in your life at the moment that may be affecting your health?



If so, you may wish to ask for advice from a member of the pharmacy staff.



We will be happy to direct you to local organisations that may be able to help you.

These may relate to:

• Housing



• Education



• Work



• Money



Or needs for:

• Leisure



• Self help
and support
for health



• Social
activity /
support



Better
Together



How can we help you?

As well as your physical and mental health, we are also interested in your general well-being.

Are there any issues in your life at the moment that may be affecting your health?

These may relate to:

• **Housing**



• **Education**



• **Work**



• **Money**



Or needs for:

• **Leisure**



• **Self help
and support
for health**



• **Social
activity/
support**



If so, you may wish to make an appointment to talk about these issues.



We will be happy to direct you to local organisations that may be able to help.

Contact Details

Name of organisation/group: _____

Telephone Number: _____

Address: _____

Description of Service: _____

Other Information: _____

Disclaimer

Please note that 'signposting' you to an organisation/group does not constitute an endorsement or recommendation of the organisation/group by the practice/pharmacy. You may have been signposted to a smaller organisation, that can only provide a part-time service, or to an organisation that may be quite busy. For these reasons, you may not be able to speak to someone on your first attempt at contacting them, but do keep trying.

We hope that the contact details provided will be helpful. However, if you have any problems you could try contacting your local library or council for voluntary service (CVS) who may be able to help. Most libraries will have a community information section and CVSs usually have lists of local voluntary organisations for their area.

Voluntary Action (Stoke-on-Trent) 01782 683030

www.stoke.gov.uk/libraries

Please note:

Every effort has been made to ensure that information contained in this directory is correct at the time of printing.

Contact Details

Name of organisation/group: _____

Telephone Number: _____

Address: _____

Description of Service: _____

Other Information: _____

Disclaimer

Please note that 'signposting' you to an organisation/group does not constitute an endorsement or recommendation of the organisation/group by the practice/pharmacy. You may have been signposted to a smaller organisation, that can only provide a part-time service, or to an organisation that may be quite busy. For these reasons, you may not be able to speak to someone on your first attempt at contacting them, but do keep trying.

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Voluntary Action (Stoke-on-Trent) 01782 683030

Local libraries are listed in the telephone book.

Please note:

Every effort has been made to ensure that information contained in this directory is correct at the time of printing.



Contact Details



Name of organisation/group: _____



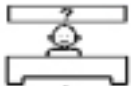
Telephone Number: _____



Address: _____



Type of service: _____



Other information: _____



Please note that this is only a suggestion and not an answer to your problem.



You may not be able to speak to someone at first, but keep trying.



Any problems get in touch with your local library or council for different services.



Voluntary Action Stoke-on-Trent: 01782 683030



<http://www.stoke.gov.uk/ccm/navigation/leisure/libraries-and-archives/your-local-library/>

Please note information listed in the Directory is correct at time of printing.

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Produced by J Beech, Stoke on Trent PCT.

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1. Housing & Accommodation

ARCH North Staffs

Offers advice and assistance to homeless people.
Canalside, Pelham Street, Hanley, Stoke-on-Trent ST1 3LL
Tel: 01782 204479

Blue Mountain Housing

Specialist housing provider for BME people in Stoke-on-Trent. Offers culturally sensitive services and housing, advice and emotional support to refugees.
308 London Road, Stoke-on-Trent ST4 5AB
Tel: 01782 572288

Brighter Futures

Offer a wide range of services helping people work towards a sustainable way of life including services for people who have experienced problems relating to alcohol use and people with a mental illness.

5 Whittle Court, Town Road, Hanley, Stoke-on-Trent ST1 2QE
Tel: 01782 406000

Choices Housing Association

Housing and support services for people with learning or physical disability.
1a King Street, Newcastle-under-Lyme, Staffordshire ST5 1EN
Tel: 01782 254000

Elizabeth Trust

24 hour sheltered hostel for women (16+) and children experiencing domestic violence, abuse or equivalent circumstances, which have left them homeless.
Elizabeth House, 7 Sidmouth Avenue, Newcastle-under-Lyme, Staffordshire ST5 1HU
Tel: 01782 713737

EPIC (Empowering People Inspiring Communities) Ltd

Registered social landlord based in Bentilee. Provides housing and a comprehensive support service to tenants including benefit and employment advice.
131-141 Ubbberley Road, Bentilee, Stoke-on-Trent ST2 0EF
Tel: 01782 252575

Gingerbread Centre, Stoke-on-Trent District

Supported accommodation for lone parent families and single, pregnant women aged 16+. We can offer telephone support to all lone parents and will signpost if we are unable to deal with the enquiry.

The Gingerbread Centre, Rothesay Court, Furnace Road, Longton, Stoke-on-Trent ST3 4LY
Tel: 01782 344740

Local Centres/One Stop Shops

Provide a full range of council services including housing advice, related services and City Council payments.

Tel: Stoke on Call 01782 234234 for all local centres/one stop shops

Abbey Hulton	71 Abbotts Road, Abbey Hulton, Stoke-on-Trent ST2 8DU
Bentilee	Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent ST2 0EU
Blurton	111 Finstock Avenue, Blurton, Stoke-on-Trent ST3 3JU
Burslem	15-21 Brick House Street, Burslem, Stoke-on-Trent ST6 3AE
Chell Heath	Cornhill Road, Chell Heath, Stoke-on-Trent ST6 6PN
Fenton	5 Baker Street, Fenton, Stoke-on-Trent ST4 3AF
Hanley	32-34 Old Hall Street, Hanley, Stoke-on-Trent ST1 3RW
Longton	1 Commerce Street, Longton, Stoke-on-Trent ST3 1NW
Meir	737-739 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5DP
Norton	St Nicholas Avenue, Norton, Stoke-on-Trent ST6 8JW
Stoke-on-Trent	61 Church Street, Stoke-on-Trent ST4 1DF
Tunstall	142 High Street, Tunstall, Stoke-on-Trent ST6 5TP

Mediation North Staffs

Trained volunteers act as negotiators in neighbourhood disputes. Provider of conflict management training.

P.O. Box 2306, Hanley, Stoke-on-Trent, ST1 1WN

Telephone number for local appointment **Tel: 01782 275835**

North Staffs MIND Supported Housing Service

Provides a range of flexible, recovery based support and accommodation for people who experience mental ill-health to progress towards more independent living.

83 Marsh Street North, Hanley, Stoke-on-Trent ST1 5HN

Tel: 01782 824529

Rethink - Stoke Supported Housing

Supported accommodation in the community. Staff visit clients regularly providing support to develop daily living skills.

Millicent House, Locketts Lane, Longton, Stoke-on-Trent ST3 4JE

Tel: 01782 333675

Rough Sleeper Team

Help, advice and support to anyone sleeping rough in Stoke-on-Trent and Newcastle. The service runs seven days a week, including bank holidays. The team offers priority referrals into 90 Hope Street, the YMCA and Salvation Army hostels.

c/o Brighter Futures, 5 Whittle Court, Town Road, Hanley, Stoke-on-Trent ST1 2QE

Tel: 0800 970 2304 (Includes 24hr messaging service)

Salvation Army Men's Hostel

Sixty bed hostel for men open 24 hours a day, 365 days a year providing a cooked breakfast and evening meal. Aims to house people appropriately within 2 years wherever possible.

Direct access subject to interview.

Vale Street, Stoke-on-Trent ST4 7RN

Tel: 01782 744374

Stoke-on-Trent Citizens' Advice Bureau

Information, advice and advocacy on all matters. Specialising in benefits, debt, housing, employment, immigration and harassment.

Advice House, Cheapside, Hanley, Stoke-on-Trent ST1 1HL

Tel: 08444 111 444

Wide doors, wheelchair access, accessible toilets, loop system.

Stoke-on-Trent City Council Housing Advice Centre

Provide advice and assistance on housing options, preventing homelessness, Council properties available to let and allocation of Council properties.

Floor 1, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: Stoke on Call 01782 233696

Tel: For Council Housing Registration 01782 232126

Stoke-on-Trent Out of Hours/Emergency Accommodation

Out of hours service. PO Box 634, Civic Centre, Stoke-on-Trent ST4 1RJ

Tel: Stoke-on-Call One Stop Shop 01782 234234

Supporting People

Provide support services to help any vulnerable adult (16+) to stay independent in their own home or accommodation.

Tel: 01782 232123

Women's Refuge Accommodation

Julia House, c/o Arch (North Staffs) Ltd, Canalside, Pelham Street, Hanley, Stoke-on-Trent ST1 3LL

Tel: 01782 204479

YMCA

Accommodation for anyone 16+. Hostel or self-catered flats.

Edinburgh House, Harding Road, Hanley, Stoke-on-Trent ST1 3AE

Tel: 01782 222376

2. Sport & Leisure

Closer to Home Circular Walks

Easy accessible walks around the city. For further details on local walks or to become a volunteer walk leader call:

Tel: 01782 831900 or 07784 729205

Energise+

A scheme which enables eligible users to access leisure facilities at a concessionary rate.

Tel: 01782 234992

(Passes issued at Fenton Manor, Dimensions & Northwood Stadium)

Leisure Centres

Dimensions – Scotia Road, Burslem, Stoke-on-Trent ST6 4ET

Tel: 01782 233500

Fenton Manor – City Road, Fenton, Stoke-on-Trent ST4 2RR

Tel: 01782 233222

Meir Community Gym – Pickford Place, Meir, Stoke-on-Trent ST3 7DY

Tel: 01782 235177

Wallace Sports & Education Centre – Abbots Road, Abbey Hulton, Stoke-on-Trent ST2 8DU

Tel: 01782 233555

Whitfield Valley Centre (Gym) – Fegg Hayes Road, Fegg Hayes, Stoke-on-Trent ST6 6QR

Tel: 01782 878843

Local Libraries

Often hold information on local groups, activities and events.

Bentilee Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent ST2 0EU

Tel: 01782 231315

Burslem The Library, Haywood City Learning Centre, Haywood Road, Burslem, Stoke-on-Trent ST6 7AH

Tel: 01782 233541

Hanley Bethesda Street, Hanley, Stoke-on-Trent ST1 3RS

Tel: 01782 238455

Longton Sutherland Institute, Lightwood Road, Longton, Stoke-on-Trent ST3 4HY

Tel: 01782 238424

Meir Sandon Road, Meir, Stoke-on-Trent ST3 7DJ

Tel: 01782 312706

Stoke Stoke Local Service Centre, 61 Church Street, Stoke-on-Trent ST4 1DQ

Tel: 01782 238446

Trentham Trentley Road, Trentham, Stoke-on-Trent ST4 8PH

Tel: 01782 236598

Tunstall Victoria Institute, The Boulevard, Tunstall, Stoke-on-Trent ST6 6DB

Tel: 01782 238471

If you are unable to leave your home to visit your local library the HomeLink Officer can visit you and bring books and information to your home.

Tel: 01782 238407

New Victoria Theatre

Theatre, Education and Community workshops.

Etruria Road, Basford, Newcastle-under-Lyme, Staffordshire ST5 0JG

Tel: Box Office: 01782 717962 Admin: 01782 787954

North Staffs Special Adventure Playground

Play and recreation for children and young people with special needs, their schools and families. Clubs, playschemes, respite and family sessions available.

Stanier Street, Newcastle-under-Lyme, Staffordshire ST5 2SU

Tel: 01782 717612

Play Services

Work with children 5-12, provide open access play sessions during holidays and in term time.

Education Dept, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 01782 234567

Potteries Museum and Art Gallery (inc Forum Theatre/Cinema)

Bethesda Street, Hanley, Stoke-on-Trent ST1 3DW

Tel: 01782 232323

Regent Theatre

Piccadilly, Hanley, Stoke-on-Trent ST1 1AP

Tel: 01782 213808 (Box Office: 0870 060 6649)

Sports Development

Promotes sporting opportunities throughout the City's leisure facilities.

Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN

Tel: 01782 234992

Stoke Film Theatre

College Road, Stoke-on-Trent ST4 2EF

Tel: 01782 411188

Stoke-on-Trent City Council Youth Service

Provides a range of social and personal development opportunities for young people aged 11-25. A variety of activities are offered (e.g. Street sport, youth clubs). Telephone the main office for details of activities in your area.

Department of Lifelong Learning, Floor 1, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 01782 234567

Stoke-on-Trent Repertory Theatre

Including the young rep for 12-19 year olds.

Leek Road, Stoke-on-Trent ST4 2TR

Tel: 01782 209784

Stoke-on-Trent Tourist Information Centre

Free information on local attractions, events, activities and entertainment.

Victoria Hall, Bagnall Street, Hanley, Stoke-on-Trent ST1 3AD

Tel: 01782 236000

University of the Third Age

Provides adult education, social and recreational opportunities. Contact the following for current and local contact details.

The Secretary, c/o 2 Oaklea, Leek, Staffordshire ST13 8RD

Tel: 01538 381903

Victoria Hall

Bagnall Street, Piccadilly, Hanley, Stoke-on-Trent ST1 3AD

Tel: Box Office 0870 060 6649 (Booking fee)

WEA (Workers' Education Association) – Community Gym Project

Community Gym Project – Exercise in the community offers exercise classes across the city enabling participants to access health and fitness programmes which can help them manage or prevent lifestyle diseases. For further details contact the WEA Stoke Health Team.

Tel: 01782 831911

3. Work & Money Issues

ACAS (Advisory, Conciliation and Arbitration Service)

Experts in employment relations, aiming to prevent and resolve problems in the workplace. Provide information and help on workplace disputes, including industrial tribunals.

Apex House, 3 Embassy Drive, Calthorpe Road, Edgbaston, Birmingham, West Midlands B15 1TR

Tel: 0121 3451410 (Birmingham Regional Office), **08457 474747** (Helpline)

Beth Johnson Foundation

Facilitating access to opportunities for training, volunteering and employment for people aged 45+.

Parkfield House, 64 Princes Road, Hartshill, Stoke-on-Trent ST4 7JL

Tel: 01782 844036

Changes Wellbeing

For people experiencing mental distress, an informal course to help with confidence building, goal setting, motivation, benefits and finance and employment options.

Tel: 01782 413101

Jobcentre Plus

For people of working age looking for work/help getting back to work, or claiming Jobseeker's Allowance.

91 Upper Huntbach Street, Hanley, Stoke-on-Trent ST1 4ED

Tel: 0845 604 3719

Learndirect

Telephone helpline providing information and advice on learning and career opportunities and childcare. Available free to adults across the UK.

Tel: 0800 101 901

LIFEWORK Staffordshire

Registered charity enabling adults with High-Functioning Autism (HFA) and Asperger Syndrome (AS) to gain employment. Please telephone for more information.

Bryant House, Silverdale Road, Wolstanton, Newcastle-under-Lyme, Staffordshire ST5 8BQ

Tel: 01782 615222

North Staffordshire Fit for Work Service

Providing support to people who have a job but are absent from work due to health or work related issues.

Tel: 0300 123 0997

Stoke-on-Trent Citizens' Advice Bureau

Information, advice and advocacy on all matters. Specialising in benefits, debt, housing, employment, immigration and harassment.

Advice House, Cheapside, Hanley, Stoke-on-Trent ST1 1HL

Tel: 08444 111 444

Wide doors, wheelchair access, accessible toilets, loop system.

The Pension Service

Help and information on State Benefits to over 60s, to maximise benefit entitlement and promote independence in retirement. Benefits dealt with include State Pension, Pension Credit, Attendance Allowance/Disability Living Allowance/Carers Allowance and Housing Benefit/Council Tax Benefit. The service is provided through home visits and advice surgeries, some as drop-ins and some appointment only. For under 60s, provides help and information on State Pension Forecasts/Deferral.

Tel: 0845 6060265 (Ask for the local service for North Staffs)

4. Education & Learning

Adult and Community Learning

Provide a wide range of high quality part time courses for adults aged 19 and over. Courses are offered in community venues around the city to help improve skills, to develop new interests and to gain qualifications. There is something for everyone.

Education and Lifelong Learning Department, Civic Centre, Glebe Street,
Stoke-on-Trent ST4 1HH

Tel: 01782 234567

Education Welfare Service

Welfare officers will help with any concerns you have about your child's attendance or general welfare at school.

Education and Lifelong Learning Department, Civic Centre, Glebe Street,
Stoke-on-Trent ST4 1HH

Tel: 01782 235355 or 01782 234567

Free School Meals

Free School Meals Department, Education Dept, Floor 2,
Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN

Tel: 01782 236813/234567

Keele University

Keele, Newcastle-under-Lyme, Staffordshire ST5 5BG

Tel: 01782 732000

Learndirect

Telephone helpline providing information and advice on learning and career opportunities and childcare.

Available free to adults across the UK.

Tel: 0800 101 901

Leek College

Stockwell Street, Leek, Staffordshire Moorlands ST13 6DP

Tel: 01538 398866

Local Libraries

Often hold information on local education opportunities e.g. College/university course listings.

Bentilee

Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee,
Stoke-on-Trent ST2 0EU

Tel: 01782 231315

- Burslem** The Library, Haywood City Learning Centre, Haywood Road, Burslem,
Stoke-on-Trent ST6 7AH
Tel: 01782 233541
- Hanley** Bethesda Street, Hanley, Stoke-on-Trent ST1 3RS
Tel: 01782 238455
- Longton** Sutherland Institute, Lightwood Road, Longton, Stoke-on-Trent ST3 4HY
Tel: 01782 238424
- Meir** Sandon Road, Meir, Stoke-on-Trent ST3 7DJ
Tel: 01782 312706
- Stoke** Stoke Local Service Centre, 61 Church Street, Stoke-on-Trent ST4 1DQ
Tel: 01782 238446
- Trentham** Trentley Road, Trentham, Stoke-on-Trent ST4 8PH
Tel: 01782 238465
- Tunstall** Victoria Institute, The Boulevard, Tunstall, Stoke-on-Trent ST6 6DB
Tel: 01782 238471

If you are unable to leave your home to visit your local library the HomeLink Officer can visit you and bring books and information to your home.

Tel: 01782 238407

Nacro Services in Staffordshire

Works with disaffected, socially excluded young people in confidence building, self-esteem and social issues. Offers training, basic skills, New Deal Gateway provision.

3 Spring Garden Road, Longton, Stoke-on-Trent ST3 2QN

Tel: 01782 332699

Newcastle-under-Lyme College

Further education facilities.

Knutton Lane, Newcastle-under-Lyme, Staffordshire ST5 2GB

Tel: 01782 254212

NORSACA (North Staffordshire African Caribbean Association)

Activities include: Adult and Child Numeracy and Literacy Classes, Youth Support, Education and Activities.

Lindsay Annexe, Cannon Place, Hanley, Stoke-on-Trent ST1 4EP

Tel: 01782 267888

Staffordshire University

College Road, Stoke-on-Trent ST4 2DE

Tel: 01782 294000

Stoke-on-Trent College

Burslem Campus, Moorland Road, Burslem, Stoke-on-Trent ST6 1JJ

Cauldon Campus, Stoke Road, Shelton, Stoke-on-Trent ST4 2DG

Tel: 01782 208208

Stoke-on-Trent Sixth Form College

Leek Road, Stoke-on-Trent ST4 2RU

Tel: 01782 848736

University of the Third Age

Provides adult education, social and recreational opportunities. Contact the following for current and local contact details.

The Secretary, c/o 2 Oaklea, Leek, Staffordshire ST13 8RD

Tel: 01538 381903

Workers' Education Association

Aims to provide learning opportunities for adults from all walks of life, but especially those who may have missed out on learning in early life, or who are socially and economically disadvantaged. For further details contact the WEA Stoke Health Team.

Tel: 01782 831911

5. Family & Friends

Caudwell Children

Free support service for families with a disabled or seriously ill child aged 0-18. Helps families gain access to therapy, treatment, support groups, equipment, information about medical conditions, sources of specialist advice and funding.

Minton Hollins, Shelton Old Road, Stoke-on-Trent ST4 7RY

Tel: 01782 600443 or 0845 3001348

Childline

National helpline for children and young people in danger or distress, or with any problem. Telephone counselling, support, advice and referrals.

Tel: 0800 1111 (Freephone 24 hours)

Children's Centres

Children's Centres offer practical and emotional support to families experiencing difficulties and stressful times, tailor made to their needs e.g. advocacy and transport. Other services provided will often include pre-school day care and nursery school provision, Stay and Play sessions for pre-school children and their parents, CAB services, parenting support, help for parents to get back into training and work, speech and language support, support groups for families, learning and play provision and a toy library.

Bentilee Treehouse Children's Centre, Dawlish Drive, Bentilee ST2 0DP
Tel: 01782 233670

Blurton Sure Start Blurton Children's Centre, Blurton Primary School, Oakwood Road, Blurton ST3 3AR
Tel: 01782 231815

Bucknall Sure Start Kingsland Children's Centre, Eaves Lane, Bucknall ST2 9AS
Tel: 01782 238352

Chell Stoke-on-Trent North Children's Centre, Burnwood Nursery School, Bishop Road, Chell Heath ST6 6QW
Tel: 01782 232977

Hanley Hope Children's Centre, Garth Street, Hanley ST1 2DA
Tel: 01782 234357

Longton Westfield Children's Centre, Buccleuch Road, Longton ST3 4RF
Tel: 01782 237500

Meir Crescent Children's Centre, Pinewood Crescent, Meir ST3 6HZ
Tel: 01782 596421

Shelton Thomas Boughey Children's Centre, College Road, Shelton ST4 2DQ
Tel: 01782 237100

Crossroads

Offers care for people in their own homes to provide relief for their carers.

Clive Villas, 22 Cemetery Road, Shelton, Stoke-on-Trent ST4 2DL

Tel: 01782 268391

Dove Service

Help and support for people affected by death and/or life changing illness.
The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD
Tel: 01782 683153/683155

Early Intervention Service

Aimed at young people aged 14-35 experiencing the early signs of psychosis. Support offered includes assistance with recognising symptoms, coping strategies, advice for family members and extended social activity.

The Hope Centre, Upper Huntbach Street, Hanley, Stoke-on-Trent, ST1 2BX
Tel: 08456 026774

Families Staying Connected

Counselling for children and young people where family relationships, contact and home issues and have broken down. This service is for 4-18 year olds and also offers support to parents and family members.

3rd Floor, Winton House, Stoke Road, Stoke-on-Trent ST4 2RW
Tel: 01782 417848 (Monday - Friday daytime and early evening)

Gay Life North Staffordshire (GLNS)

Support groups for lesbian, gay and bi-sexual people. The service can be accessed by GP referral, drop-ins or outreach services into pubs/clubs. There are also young people's groups.
Tel: 0300 123 0970

Home-Start

Practical support/advice to parents with at least one child under five.
The Family Centre, Eastwood Road, Hanley, Stoke-on-Trent ST1 3LR
Tel: 01782 280850

Lesbian and Gay Switchboard West Midlands

The telephone helpline operates between 7.00 pm and 10.00 pm every night of the year, acting as a source of information, support and referral for any issue relating to lesbian, gay, bisexual or transsexual life.

Tel: 0845 257 8255

Mediation Works

A not for profit organisation offering a range of services to assist in the resolution of disputes, whether in the family, community, education or workplace.

Edinburgh House, Harding Road, Hanley, Stoke-on-Trent ST1 3AE
Telephone 01952 520091 for local appointment

North Staffs Carers' Association

Information, emotional support and a voice in planning services for informal carers. Services include a telephone information line, chatline and young carers' project.

North Staffs Carers Association, Carers Centre, Fenn House, Duke Street, Fenton, Stoke-on-Trent ST4 3NR

Te: 01782 793100 Fax: 01782 330792

North Staffs Special Adventure Playground

Play and recreation for children and young people with special needs, their schools and families. Clubs, playschemes, respite and family sessions available.

Stanier Street, Newcastle-under-Lyme, Staffordshire ST5 2SU

Tel: 01782 717612

NSPCC

Therapeutic support for children who have experienced abuse.

NSPCC North Staffordshire Services, Carole House, 213 Basford Park Road,
Newcastle under Lyme, ST5 OPG

Tel No 08448 920 273 24Hr National Helpline 0800 800 500

Papyrus

Helpline offering support, information and advice for families, friends and professionals concerned that a young person they know may be at risk of suicide. Further information can be found at www.papyrus-uk.org.

67 Bewsley Street, Warrington, Cheshire, WA2 7JQ

Tel: Admin 01925 572 444 HOPELink 08000 684141

Peter Pan Special Needs Group

Support for parents with special needs children from 0-5years. On top of playgroup/ nursery provision, offers a multi-sensory room and respite for parents.

Orme School, Orme Road, Newcastle-under-Lyme, Staffordshire ST5 2NB

Tel: 01782 715219

Ramp, wide doors, wheelchair access.

Pregnancy Advisory Service

For information, counselling and referral for abortion, with Chlamydia screening and follow-up contraceptive supplies.

Wharf Street, Newcastle-under-Lyme, Staffordshire ST5 1JX

Tel: 01782 632784

Domestic Violence Helpline

Refuge's fully trained female workers provide support and information for women experiencing domestic violence. Run in partnership between Women's Aid and Refuge. All calls are confidential. The website provides information in different languages www.refuge.org.uk.

Tel: Local (Arch) 01782 205500

National 0808 2000 247

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent
ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

Staffordshire Mental Health Helpline

Free, confidential support, information and advice to adults living in Staffordshire who have a concern about their mental health or that of their family or friends. No referral is required. The helpline can also provide information on a range of self-help and support services for people with mental health problems. Telephone calls are FREE from all landlines and major mobile networks.

Tel: 0808 800 2234

Stoke-on-Trent City Council Youth Service

Provides a range of social and personal development opportunities for young people aged 11-25. A variety of activities are offered (e.g. Street sport, youth clubs). Telephone the main office for details of activities in your area.

Department of Lifelong Learning, Floor 1, Civic Centre, Glebe Street,
Stoke-on-Trent ST4 1HH

Tel: 01782 234567

Stoke-on-Trent Family Information Service

Information, advice and guidance on children's services up to age 19 (e.g. Playschemes, childminders, youth clubs, training/job opportunities). Signposting and referral to organisations and support groups who can assist parents with such issues as behaviour problems, eating disorders, dyslexia etc.

Stoke-on-Trent Parent Direct, Floor 2, Civic Centre, Glebe Street, Stoke-on-Trent
ST4 1HH

Tel: 0800 015 1120 (Freephone)

YoungMinds

Helpline and other support services for parents concerned about the mental health of a baby, child or young person. Parents Information Service Helpline offers information and advice.

Parents Helpline Tel: 0808 802 5544

(Tuesday – Thursday 1.00 pm – 4.00 pm and Monday and Friday 10.00 am – 1.00 pm)

Young Parents Support Service

Offers advice and support to all teenagers aged 18 and under who experience pregnancy, or those who are parents with children up to 4 years.

57-59 Piccadilly, Hanley, Stoke-on-Trent ST1 1HR

Tel: 0300 123 0985

6. Neighbourhoods & Communities

Crimestoppers

The anonymous crime line freephone. (If you have any information about those committing crime or drug related offences).

Tel: 0800 555 111

Local Centres/One Stop Shops

Provide a full range of council services including housing advice, related services and City Council payments.

Tel: Stoke on Call 01782 234234 for all local centres/one stop shops

Abbey Hulton 71 Abbotts Road, Abbey Hulton, Stoke-on-Trent ST2 8DU

Bentilee Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent ST2 0EU

Blurton 111 Finstock Avenue, Blurton, Stoke-on-Trent ST3 3JU

Burslem 15-21 Brick House Street, Burslem, Stoke-on-Trent ST6 3AE

Chell Heath Cornhill Road, Chell Heath, Stoke-on-Trent ST6 6PN

Fenton 5 Baker Street, Fenton, Stoke-on-Trent ST4 3AF

Hanley 32-34 Old Hall Street, Hanley, Stoke-on-Trent ST1 3RW

Longton 1 Commerce Street, Longton, Stoke-on-Trent ST3 1NW

Meir 737-739 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5DP

Norton St Nicholas Avenue, Norton, Stoke-on-Trent ST6 8JW

Stoke-on-Trent 61 Church Street, Stoke-on-Trent ST4 1DF

Tunstall 142 High Street, Tunstall, Stoke-on-Trent ST6 5TP

Local Libraries

Often hold information on local groups, activities and events.

Bentilee Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent ST2 0EU
Tel: 01782 231315

Burslem The Library, Haywood City Learning Centre, Haywood Road, Burslem, Stoke-on-Trent ST6 7AH
Tel: 01782 233541

Hanley Bethesda Street, Hanley, Stoke-on-Trent ST1 3RS
Tel: 01782 238455

Longton Sutherland Institute, Lightwood Road, Longton, Stoke-on-Trent ST3 4HY
Tel: 01782 238424

Meir Sandon Road, Meir, Stoke-on-Trent ST3 7DJ
Tel: 01782 312706

Stoke Stoke Local Service Centre, 61 Church Street, Stoke-on-Trent ST4 1DQ
Tel: 01782 238446

Trentham Trentley Road, Trentham, Stoke-on-Trent ST4 8PH
Tel: 01782 238465

Tunstall Victoria Institute, The Boulevard, Tunstall, Stoke-on-Trent ST6 6DB
Tel: 01782 238471

If you are unable to leave your home to visit your local library the HomeLink Officer can visit you and bring books and information to your home.

Tel: 01782 238407

Mediation North Staffs

Trained volunteers act as negotiators in neighbourhood disputes. Provider of conflict management training.

PO Box 2306, First Floor, Tontine Buildings, 56 Tontine Street, Hanley, Stoke-on-Trent ST1 1WN

Tel: 01782 280100

Neighbourhood Watch

For information and advice in setting up a neighbourhood watch group, or to find out if a group is running in your area. The central office will put you in contact with the co-ordinator for your area.

Staffordshire Police None Emergency Contact Number - 101

North Staffs Carers Association

North Staffs Carers Association, Carers Centre, Fenn House, Duke Street, Fenton, Stoke-on-Trent ST4 3NR

Te: 01782 793100

Fax: 01782 330792

Salvation Army

Salvation Army Churches and Community Centres offer a range of services to their local community encompassing practical concern and spiritual ministry. Contact the individual Church/Centre for specific details of what they provide.

Longton

Luncheon club, parent and toddler group and charity shop. Also hosts a ladies self-support group for people experiencing mental distress, social services day services provision and Rainbow, Brownies and Guides groups.

Heathcote Road, Longton, Stoke-on-Trent ST3 2LX

Tel: 01782 595197

Smallthorne

Smallthorne Stoke-on-Trent Corps, Camp Road, Smallthorne, Stoke-on-Trent ST6 1LF

Tel: 01782 832422

Tunstall

Dunning Street, Tunstall, Stoke-on-Trent ST6 5AP

Tel: 01782 817578

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

Stoke-on-Call (Stoke-on-Trent City Council)

A one stop shop for your council services.

Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN

Tel: 01782 234234

Victim Support

Confidential support and information to help Staffordshire residents cope with the effects of crime.

West Midlands Regional Office, Winton House, Stoke Road, Shelton, Stoke-on-Trent

Local 0300 303 1977 National Support Line 0845 3030 900

Voluntary Action

Can provide details of voluntary, community, self help and support groups across a wide range of issues.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683030

7. Black & Minority Ethnic Communities

B ARTS

Cultural projects – Carnivals, music sharing, exhibitions etc. Women's project, young asylum seekers and refugees project – educational, cultural and recreational activities plus personal support.

16 Barracks Square, Barracks Road, Newcastle-under-Lyme, Staffordshire ST5 1IG

Tel: 01782 717326

Blue Mountain Housing

Specialist housing provider for BME people in Stoke-on-Trent. Offers culturally sensitive services and housing, advice and emotional support to refugees.

308 London Road, Stoke-on-Trent ST4 5AB

Tel: 01782 572288

Cobridge Community Multicultural Association

Promotes multicultural local activities.

353 Cobridge Road, Hanley, Stoke-on-Trent ST1 5JP

Tel: 01782 262609

Guru Nanak Gurudwara Sikh Temple

Liverpool Road, Stoke-on-Trent ST4 1AQ

Tel: 01782 415670

Hibiscus

Aims to promote the well-being of the African-Caribbean community, particularly elders, within North Staffordshire.

11 Waterloo Road, Burslem, Stoke-on-Trent ST6 2EH

Tel: 01782 811322/833877

Meetings held at Cobridge Community Centre.

Hindu Cultural Society

Promotes the advancement and understanding of Indian Culture, and provides a venue for activities. The education project involves visits to schools etc. to give talks about Indian life and culture.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683046

Ramp, wide doors, accessible toilets, lift, handrails, wheelchair access, loop system in reception.

Minority Ethnic Groups (MEG)

The MEG team work in partnership with Minority Ethnic Community Groups and provide sexual health information and advice to minority ethnic communities.

Tel: 0300 123 0995 Ext: 3320 / 3321 / 3322 for more information

NORSACA (North Staffordshire African Caribbean Association)

Activities include: The Golden Age Club (Elderly Group), Refugee Support Service, Social Evenings, West Indian Luncheon Club, Multipurpose Catering Service, People of the World (Youth Group), Adult and Child Numeracy and Literacy Classes, Youth Support, Education and Activities

Lindsay Annexe, Cannon Place, Hanley, Stoke-on-Trent ST1 4EP

Tel: 01782 267888

Polish Day Centre

For older people, meals, games, health promotion, Thursdays only.

North Staffordshire Polish Day Centre of Holy Trinity Community Centre, London Road, Newcastle-under-Lyme, Staffordshire ST5 1LQ

Tel: 01782 848692

Interpreter, accessible toilets, handrails, wheelchair access, ramp.

Race Harassment Advice

If you are a victim of racial harassment, abuse or attack, report the incident to: PARINS C/o Stoke-on-Trent Citizens Advice Bureau, Advice House, Cheapside, Hanley, Stoke-on-Trent ST1 1HL

Tel: 01782 407947

Refugees and Asylum Seekers

Stoke-on-Trent CAB employs advice workers for refugees and asylum seekers and holds a directory of local services for this community.

Advice House, Cheapside, Hanley, Stoke-on-Trent ST1 1HL

Tel: 08444 111 444

Wide doors, wheelchair access, accessible toilets, loop system. See section 14 of the Health Services Directory for details of services for asylum seekers and refugees provided by the Piccadilly Centre.

Staffordshire Police Community Helpline

For all non-emergency services Dial – 101

Interpreter service available for other languages.

Stoke-on-Trent Muslim Welfare Association/Islamic Centre

Most Islamic practices, educational and cultural facilities, guidance and help.

45 Paris Avenue, Newcastle-under-Lyme, Staffordshire ST5 2RQ

Tel: 01782 610548

Meetings at: Islamic Centre, Bedford Road, Shelton, Stoke-on-Trent ST1 4PL

Tel: 01782 280364

Wide doors.

N.B Your local CVS – Voluntary Action – may be able to provide details of further groups/ organisations for BME communities in your area.

8. Faith Communities

The Saltbox Christian Centre

Supports, encourages and promotes the work of Christian churches, provides a voice for faith groups to highlight the importance of their community work and promotes partnership opportunities to help bring about community cohesion and transformation.

Bemersley House, Gitana Street, Hanley, Stoke-on-Trent ST1 1DY

Tel: 01782 207200

Voluntary Action

Can provide details of voluntary, community, self-help and support groups across a wide range of issues.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683030

YMCA

Meeting place for multicultural Christian groups.

Harding Road, Hanley, Stoke-on-Trent ST1 3AE

Tel: 01782 222376

Please see Section 7: Black & Minority Ethnic Communities for further contacts

9. Relationships

Domestic Violence Helpline

Refuge's fully trained female workers provide support and information for women experiencing domestic violence. Run in partnership between Women's Aid and Refuge. All calls are confidential. The website provides information in different languages www.refuge.org.uk.

Tel: Local (Arch) 01782 205500

National 0808 2000 247

Elizabeth Trust

24 hour sheltered hostel for women (16+) and children experiencing domestic violence, abuse or equivalent circumstances, which have left them homeless.

Elizabeth House, 7 Sidmouth Avenue, Newcastle-under-Lyme, Staffordshire ST5 1HU

Tel: 01782 713737

Lesbian and Gay Switchboard West Midlands

The telephone helpline operates between 7.00 pm and 10.00 pm every night of the year, acting as a source of information, support and referral for any issue relating to lesbian, gay, bisexual or transsexual life.

Tel: 0845 257 8255

Mediation Works

A not for profit organisation offering a range of services to assist in the resolution of disputes, whether in the family, community, education or workplace.

Edinburgh House, Harding Road, Hanley, Stoke-on-Trent ST1 3AE

Telephone 01952 520091 for local appointment

North Staffs Carers' Association

Information, emotional support and a voice in planning services for informal carers. Services include a telephone information line, chatline and young carers' project.

North Staffs Carers Association, Carers Centre, Fenn House, Duke Street, Fenton, Stoke-on-Trent ST4 3NR

Te: 01782 793100

Fax: 01782 330792

North Staffs Marriage Care

Non-directional counselling for anyone experiencing relationship difficulties. Pre-marriage groups also offered for people contemplating marriage.

C/o The Presbytery, 51 Abbey Lane, Abbey Hulton, Stoke-on-Trent ST2 8AU

Tel: 0800 389 3801 (Local Rate)

Relate, North Staffs

A professional, non-judgmental and confidential relationship counselling service for young people, elderly people, different and same sex individuals and couples. You can attend on your own or with your partner or family.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 4BQ

Tel: 01782 683050

SAVANA

BACP accredited confidential counselling, support and practical help for anyone who has experienced sexual violence including rape, childhood sexual abuse and domestic violence, whether recently or in the past.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Clients and Message Service Tel: 01782 221000

Admin 01782 221005

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

Voluntary Action

Can provide details of voluntary, community, self help and support groups across a wide range of issues.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683030

10. Self-help & Support

Details of self-help and support groups for people experiencing particular health issues/ medical conditions can be found at www.equip.nhs.uk

Voluntary Action

Can provide details of voluntary, community, self help and support groups across a wide range of issues (such as those listed below).

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683030

- **Aquarius – Community Alcohol Service**

Screening, advice and information, assessment and structured support for anyone affected by their own or someone else's alcohol issues.

- **Alcoholics Anonymous**

- **ASIST (Advocacy Services in Staffordshire)**

(Direct advocacy service for people with disabilities or disadvantages).

- **Caudwell Children**

(Support service for families with a disabled or seriously ill child aged 0-18).

- **Changes (12 steps to mental health)**

(Self-help and mutual support groups for people with mental health needs).

- **Dove Service**

(Help and support for people affected by death and/or life changing illness).

- **Echo Group**

(Social support for people 18+ who have experienced issues around self harm).

- **Gamblers Anonymous**

- **HIV/AIDS Counselling**

- **Miscarriage Association**

- **National Association of Widows**

- **North Staffs MIND**

- **PHAB Freewheelers (Physically Handicapped and Able-Bodied)**

(Regular social activities, friendship, sharing interests & problems).

- **Piccadilly Centre**

(A range of sexual health support services, and social and support groups for lesbian, gay and bisexual people and asylum seeking and refugee communities on a range of health issues.)

- **S.A.I.V.E (Sexual Abuse and Incest Victims Emerge)**

(Free, confidential service for adults who suffered childhood sexual abuse and incest. Help, advice and support for family members, colleagues and friends).

- **SAVANA**

BACP accredited confidential counselling, support and practical help for anyone who has experienced sexual violence including rape, childhood sexual abuse and domestic violence, whether recently or in the past.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Clients and Message Service Tel: 01782 221000

Admin 01782 221005

- **Stoke-on-Trent Community Drug Service**
(Information, advice, counselling, support, referral, needle exchange scheme).

Other Support:

Patient Advice and Liaison Service

Confidential on-the-spot advice for patients, relatives and carers. Can help to resolve any concerns and to guide people through the different services available from the NHS Staffordshire and Stoke on Trent Partnership Trust

Tel 0800 783 2865

Salvation Army

Salvation Army Churches and Community Centres offer a range of services to their local community encompassing practical concern and spiritual ministry. Contact the individual Church/Centre for specific details of what they provide.

Longton

Luncheon club, parent and toddler group and charity shop. Also hosts a ladies self-support group for people experiencing mental distress, social services day services provision and Rainbow, Brownies and Guides groups.

Heathcote Road, Longton, Stoke-on-Trent ST3 2LX

Tel: 01782 595197

Smallthorne

Smallthorne Stoke-on-Trent Corps, Camp Road, Smallthorne, Stoke-on-Trent ST6 1LF

Tel: 01782 832422

Tunstall

Dunning Street, Tunstall, Stoke-on-Trent ST6 5AP

Tel: 01782 817578

Staffordshire Mental Health Helpline

Free, confidential support, information and advice to adults living in Staffordshire who have a concern about their mental health or that of their family or friends. No referral is required. The helpline can also provide information on a range of self-help and support services for people with mental health problems. Telephone calls are FREE from all landlines and major mobile networks.

Tel: 0808 8002234

11. Contacts for Older People

AgeUK Information Line

Telephone service for older people, their families and people working with them. Information on community care, money, housing and consumer affairs.

Tel: 0800 169 6565 (Every day 7.00 am - 7.00 pm)

AgeUK North Staffordshire

Advice and support for people 55+. Services cover health promotion, activities, information and advice, befriending and visiting, social rehabilitation and Internet skills training, holidays and day-trips.

Main Office: 83-85 Trinity Street, Hanley, Stoke-on-Trent ST1 5NA

Tel: 01782 204995 and **01782 286209**

APPROACH (Supporting Older Minds)

Day care for older people with mental health needs in small, specialised groups in a stimulating and supportive environment throughout Stoke-on-Trent and the surrounding area. 10 Stoke Road, Shelton, Stoke-on-Trent ST4 2DP

Tel: 01782 214999

Beth Johnson Foundation

Facilitating access to opportunities for training, volunteering and employment for people aged 45+.

Parkfield House, 64 Princes Road, Hartshill, Stoke-on-Trent ST4 7JL

Tel: 01782 844036

Changes PY+ Positive Years Ahead

Weekly mutual help groups for older people in mental distress or anyone (50+) wishing to improve their mental health.

North Staffs HQ, Wellbeing Centre, Victoria Court, Booth Street, Stoke-on-Trent ST4 4AL

Tel: 01782 413355

Counsel and Care – Advice and Help for Older People

Advice and information for people over 60, their carers, friends and relatives. Immediate and extended support on a range of issues, including community care, hospital discharge, continuing NHS care and finding suitable accommodation.

Tel: 0845 3007585

Hibiscus

Aims to promote the well-being of the African-Caribbean community, particularly elders, within North Staffordshire.

11 Waterloo Road, Burslem, Stoke-on-Trent ST6 2EH

Tel: 01782 811322/833877

Meetings held at Cobridge Community Centre.

Meals on Wheels

Deliver hot or frozen meals to people's homes when they are unable to cook or shop for food.

Tel: 0800 561 0015

North Staffs Pensioners' Convention

Provides advice, help, support and regular discussion forums for issues affecting elderly people in North Staffordshire.

3 Bagnall Street, Hanley, Stoke-on-Trent ST1 3AD

Tel: 01782 201724

Polish Day Centre

For older people, meals, games, health promotion, Thursdays only.

North Staffordshire Polish Day Centre of Holy Trinity Community Centre, London Road, Newcastle-under-Lyme, Staffordshire ST5 1LQ

Tel: 01782 848692

Interpreter, accessible toilets, handrails, wheelchair access, ramp.

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

The Pension Service

Help and information on State Benefits to over 60s, to maximise benefit entitlement and promote independence in retirement. Benefits dealt with include State Pension, Pension Credit, Attendance Allowance/Disability Living Allowance/Carers Allowance and Housing Benefit/Council Tax Benefit. The service is provided through home visits and advice surgeries some as drop-ins and some appointment only. For under 60s, provides help and information on State Pension Forecasts/Deferral.

Tel: 0845 6060265 (Ask for the local service for North Staffs)

University of the Third Age

Provides adult education, social and recreational opportunities. Contact the following for current and local contacts details.

The Secretary, c/o 2 Oaklea, Leek, Staffordshire ST13 8RD

Tel: 01538 381903

12. Contacts for Young People

Assist Advocacy for Young People in Transition

Advocacy and support to young people aged from 13 to 25 years who have a learning disability. The service is focused on supporting young people with issues related to transition, such as making the transition from school to further education, independent living or employment.

Asist, Winton House, Stoke Road, Stoke-on-Trent ST4 2RW

Tel: 01782 845584

B-Clear Chlamydia Screening

The chlamydia screening programme for Stoke-on-Trent and North Staffordshire. Part of the national chlamydia screening programme, the service operates from the Piccadilly Centre and a range of venues throughout North Staffordshire offering free and confidential chlamydia screening to under 25s.

For more information, call the confidential helpline on **Tel: 0800 032 0899** or email: **info@b-clear.org.uk**

To order a postal kit or to find your nearest screening centre, go online at:

www.b-clear.org.uk

CASH Clinics

Contraception and Sexual Health Service (CASH), formally known as the Family Planning Service, provides free and confidential sexual health and contraception advice and information across Stoke-on-Trent and North Staffordshire. CASH Clinics offer pregnancy testing; condoms; implants; patches; contraceptive pill; coils; injections and chlamydia screening and treatment.

Cobridge Community Health Centre, Church Terrace, Cobridge,
Stoke-on-Trent ST6 2JW

Tel: 0300 7900 165 for more information

Caudwell Children

Free support service for families with a disabled or seriously ill child aged 0-18. Helps families gain access to therapy, treatment, support groups, equipment, information about medical conditions, sources of specialist advice and funding.

Minton Hollins, Shelton Old Road, Stoke-on-Trent ST4 7RY

Tel: 01782 600443 or **0845 3001348**

Changes – Young People

Promotes the recovery of young people in mental distress. Mutual help and support groups for 16-25 year olds.

North Staffs HQ, Wellbeing Centre, Victoria Court, Booth Street, Stoke-on-Trent ST4 4AL

Tel: 01782 413355

Childline

National helpline for children and young people in danger or distress, or with any problem. Telephone counselling, support, advice and referrals.

Tel: 0800 1111 (Freephone 24 hours)

Clinic in a Box

Nurse led service, which offers sexual health advice and information as well as contraception supplies to young people. Condoms, emergency contraception, pregnancy testing and chlamydia screening are also available.

Also provides advice and information on a wide range of issues e.g. relationships, puberty and cancer awareness, smoking and diet. This service is available in schools (pupils only) as well as colleges and youth clubs which have open access.

Tel: 0300 123 0995 Ext:3332 for information on this service

Disability Solutions

Empowerment project for young disabled people, providing support to enable people to make the most of life and overcome physical and attitudinal barriers.

Old Wedgwood Johnson Building, Pelham Street, Hanley, Stoke-on-Trent ST1 3LL

Tel: 01782 683800

Early Intervention Service

Aimed at young people aged 14-35 experiencing the early signs of psychosis. Support offered includes assistance with recognising symptoms, coping strategies, advice for family members and extended social activity.

The Hope Centre, Upper Huntbach Street, Hanley Stoke-on-Trent, ST1 2BX

Tel: 08456 026774

Families Staying Connected

Counselling for children and young people where family relationships, contact and home issues and have broken down. This service is for 4-18 year olds and also offers support to parents and family members.

3rd Floor, Winton House, Stoke Road, Stoke-on-Trent ST4 2RW

Tel: 01782 417848 (Monday - Friday daytime and early evening)

Galaxy Youth – (Gay, Lesbian and Bisexual Youth Group)

Information, support and advice, a fun but safe environment in which to talk and the chance to meet others and make friends.

Tel: 0300 123 0970 for more information

GayLife North Staffordshire

GayLife North Staffordshire runs weekly support groups for the lesbian, gay and bisexual community.

Tel: 0300 123 0970 for more information

Nacro Services in Staffordshire

Works with disaffected, socially excluded young people in confidence building, self-esteem and social issues. Offers training, basic skills, New Deal Gateway Provision.

3 Spring Garden Road, Longton, Stoke-on-Trent ST3 2QN

Tel: 01782 332699

National Youth Advocacy Service

If you are a child, young person or ringing on behalf of a child or young person and need help, information or advice, please contact our freephone helpline on FREEPHONE HELPLINE on 0800 61 61 01 or send an email to help@nyas.net

National Youth Advocacy Service,, Egerton House, Tower Road, Birkenhead, Wirral, CH41 1FN

North Staffs Special Adventure Playground

Play and recreation for children and young people with special needs, their schools and families. Clubs, playschemes, respite and family sessions available.

Stanier Street, Newcastle-under-Lyme, Staffordshire ST5 2SU

Tel: 01782 717612

NSPCC

If you are worried about a child who is at risk of abuse or in need of help, or if you are a child who needs help.

NSPCC North Staffordshire Services, Carole House, 213 Basford Park Road,
Newcastle under Lyme, ST5 0PG

Tel No 08448 920 273 24Hr National Helpline 0800 800 500

Papyrus

Helpline offering support, information and advice for families, friends and professionals concerned that a young person they know may be at risk of suicide. Further information can be found at www.papyrus-uk.org.

67 Bewsley Street, Warrington, Cheshire, WA2 7JQ

Tel: Admin 01925 572 444 HOPELink 08000 684141

Peter Pan Special Needs Group

Support for parents with special needs children from 0-5years. On top of playgroup/ nursery provision, offers a multi-sensory room and respite for parents.

Orme School, Orme Road, Newcastle-under-Lyme, Staffordshire ST5 2NB

Tel: 01782 715219

Ramp, wide doors, wheelchair access.

Piccadilly Centre

Hosts a range of sexual health support services, including social and support groups for lesbian, gay and bisexual people and asylum seeking and refugee communities on a range of health issues; Chlamydia screening and Sexual Health Advice and the Young Parents Support Service.

For more information or to speak to a member of the Sexual Health Team call

Tel: 0300 123 0970

Prince's Trust Volunteers

12 week courses for young people aged 16-25, to gain new skills, experience, confidence, friends and qualifications through teamwork in their local community.

Stoke-on-Trent College, Cauldon Campus, Stoke Road, Shelton, Stoke-on-Trent
ST4 2DG

Tel: 01782 603790 Admin: 01782 208208

Stoke-on-Trent City Council Youth Service

Provides a range of social and personal development opportunities for young people aged 11-25. A variety of activities are offered (e.g. Street sport, youth clubs). Telephone the main office for details of activities in your area.

Department of Lifelong Learning, Floor 1, Civic Centre, Glebe Street, Stoke-on-Trent
ST4 1HH

Tel: 01782 234567

Stoke-on-Trent Family Information Service

Information, advice and guidance on children's services up to age 19 (e.g. Playschemes, childminders, youth clubs, training/job opportunities). Signposting and referral to organisations and support groups who can assist parents with such issues as behaviour problems, eating disorders, dyslexia etc.

Stoke-on-Trent Parent Direct, Floor 2, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 015 1120 (Freephone)

T3 Stoke-on-Trent Young People's Drug and Alcohol Service

T3 is a locality based service, for complex young people under 19 living in the City. It delivers a range of interventions including advice and information; individual relapse prevention support; assessment and treatment from specialist doctors, including detoxification and substitute prescribing; access to rehabilitation programmes; complementary therapies; harm reduction and needle exchange service; help with training; careers and return to education and family support. Referrals can be made by using the Young People's Drug and Alcohol Screening Tool. 46 Roundwell Street, Tunstall, Stoke-on-Trent ST6 5AN

Tel: 01782 221090 **Textphone: 07507 411 733**

Young Parents Support Service

YPSS offers help, advice and support to pregnant teenagers and teenage parents 19 years and under on a wide range of issues including benefits, finances, education and childcare.

Tel: 0300 123 0985 for more information

Stoke-on-Trent Children's Services Next Step Team

Offers a programme of preparation for leaving care, including help to prepare and plan for the future.

Swann House, Boothem Road, Stoke-on-Trent ST4 4SY

Tel: 01782 233575

Younger Mind

One-to-one counselling for children age 7-10 years and young people 11-18 years old. Therapeutic Drop-In, Training and Consultancy.

(North Staffs Mind), 83 Marsh Street, Hanley, Stoke-on-Trent ST1 5HN

Tel: 01782 262100

Youth2Youth

For young people who find it difficult to talk to adults. The helpline staff are all young people themselves who have been specially trained to help.

Tel: 0208 8963675 (Monday and Thursday 6.30 pm - 9.30 pm)

N.B Local self-help and support groups may have a service especially for young people. For details, please contact:

Voluntary Action, The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Tel: 01782 683030

13. Contacts for People with Disabilities

Action for Blind People

Advice, Braille tuition, social activities, home visiting for advice and demonstration of daily living aids. Eleven centres throughout Staffordshire.

Stafford - 52-64 North Walls, Stafford ST16 3AD

Tel: 01785 254572

Stoke-on-Trent - Suite 5-8 The Forecourt, 12 Albion Street, Hanley, Stoke-on-Trent ST1 1QH

Tel: 01782 215755

ASIST

Service user/self-advocacy group.

Asist, Winton House, Stoke-Road, Stoke-on-Trent ST4 2RW

Tel: 01782 845584

Caudwell Children

Free support service for families with a disabled or seriously ill child aged 0-18. Helps families gain access to therapy, treatment, support groups, equipment, information about medical conditions, sources of specialist advice and funding.

Minton Hollins, Shelton Old Road, Stoke-on-Trent ST4 7RY

Tel: 01782 600443 or 0845 3001348

Choices Housing Association

Housing and support services for people with learning or physical disability.

1a King Street, Newcastle-under-Lyme, Staffordshire ST5 1EN

Tel: 01782 254000

dDeaf Links Staffordshire

Promoting the rights of all deaf people to equality of opportunity. Providing information, communication support, home visiting service, social/recreational, training advice plus opportunities for volunteers.

Ellis Memorial Centre, Wellesley Street, Shelton, Stoke-on-Trent ST1 4NF

Tel: 01782 219161

Accessible toilets, wheelchair access.

Disability Resource Service Team (City Council)

Assist people with the activities of daily living.

Stoke-on-Trent Social Care Headquarters, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1WB

Tel: 0800 5610015 (8.30 pm - 5.00 pm), **01782 234234** (Out of Hours Service)

Disability Solutions

Information line provides free, confidential and independent information, advice and support on any issue relating to health care and benefits etc.

Old Wedgwood Johnson Building, Pelham Street, Hanley, Stoke-on-Trent ST1 3LL

Tel: 01782 683800 (Advice Line)

Learning Disabilities Team (Social Services)

Provide help for people with learning disabilities to get the support they need e.g. a place to live or day time activities.

41 Broom Street, Hanley, Stoke-on-Trent, ST1 2EW

Tel: 0300 123 1152 Customer Access Centre 0800 561 0015

LIFEWORK Staffordshire

Registered charity enabling adults with High-Functioning Autism (HFA) and Asperger Syndrome (AS) to gain employment. Please telephone for more information.

Bryant House, Silverdale Road, Wolstanton, Newcastle-under-Lyme, Staffordshire ST5 8BQ

Tel: 01782 615222

Mencap Support Service

Flexible support for adults and children with a learning disability and their families and carers across Staffordshire. Support can be within the family home, but we also provide one to one support out and about in the community.

Port Vale Enterprise Centre, Hamil Road, Burslem, Stoke-on-Trent ST6 1AW

Tel: 01782 831906

North Staffs Special Adventure Playground

Play and recreation for children and young people with special needs, their schools and families. Clubs, playschemes, respite and family sessions available.

Stanier Street, Newcastle-under-Lyme, Staffordshire ST5 2SU

Tel: 01782 717612

Peter Pan Special Needs Group

Support for parents with special needs children from 0-5years. On top of playgroup/ nursery provision, offers a multi-sensory room and respite for parents.

Orme School, Orme Road, Newcastle-under-Lyme, Staffordshire ST5 2NB

Tel: 01782 715219

Ramp, wide doors, wheelchair access.

PHAB Freewheelers (Physically Disabled and Able-Bodied)

Regular social contact for people with and without disabilities. Offers friendship, fun activities and a chance to share interests.

Meetings at Burslem Day Centre, Baddeley Street, Burslem, Stoke-on-Trent ST6 4EH

Tel: 01782 784371

Wide doors, accessible toilets, wheelchair access.

Shopmobility

Provides manual/electric wheelchairs or voluntary escorts to people who have a permanent or temporary impairment to use around Hanley City Centre.

Floor 1c, Potteries Shopping Centre Park, Quadrant Road, Hanley, Stoke-on-Trent

Tel: 01782 233333 Minicom: 01782 233334

E-mail: shopmobility@stoke.gov.uk

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

Stoke-on-Trent City Council - Public Transport

Travel enquiries, concessionary fares, bus passes and access to Dial-a-Ride taxi service membership scheme for people with disabilities who are unable to use public transport.

Stoke-on-Trent City Council Public Transport Dept., Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 01782 234500/234567

Talking Newspapers for the Blind (Newcastle)

Provides a fortnightly edition of the local news, from local newspapers, on cassette, delivered and returned free of charge by the Post Office to registered blind and partially sighted people.

29 Albert Street, Newcastle-under-Lyme, Staffordshire ST5 1JP

Tel: 01782 626859

14. Contacts for Vulnerable Adults

Aquarius (Community Alcohol Service)

Confidential service offering alcohol screening, advice and information, assessment and structured support for anyone affected by their own or someone else's alcohol issues. Aquarius also provides counselling services to problematic gamblers. Aquarius can also support further treatment e.g. residential rehabilitation and home or inpatient detoxification, as appropriate.

Aquarius, Balwant House, Haverlock Place, Shelton, Stoke-on-Trent, ST1 4PR

Tel: 01782 283113

Brighter Futures

Offer a wide range of services helping people work towards a sustainable way of life including services for people who have experienced problems relating to alcohol use and people with a mental illness.

5 Whittle Court, Town Road, Hanley, Stoke-on-Trent ST1 2QE

Tel: 01782 406000

Chepstow House

A free confidential service providing support, advice and information to women aged 18+ who are at risk of committing a crime, have committed a crime, in a relationship with someone who has committed a crime or need support after experiencing abuse, domestic violence or rape.

Tel: 01782 208200

Domestic Violence Helpline

Refuge's fully trained female workers provide support and information for women experiencing domestic violence. Run in partnership between Women's Aid and Refuge. All calls are confidential. The website provides information in different languages www.refuge.org.uk.

Tel: Local (Arch) 01782 205500

National 0808 2000 247

Elizabeth Trust

24 hour sheltered hostel for women (16+) and children experiencing domestic violence, abuse or equivalent circumstances, which have left them homeless.

Elizabeth House, 7 Sidmouth Avenue, Newcastle-under-Lyme, Staffordshire ST5 1HU

Tel: 01782 713737

SAVANA

BACP accredited confidential counselling, support and practical help for anyone who has experienced sexual violence including rape, childhood sexual abuse and domestic violence, whether recently or in the past.

The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent ST1 5DD

Clients and Message Service Tel: 01782 221000

Admin 01782 221005

Social Care

Provide services to support children and families, elderly people, adults and children with disabilities and mental health needs.

Stoke-on-Trent Social Services, Floor 4, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH

Tel: 0800 561 0015

Out of Hours 01782 234234

Stoke-on-Trent Community Drug Service

Provide a range of services for adult drug misusers, their families and friends from locations across the City, including information/advice, needle exchange, counselling, support, daycare programmes, prescribing and referral to other agencies including residential rehabilitation services.

76-86 Hope Street, Hanley, Stoke-on-Trent ST1 5BY

Tel: 01782 219777

Supporting People

Provide support services to help any vulnerable adult (16+) to stay independent in their own home or accommodation.

Tel: 01782 232123

Women's Project

Provides support and understanding to women involved in or at risk of prostitution and young women vulnerable to sexual exploitation.

c/o Brighter Futures, 5 Whittle Court, Town Road, Hanley, Stoke-on-Trent ST1 2QE

Tel: 01782 406000

Young People's Drug Project

Delivers targeted drug and alcohol group education to young people, under 19, vulnerable to substance misuse issues, targeted drug and alcohol education and tailored support for young people with already developed substance misuse issues and care planned support for young people with substance misusing siblings or parents. Referrals can be made using the Young People's Drug and Alcohol Screening Tool.

Queensbury Centre, Queensbury Road, Normacot, Stoke-on-Trent ST3 1QZ

Tel: 01782 234195

For additional contacts see also Section 13 Contacts for People with Disabilities and Section 11 Contacts for Older People.

15. Transport

Stoke-on-Trent City Council - Public Transport

Travel enquiries, concessionary fares, bus passes and access to Dial-a-Ride taxi service membership scheme for people with disabilities who are unable to use public transport.

Passenger Transport Team, Stoke-on-Trent City Council, Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN

Tel: 01782 234500/234567

Traveline

National public transport enquiry line, providing local public transport information.

Tel: 0871 200 2233

16. Helplines/Emergency Numbers

Al-Anon Family Groups

All-Anon Family Groups provide understanding, strength and hope to anyone whose life is or has been affected by someone else's drinking. Telephone for details of local groups.

61 Great Dover Street, London SE1 4YF

Tel: 020 7403 0888 (10.00 am - 10.00 pm, 365 days a year)

Alcoholics Anonymous

A fellowship of men and women who share their experiences, strength and hope so that they may solve the common problem and help others to recover from alcohol. The only requirement for membership is the desire to stop drinking.

Tel: 01782 266366 (24 hour call forwarding service)

Childline

Tel: 0800 1111 (Freephone 24 hours)

Contraception and Sexual Health Helpline

Tel: 0300 123 0970

Crimestoppers

If you have any information about those committing crimes or drug related offences.

Tel: 0800 555 111

Disability Solutions

Tel: Advice Line 01782 683800

Domestic Violence Helpline

Refuge's fully trained female workers provide support and information for women experiencing domestic violence. Run in partnership between Women's Aid and Refuge. All calls are confidential. The website provides information in different languages www.refuge.org.uk.

Tel: Local (Arch) 01782 205500

National 0808 2000 247

Gamblers Anonymous

Help and support for people who are compulsive gamblers or think their gambling is out of control. Telephone for local meeting and self-help groups.

Tel: 0121 233 1335 (24 hours a day)

MINDInfoLine

Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.

PO Box 277, Manchester M60 3XN

Tel: 0300 123 3393 (Monday - Friday 9.00 am - 5.00 pm)

No Panic

Support for sufferers of Panic Attacks, Phobias, Obsessive Compulsive Disorder, General Anxiety Disorder and Tranquilliser Withdrawal.

93 Brands Farm Way, Telford, Shropshire, TF3 2JQ

Helpline Telephone: 0808 808 0545 - Admin 01952 590005

National Drugs Helpline

Offers advice and information for anyone concerned about drug misuse 24 hours a day, 7 days a week.

Tel: 0800 776600

NHS Direct

Health questions answered by a nurse.

Tel: 0845 4647

NSPCC

If you are worried about a child who is at risk of abuse or in need of help, or if you are a child who needs help.

NSPCC North Staffordshire Services, Carole House, 213 Basford Park Road,
Newcastle under Lyme, ST5 0PG

Tel No 08448 920 273 24Hr National Helpline 0800 800 500

Papyrus

Helpline offering support, information and advice for families, friends and professionals concerned that a young person they know may be at risk of suicide. Further information can be found at www.papyrus-uk.org

67 Bewsley Street, Warrington, Cheshire, WA2 7JQ

Tel: Admin 01925 572 444 HOPELink 08000 684141

Race Harassment Advice

If you are a victim of racial harassment, abuse or attack, report the incident to: PARINS C/o Stoke-on-Trent Citizens Advice Bureau, Advice House, Cheapside, Hanley, Stoke-on-Trent ST1 1HL

Tel: 01782 407947

Samaritans Stoke-on-Trent and Newcastle District

Someone to talk to about whatever is on your mind.

3 Shelton New Road, Shelton, Stoke-on-Trent ST1 4PF

Tel: 08457 90 90 90 (National helpline, 24 hours)

Staffordshire Mental Health Helpline

Free, confidential support, information and advice to adults living in Staffordshire who have a concern about their mental health or that of their family or friends. No referral is required. The helpline can also provide information on a range of self-help and support services for people with mental health problems. Telephone calls are FREE from all landlines and major mobile networks.

Tel: 0808 800 2234

Staffordshire Police Community Helpline

For all non-emergency services Dial – 101

Interpreter service available for other languages.

Stoke-on-Call (Stoke-on-Trent City Council)

A one stop shop for your council services.

Civic Centre, Glebe Street, Stoke-on-Trent ST4 1RN

Tel: 01782 234234

Traveline

National public transport enquiry line, providing local public transport information.

Tel: 0871 200 2233

Victim Supportline

For anyone affected by crime. Advice on local schemes.

Local 0300 303 1977 National Support Line 0845 3030 900

(Monday – Friday 9.00 am – 9.00 pm, Saturday and Sunday 9.00 am – 7.00 pm)

YoungMinds

Helpline and other support services for parents concerned about the mental health of a baby, child or young person. Parents Information Service Helpline offers information and advice.

Parents Helpline Tel: 0808 802 5544 (Tuesday – Thursday 1.00 pm – 4.00 pm and Monday and Friday 10.00 am – 1.00 pm)

Youth2Youth

For young people who find it difficult to talk to adults. The helpline staff are all young people themselves who have been specially trained to help.

Tel: 0208 8963675 (Monday – Thursday 6.30 pm – 9.30 pm)

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Section 2

Health Services Directory

Please note:

Many of the organisations and services listed in this directory are directly accessible by the public. However, those organisations providing secondary care and/or treatment, for example hospitals and their services, may require a referral from a healthcare professional.

Every effort has been made to ensure that information contained in this directory is correct at the time of printing.

Do you feel unwell?

If so there are a range of NHS Services to help you.

The following information will help you make the most of the NHS services available:

Self care Can you treat yourself at home?

Self care: A well stocked medicine chest will help you treat many everyday illnesses and minor ailments at home. For example, a small supply of paracetamol or ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds, sore throats, indigestion, toothache, headaches and constipation. If you have children, don't forget to include appropriate medicines for them.

Pharmacist Have you been to the pharmacist?

Ask your pharmacist: Pharmacists (sometimes called Chemists) are experts on medicines and how they work. They can also offer advice on common complaints such as coughs, colds, aches and pains and other health issues, such as healthy eating and giving up smoking. They can help you decide whether you need to see a doctor. You can talk to your pharmacist in confidence - even about the most personal symptoms and you don't need to make an appointment. See list on pages 10-13.

NHS 111 Have you called NHS 111?

Call NHS 111: The service can be accessed on 111 for confidential health advice and information 24 hours a day, 365 days a year. The lines are staffed by nurses and professional advisors or visit the website on www.nhsdirect.nhs.uk. NHS Direct has become a first point of contact for patients seeking medical help outside normal surgery hours. NHS Direct can offer you information on:

- What to do if you or a family member feels ill
- Particular health conditions
- Local health services (such as doctors, dentists or out of hours pharmacies)
- Self-help or support organisations

*Calls are charged at local rates. For patients' safety, all calls are recorded.

For deaf people or those hard of hearing there is a **textphone service available on 0845 606 46 47**. For those whose preferred language is not English, there is the choice of a **confidential translation service**.

NHS Walk-in Centre Have you tried the NHS Walk-in Centre?

The Stoke Haywood NHS Walk-in Centre

The NHS Walk-in Centre offers fast and convenient access to a range of NHS services, including health information, advice and treatment for a range of minor illnesses (coughs, colds, infections) and minor injuries (sprains, strains, cuts).

Open 7.00 am (9.00 am at weekends and bank holidays) – 10.00 pm

Address: Haywood Hospital, High Lane, Burslem, Stoke-on-Trent ST6 7AG

Telephone: 01782 581112

The Leek Moorlands Minor Injuries Unit

Provides the first point of call for a wide range of conditions such as wounds needing stitches, rashes, ear infections, injuries from farming accidents and sore throats.

Open seven days a week, 365 days a year from 8.00 am to 8.00 pm.

Address: Leek Moorlands Hospital, Ashbourne Road, Leek, Staffordshire ST13 5BQ

Telephone: 01538 487100

Doctors surgery Do you need to visit your Doctors Surgery?

Doctors surgeries: Your local Doctors Surgery provides a range of services, including general medical advice and treatment; prescriptions; referral to a specialist or hospital (where appropriate); jabs and tests (such as immunisations, blood tests or cervical smears). See list on pages 6-9.

Remember to tell your doctor if you have tried or are still taking self-care treatment.

Surgeries are always busy, so be sure to keep to your appointment time and cancel it if you need to; missed appointments waste precious time and resources.

Out of normal surgery hours (usually 6.30 pm to 8.00 am), all Doctors have an emergency service, North Staffs Urgent Care. This service is only for urgent medical problems that cannot wait until the next day to be treated. Please contact your GP Surgery as normal and follow the instructions given on the telephone message. Alternatively some practices can automatically divert your call to the Centre. Please do not attend the Centre without an appointment.

Address: North Staffs Urgent Care Out of Hours Centre, 511 Etruria Road, Basford, Stoke-on-Trent ST4 6HT

A&E / 999 Do you or a family member need emergency hospital treatment?

Accident & Emergency (A&E) or 999: It is often very obvious when emergency care is needed for serious injury or illness. You should get medical attention by either taking the patient to the Accident & Emergency (A & E) Department in Hartshill or by telephoning 999 for an emergency ambulance.

An emergency is a critical or life threatening situation such as:

- Loss of consciousness
- Heavy blood loss
- Suspected broken bones
- Persistent chest pain for 15 minutes or more
- Difficulty breathing
- Overdose, ingestion or poisoning

Remember to keep calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke.

Unless you need emergency medical attention avoid local A&E Departments. Doctors and nurses there are equipped to deal with serious cases of injury and illness, not routine and minor ailments. Calling an ambulance won't necessarily mean you are seen any quicker at A&E as the most serious cases are prioritised.

Address: A&E: Hartshill, Stoke-on-Trent ST4 6QG

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Patient Advice and Liaison Service – Stoke-on-Trent

The Patient Advice and Liaison Service (PALS) are here to help:

- when you need advice, have concerns,
- or don't know where to turn

The Patient Advice and Liaison Service focuses on improving the service to NHS patients.

The service aims to:

- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. If necessary, we can also refer patients and families to specific local or national based support agencies.

Telephone: 0800 783 2865/01782 227700

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For self-help and support groups for health conditions visit www.equip.nhs.uk

1. General Practices in Stoke-on-Trent

Your local Doctor's Surgery (or GP Practice) provides a wide range of family health services, including:

- advice on health problems
- vaccinations
- examinations and treatment
- prescriptions for medicines
- referrals to other health services and social services

If your condition is non-urgent, you can expect to see a doctor within two working days or a health professional such as a nurse within one working day. If you don't need an appointment within two working days, you can also book in advance if this is more convenient for you.

It is important to attend for appointments, or notify the surgery if you have to cancel or change it.

Location	Practice	Address	Telephone Number
Abbey Hulton	Hulton House Surgery	1479 Leek Road, Abbey Hulton ST2 8DA	0844 387 8989
Abbey Hulton	Dr VSR Chadalavada	77 Woodhead Road, Abbey Hulton ST2 8DH	01782 542671
Adderley Green	Dr Shanmusgasundaram	28-30 Western Street, Adderley Green ST3 5DQ	01782 311266
Baddeley Green	Baddeley Green Surgery	988 Leek New Road, Baddeley Green ST9 9PD	01782 533777
Bentilee	Moss Green Surgery	Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee ST2 0EU	01782 231303
Bentilee	Potteries Medical Centre	Beverley Drive, Bentilee ST2 0JG	01782 208755
Birches Head	Birches Head Medical Centre	Diana Road, Birches Head ST1 6RS	01782 286843
Blurton	Dr JA Mir	Blurton Health Centre Ripon Road, Blurton ST3 3BS	01782 319375 0300 123 0971
Blurton	Longton Hall Surgery	186 Longton Hall Road, Blurton ST3 2EJ	0844 8151982
Blythe Bridge	Trinity Medical Centre	Uttoxeter Road, Blythe Bridge ST11 9HQ	01782 395101
Bradeley	Brook Medical Centre	98 Chell Heath Road, Bradeley ST6 7NN	01782 838355
Bucknall	Cambridge House	124 Werrington Road, Bucknall ST2 9AJ	01782 219075
Burslem	Lucie Wedgwood Health Centre	Chapel Lane, Burslem ST6 2AB	01782 834488

Location	Practice	Address	Telephone Number
Cobridge	Aspley House Surgery	Cobridge Primary Care Centre, Church Terrace, Cobridge	0300 7900 160
Cobridge	Pathak & Partners	Cobridge Primary Care Centre, Church Terrace, Cobridge	0300 7900 161
Dresden	Belgrave Medical Centre	116 Belgrave Road, Dresden ST3 4LR	01782 593344
Endon	Endon Surgery	Station Road, Endon ST9 9DN	01782 502227
Fegg Hayes	Whitfield Valley Centre	Fegg Hayes Road, Fegg Hayes ST6 6QR	01782 425839
Fenton	Dr KN Seth Fenton Health Centre	Glebedale Road, Fenton ST4 3AQ	01782 743121
Goldenhill	Goldenhill Medical Centre	High Street, Goldenhill ST6 5QJ	01782 772242
Hanford	Dr Shah 2 Towns Medical Practice	Hanford Health Centre, New Inn Lane, Hanford ST4 8EX	01782 642992
Hanford	Dr HA Talpur Hanford Health Centre	New Inn Lane, Hanford ST4 8EX	01782 658047 0300 123 0974
Hanley	Dr VSA Chadalavada	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	01782 202422 0300 123 0980
Hanley	Hanley Health & Wellbeing Centre	69/71 Stafford Street, Hanley ST1 1LW	0300 123 6759
Hanley	Harley Street Medical Centre	Harley Street, Hanley ST1 3RX	01782 206866
Hanley	Moorcroft Medical Centre	10 Botteslow Street, Hanley ST1 3NJ	01782 202622
Hartshill	Hartshill Medical Centre	Ashwell Rd, Hartshill, ST4 6AT	0300 123 1893
Longton	Drayton Road Medical Practice	Longton Health Centre, Drayton Road, Longton ST3 1EQ	01782 312838 0300 123 0993
Longton	Longton Health Centre	Drayton Road, Longton ST3 1EQ	01782 332176 0300 123 0993
Longton	Mayfield Surgery	54 Trentham Road, Longton ST3 4DW	01782 315654
Longton	Medical Centre	Dunrobin Street, Longton ST3 4LL	0844 5769032
Longton	Merton Surgery	Merton Street, Longton ST3 1LG	01782 322966
Longton	Dr AK Sinha	16 Rosslyn Road, Longton ST3 4JD	01782 599822

Location	Practice	Address	Telephone Number
Longton	Dr GT Chand The Surgery	22 Rosslyn Road, Longton ST3 4JD	01782 332626
Longton	Willow Bank Health Centre	Trentham Road, Longton ST3 4SJ	01782 427720
Meir	Meir Primary Care Centre	Weston Road, Meir, ST3 6AB	0300 7900 168
Meir	Dr Borse & Partner Centre	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	0300 123 0903
Meir	Dr Miles & Partner	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	0300 790 0169
Meir	Meir Park Surgery	Lysander Road, Meir ST3 7TW	01782 388204
Meir	Dr R Sarin (Branch Surgery)	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	0300 123 0904
Meir	Dr Gregan Willow Bank Health Surgery	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	0300 123 5002
Middleport	Dr O Rahim Middleport Medical Centre	Newport Lane, Middleport ST6 3NP	0300 123 1131
Milton	Millrise Medical Practice	12 Millrise Road, Milton ST2 7BW	01782 536300
Norton	Apsley House	117 Knypersley Road, Norton ST6 8JA	01782 545728
Norton-in-the- Moors	Orchard Surgery	Knypersley Road, Norton-in- the-Moors ST6 8HY	01782 534241
Packmoor	Packmoor Primary Care Centre	Thomas Street, Packmoor ST7 4SS	01782 794600
Shelton	Dr Phillips & Partners	Shelton Primary Care Centre, Norfolk Street, Shelton ST1 4PB	01782 222900
Shelton	Five Towns GP Surgery	Shelton Primary Care Centre, Norfolk Street, Shelton ST1 4PB	01782 222920
Shelton	Snowhill Medical Centre	Shelton Primary Care Centre, Norfolk Street, Shelton ST1 4PB	01782 222930
Shelton	Harley Street Student Health Service	Federation House, Station Road, Shelton ST4 2SA	01782 747174
Smallthorne	Brook Medical Centre	2 Baden Road, Smallthorne ST6 1SA	01782 834288
Stoke	Dr SB Kulkarni Stoke Health Centre	Honeywall, Stoke-on-Trent ST4 7JB	0300 123 0986 01782 413596

Location	Practice	Address	Telephone Number
Stoke	Drs Rees & Lefroy Stoke Health Centre	Honeywall, Stoke-on-Trent ST4 7JB	0300 123 0986
Stoke	Foden Street Surgery	32 Foden Street, Stoke-on-Trent ST4 4BX	01782 411884
Trentham	Brinsley Avenue Practice	11 Brinsley Avenue, Trentham ST4 8LT	01782 657199
Trentham	Trentham Mews Medical Centre	Eastwick Crescent, Trentham ST4 8XP	01782 644815
Trent Vale	Trent Vale Medical Practice	Trent Vale Health Centre, 876 London Road, Trent Vale ST4 5NX	01782 746898
Tunstall	Furlong Medical Centre	Furlong Road, Tunstall ST6 5UD	01782 577388
Tunstall	Haymarket Health Centre	Dunning Street, Tunstall ST6 5BE	01782 575730
Tunstall	Dr Bose & Dr Boyapati	Tunstall Primary Care Centre, Alexandra Park, Scotia Road, Tunstall ST6 6BE	0300 790 230
Tunstall	Dr A Sonnathi	Tunstall Primary Care Centre, Alexandra Park, Scotia Road, Tunstall ST6 6BE	0300 123 0978
Weston Coyney	Weston Coyney Medical Practice	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	0300 7900 167

2. Pharmacies

Location	Practice	Address	Telephone Number
Abbey Hulton	Miltons Chemists	1375 Leek Road, Abbey Hulton ST2 8BW	01782 534422
Bentilee	Boots the Chemists	Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee ST2 0EU	01782 212667
Birches Head	Birches Head Pharmacy	12 Diana Road, Birches Head ST1 6RS	01782 263730
Blurton	Blurton Pharmacy	7 Ingestre Square, Blurton ST3 3JT	01782 314408
Blurton	The Co-operative Pharmacy	237 Blurton Road, Blurton ST3 2AF	01782 319518
Bradeley	Co-op Healthcare Ltd	Brook Medical Centre, 98 Chell Heath Road, Bradeley ST6 7NN	01782 821146
Bucknall	Lloyds Pharmacy	128 Werrington Road, Bucknall ST2 9AJ	01782 219830
Burslem	BHCP Limited	Lucie Wedgwood Health Centre, Chapel Lane, Burslem ST6 2AB	01782 814197
Burslem	Boots the Chemist	41 Queen Street, Burslem ST6 3EH	01782 837576
Burslem	Queen Street Pharmacy	38 Queen Street, Burslem ST6 3EG	01782 839592
Burslem	The Co-operative Pharmacy	97 High Lane, Burslem ST6 7DF	01782 838350
Chell	The Co-operative Pharmacy	57 Biddulph Road, Chell ST6 6SW	01782 835271
Cobridge	Angelway Chemist	283 Waterloo Road, Cobridge ST6 3HL	01782 280037
Cobridge	Waterloo Pharmacy	159 Waterloo Road, Cobridge ST6 2ER	01782 827167
Eaton Park	Eaton Park Pharmacy	2 Southall Way, Eaton Park ST2 9LT	01782 215599
Endon	McMullen D	Alder House, 22 Station Road, Endon ST9 9DR	01782 502033
Etruria	Morrisons Pharmacy	Morrisons Supermarket, Festival Way, Festival Park ST1 5NY	01782 262201
Etruria	Boots the Chemist	Unit 5, Festival Park, Hanley ST1 5SJ	01782 284125
Fenton	Lloyds Pharmacy	Fenton Health Centre, Glebedale Road, Fenton ST4 3AQ	01782 847356

Location	Practice	Address	Telephone Number
Goldenhill	The Co-operative Pharmacy	Anne Street, Goldenhill ST6 5QJ	01782 783355
Hanford	The Co-operative Pharmacy	30 Wilson Road, Hanford ST4 4QQ	01782 657656
Hanley	Boots the Chemists	3-5 Upper Market Square, Hanley ST1 1PZ	01782 213271
Hanley	Lloyds Pharmacy	29 Derby Street, Hanley ST1 3LE	01782 212682
Hanley	Lloyds Pharmacy	84 Upper Huntbach Street, Hanley ST1 2BU	01782 266229
Hanley	Superdrug Pharmacy	Potteries Shopping Centre, Hanley ST1 1PS	01782 213598
Hanley	Tesco Instore Pharmacy	Clough Street, Hanley, ST1 4AA	01782 420449
Hanley	The Co-operative Pharmacy	112 Broad Street, Hanley ST1 4EJ	01782 274329
Hartshill	Hartshill Pharmacy	Hartshill Primary Care Centre, Ashwell Road, ST4 6AT	01782 616601
Heron Cross	Heron Cross Pharmacy	2-4 Duke Street, Heron Cross ST4 3BL	01782 319204
Longton	Boots the Chemist	39 Trentham Road, Longton ST3 4DF	01782 319758
Longton	Boots the Chemist	25 Bennett Precinct, Longton ST3 2HX	01782 313819
Longton	Lloyds Pharmacy	22 The Strand, Longton ST3 2JH	01782 313783
Longton	Lloyds Pharmacy	35a Trentham Road, Longton ST3 4JA	01782 316216
Longton	Millers Chemist	114 Belgrave Road, Longton ST3 4LR	01782 314814
Longton	Tesco Instore Pharmacy	Baths Road, Longton ST3 2JB	01782 424447
Meir	The Co-operative Pharmacy	27 Weston Road, Meir, ST3 6AB	01782 313772
Meir	The Co-operative Pharmacy	792-794 Uttoxeter Road, Meir ST3 7AE	01782 313720
Meir Hay	Meir Hay Pharmacy	Unit 3, Amison Street, Meir Hay, Longton ST3 1LD	01782 593033
Meir Park	Tesco Instore Pharmacy	Lysander Road, Meir Park ST3 7WB	01782 290549
Middleport	Middleport Late Night Pharmacy	185 Newcastle Street, Middleport ST6 3QJ	01782 818494

Location	Practice	Address	Telephone Number
Milton	Milton Pharmacy	29 Millrise Road, Milton ST2 7BN	01782 534416
Milton	Ridgway's Chemist	73 Baddeley Green Lane, Milton ST2 7JL	01782 534089
Norton-in- the-Moors	Birchill & Watson	20 Knypersley Road, Norton-in-the-Moors ST6 8HX	01782 534678
Oakhill	The Co-operative Pharmacy	688-690 London Road, Oakhill ST4 5BA	01782 848332
Packmoor	Packmoor Pharmacy	1 Samuel Street, Packmoor ST7 4SR	01782 777892
Shelton	Norfolk Street Pharmacy	1-5 Norfolk Street, Shelton, ST1 4PB	01782 272027
Shelton	Lloyds Pharmacy	25-27 Stoke Road, Shelton ST4 2QW	01782 848670
Shelton	Lloyds Pharmacy	Norfolk Street, Shelton ST1 4PB	01782 285661
Shelton	The Co-operative Pharmacy	Winton House, Stoke Road, Shelton ST4 2RW	01782 847420
Smallthorne	Grahams Pharmacy	99 Ford Green Road, Smallthorne ST6 1NT	01782 834094
Sneyd Green	Lloyds Pharmacy	72-74 Milton Road, Sneyd Green ST1 6HD	01782 212735
Stoke	Miltons Chemists	15-19 Campbell Place, Stoke-on-Trent ST4 1NH	01782 848377
Stoke	Sainsbury's Pharmacy	London Road, Stoke-on-Trent ST4 7QD	01782 746153
Stoke	The Co-operative Pharmacy	361-363 London Road, Stoke-on-Trent ST4 5AN	01782 744623
Trentham	Rowlands Pharmacy	17 Werburgh Drive, Trentham ST4 8JT	01782 657183
Trent Vale	Tesco Instore Pharmacy	291 Newcastle Road, Trent Vale ST4 6PL	01782 634986
Trent Vale	The Co-operative Pharmacy	Trent Vale Health Centre, 876 London Road, Trent Vale ST4 5NX	01782 847224
Tunstall	Asda Pharmacy	Asda Supermarket, Tunstall ST6 6AT	01782 82000
Tunstall	Boots the Chemists	Unit 10, Alexandra Retail Park, Scotia Road, Tunstall ST6 5BE	01782 838341
Tunstall	The Co-operative Pharmacy	9-15 Dunning Street, Tunstall ST6 5AP	01782 837433
Tunstall	The Co-operative Pharmacy	42 Dunning Street, Tunstall ST6 5AP	01782 821769
Tunstall	The Co-operative Pharmacy	16 Furlong Road, Tunstall ST6 5UD	01782 826614

Location	Practice	Address	Telephone Number
Tunstall	Superdrug Pharmacy	125-127 High Street, Tunstall ST6 5EA	01782 837833
Weston Coyney	The Co-operative Pharmacy	7-9 New Kingsway, Weston Coyney ST3 6NA	01782 312335
Cobridge	Lloyds Pharmacy	Cobridge Community Health Centre, Elder Road, Cobridge, ST6 2JN	01782 212673
Longton	Waterloo Pharmacy	68 The Strand, Longton, ST3 2NR	01782 342955
Meir	HBS Pharmacy	Meir Primary Care Centre, Weston Road, Meir, ST3 6AB	01782 323910
Meir Park	Co-Operative Internet Pharmacy	National Distribution Centre, Meir Park, ST3 7UN	01782 597333
Tunstall	DayNight Pharmacy	35 Furlong Road, Tunstall, ST6 5TZ	01782 824044

Late Night Opening Pharmacies

Asda Pharmacy

Scotia Road, Tunstall ST6 6AT

Tel: 01782 820000

*Opening Times: Mon: 8.00 am – 11.00 pm, Tues – Fri: 7.00 am – 11.00 pm
Sat: 7.00 am – 11.00 pm, Sun: 10.00 am – 4.00 pm*

Co-Op Internet Pharmacy

National Distribution Centre, Meir Park ST3 7UN

Tel: 01782 597333

Day & Night Pharmacy

13 Howard Place, Shelton ST1 4NN

Tel: 01782 272027

*Opening Times: Mon – Fri: 8.00 am – 11.00 pm, Sat: 9.00 am – 10.00 pm,
Sun: 10.00 am – 10.00 pm*

DayNight Pharmacy

35 Furlong Road

Tunstall

ST6 5TZ

01782 824044

HBS Pharmacy

Meir Primary Care Centre, Weston Road, Meir

Tel: 01782 323910

Opening Times: Mon – Sun: 7.00 am – 10.00 pm

Lloyds Pharmacy

Cobridge Community Health Centre, Elder Road, Cobridge, ST6 2JN

Tel: 01782 212673

Opening Times: Mon – Sat: 8.00 am – 11.00 pm, Sun: 9.30 am – 10.30 pm

Lloyds Pharmacy

25-27 Stoke Road, Shelton ST4 2QW

Tel: 01782 848670

Opening Times: Mon – Sat: 8.00 am – 10.30 pm; Sun: 9.30 am – 10.30 pm

Middleport Late Night Pharmacy

185 Newcastle Street, Middleport ST6 3QJ

Tel: 01782 818494

Opening Times: Mon – Sat: 8.30 am – Midnight; Sun: 5.00 pm – Midnight

Sainsbury's Pharmacy

London Road, Stoke ST4 7QD

Tel: 01782 747090

*Opening Times: Mon – Fri: 7.00 am – 11.00 pm, Sat: 7.00 am – 10.00 pm
Sun: 10.00 am – 4.00 pm*

Waterloo Pharmacy

159 Waterloo Road, Cobridge ST1 2JB

Tel: 01782 827167

Opening Times: Mon – Sat: 8.30 am – Midnight, Sun: 10.00 am – 8.30 pm

Waterloo Pharmacy

Waterloo Pharmacy, 68 The Strand, Longton ST3 2NR

Tel: 01782 342955

Opening Times: Mon – Sun: 7.30 am – 10.00 pm

3. Dental Access Centres (for emergency dental treatment)

The North Staffordshire Salaried Primary Dental Care Service provides NHS emergency and urgent dental care to adults and children across North Staffordshire from Dental Access Centres. This is an appointment rather than a 'walk-in' based service with appointments made through the North Staffordshire Dental Advice line on **0300 123 0981**.

Centre	Address
Bentilee	Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee ST2 0EU
Hanley	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN
Meir	Meir Primary Care Centre, Weston Road, Meir ST3 6AB
Newcastle	Ryecroft Health Centre, Broad Street, Newcastle ST5 2BQ
Tunstall	Tunstall Health Centre, Dunning Street, Tunstall ST6 5AP

The Dental Advice Line also provides advice on a range of dental matters including:

- Finding an NHS dentist,
- NHS dental charges,
- Oral Health information.
- Domiciliary care

Special Care Dentistry

The North Staffordshire Salaried Primary Dental Care Service provides a comprehensive range of treatment to those who require Special Care Dentistry. This includes individuals with learning disabilities, physical disabilities and severe mental health issues. For further information please contact the North Staffordshire Dental Advice Line on **0300 123 0981**.

'Out of Hours' provision of dental care

'Out of Hours' services for emergency and urgent dental problems are provided at the Dental Access Centre at Hanley Health Centre, Upper Huntbach Street, Hanley, Stoke-on-Trent ST1 2BN. 'Out of Hours' services operate from 6.00 pm - 9.00 pm, Monday to Friday and from 9.30 am - 12.30 pm on Saturday, Sunday and Bank Holidays. The service can be accessed by contacting **NHS111** on **111**. During 'Out of Hours' periods the North Staffordshire Dental Advice Line on **0300 123 0981** provides a recorded message directing patients to NHS 111.

4. Dentists in Stoke-on-Trent

Dental practices can take private and NHS patients and most practices take a mixture of both. It is important to ring your Dentist to confirm the services that they provide, whether they are currently accepting NHS patients, and to make appointments.

If you need help finding an NHS Dentist, contact the Dental Advice Line on **0300 123 0981**.

Location	Practice	Address	Telephone Number
Abbey Hulton	Abbeyside Dental Practice	1441 Leek Road, Abbey Hulton ST2 8BY	01782 534878
Basford	Stoneyfields Dental Practice	587 Etruria Road, Basford ST4 6HL	01782 614905
Birches Head	Diana Dental	14 Diana Road, Birches Head ST1 6RS	0844 375 6699
Blurton	Blurton Dental Centre	89 Blurton Road, Heron Cross ST3 2BS	01782 593029
Bucknall	Dividy Road Dental Practice	237 Dividy Road, Bucknall ST2 0BJ	01782 213387
Burslem	AR Fee Dental Practice	58 Newcastle Street, Burslem ST6 3QF	01782 837641
Burslem	Waterloo Dental Practice	239 Waterloo Road, Burslem ST6 2JB	01782 215158
Fenton	Care Centre Victoria Dental Practice	68 Victoria Road, Fenton ST4 2JX	01782 849590
Hanford	Hanford Dental Surgery	1 New Inn Lane, Hanford ST4 8HA	0844 387 9000
Hanley	Bucknall New Road Dental Practice	107 Bucknall New Road, Hanley ST1 2BG	01782 281999
Hanley	Genesis Dental Practice	679 Leek Road, Hanley ST1 3NF	01782 280999
Hanley	Pall Mall Dental Practice	10 Pall Mall, Hanley ST1 1ER	01782 287857
Hanley	Stoke Orthodontic Services *	Unit 7, Whittle Court, Town Road, Hanley ST1 2QE	01782 279110
Hartshill	Ashlow Orthodontic Practice *	Ashlands Avenue, Hartshill ST4 6BN	01782 662290
Longton	Longton Dental Centre	537 King Street, Longton ST3 6BP	01782 334940

* Specialist Orthodontic Practices and do not offer general dental services

Location	Practice	Address	Telephone Number
Longton	Rosslyn House Dental Practice	26 Rosslyn Road, Longton ST3 4JD	01782 313330
Meir	Meir Dental Practice	1 Penfleet Avenue, Meir ST3 6BP	01782 313655
Oakhill	Grosvenor Dental Practice	736 London Road, Oakhill ST4 5NP	01782 848708
Shelton	Middleton & Associates	6 Stoke Road, Shelton ST4 2DP	01782 212308
Shelton	Shelton Dental Centre	26 Stoke Road, Shelton ST4 2QX SS	01782 848434
Shelton	Alchemy Dental Practice	Penton House, Queen Anne Street, Shelton ST4 2EQ	01782 410051
Smallthorne	Smallthorne Dental Practice	85-87 Ford Green Road, Smallthorne ST6 1NX	01782 837819
Sneyd Green	Sneyd Green Dental Practice	125 Hanley Road, Sneyd Green ST1 6BG	01782 219711
Stoke	Campbell Road Dental Practice	3 Campbell Road, Stoke-on-Trent ST4 4EA	01782 414910/ 844696
Stoke	Teeth for Life	1 Liverpool Road, Stoke-on-Trent ST4 1AR	01782 844720
Stoke	Liverpool Road Dental Practice	26 Liverpool Road, Stoke-on-Trent ST4 1AT	0330 1239 134
Tunstall	Boulevard Dental Practice	73 The Boulevard, Tunstall ST6 6BD	01782 837083/ 835193

'Out of Hours' provision of dental care

'Out of Hours' services for emergency and urgent dental problems are provided at the Dental Access Centre at Hanley Health Centre, Upper Huntbach Street, Hanley, Stoke-on-Trent ST1 2BN.

'Out of Hours' services operate from 6.00 pm – 9.00 am, Monday to Friday and from 9.30 am – 12.30 pm on Saturday, Sunday and Bank Holidays. The service can be accessed by contacting NHS 111 on **111**.

During 'Out of Hours' periods the North Staffordshire Dental Advice Line on **0300 123 0981** provides a recorded message directing patients to NHS 111.

Delivering Better Oral Health Accreditation Scheme

This is currently being piloted by Alchemy Dental Practice, Shelton.

5. Opticians in Stoke-on-Trent

Location	Practice	Address	Telephone Number
Burslem	Nusyte Optical	45 Queen Street, Burslem ST6 3EH	01782 834936
Burslem	Scrivens Opticians	37 Market Place, Burslem ST6 3AG	01782 837530
Hanford	James Harry Heath	2 Garfield Avenue, Hanford ST4 8ES	01782 643999
Hanley	Boots Opticians	3-5 Upper Market Square, Hanley ST1 1PS	01782 202064
Hanley	Boots Opticians	Potteries Shopping Centre, Market Square, Hanley ST1 1PS	01782 219754
Hanley	Direkt Optik Opticians	16 Tontine Street, Hanley ST1 1NQ	01782 206969
Hanley	Glyn Jones Opticians	36 Trinity Street, Hanley ST1 5LA	01782 212666
Hanley	Specsavers Opticians	2-6 Piccadilly, Hanley ST1 1NP	01782 206662
Hanley	Tesco Opticians	Clough Street, Hanley ST1 4AA	01782 290449
Hanley	Vision Express Opticians	Unit 21, Potteries Shopping Centre, Market Square, Hanley ST1 1PS	01782 283400
Hartshill	Kenneth Wright Opticians	340 Hartshill Road, Hartshill ST4 7NX	01782 617217
Longton	Boots Opticians	24-26 Bennett Precinct, Longton ST3 2JA	01782 599002
Longton	RK Mehta	31 The Strand, Longton ST3 2JF	01782 319703
Longton	Portland Eye Care Ltd	19 Market Street, Longton ST3 1BE	01782 319930
Longton	CJ Royle Opticians	77 The Strand, Longton ST3 2NS	01782 313693
Longton	The Specsplace	46a Market Street, Longton ST3 1BS	01782 330803
Longton	Specsavers Opticians	36-38 Market Street, Longton ST3 1BS	01782 337830
Longton	Tesco Opticians	Baths Passage, Longton ST3 2JB	01782 424400
Meir	Razvi Optometrists Ltd	1 Cornelious Street, Meir ST3 6AF	01782 314673
Milton	A Hurd Opticians	48 Millrise Road, Milton ST2 7BW	01782 570057

Location	Practice	Address	Telephone Number
Smallthorne	Nusyte Optical	93 Ford Green Road, Smallthorne ST6 1NT	01782 833368
Stoke	Robert George Edwards	6 South Wolfe Street, Stoke-on-Trent ST4 4AA	01782 848070
Stoke	Ernest G Hanwell Opticians Ltd	11 Glebe Street, Stoke-on-Trent ST4 1HP	01782 844105
Tunstall	Burgess Opticians	97 Roundwell Street, Tunstall ST6 5AW	01782 837881
Tunstall	Ernest G Hanwell Opticians Ltd	8 Tower Square, Tunstall ST6 5AA	01782 838710
Tunstall	James Herd Opticians	59-61 High Street, Tunstall ST6 5TA	01782 837961
Tunstall	Nusyte Optical	115 High Street, Tunstall ST6 5TA	01782 837936

6. Chiropodists/Podiatrists

All chiropodists/podiatrists need to be registered with the Health Professions Council to use the titles Chiropodist and Podiatrist and to work in the UK.

The Health Professions Council

Park House
184 Kennington Park Road
London
SE11 4BU

Telephone: +44 (0) 20 7582 0866

Fax: +44 (0) 20 7820 9684

<http://www.hpc-uk.org>

<http://www.hpcheck.org> – this website can be used to check if a person using the term Chiropodist/Podiatrist is registered with the Health Professions Council.

What does this mean?

It means that people have proved that they meet the standards and are therefore allowed to be registered with us and to use a legally protected title such as 'chiropodist'.

To find out the contact details of local Chiropodists/Podiatrists you can contact the following organisation:

The Society of Chiropodists & Podiatrists

1 Fellmonger's Path
Tower Bridge Road
London
SE1 3LY

Telephone: 020 7234 8620

<http://www.feetforlife.org>

The headquarters for the local NHS Chiropody/Podiatry service is:

Bedford House Clinic

Havelock Place
Shelton
Stoke-on-Trent

Telephone: 01782 425010/425011

7. Hospitals

Hospital	Address / Description	Telephone Number
Bradwell Hospital	<p><i>Talke Road, Chesterton, Newcastle ST5 7NJ</i></p> <p>Four wards – Elderly Mental Illness (EMI), EMI Assessment, Intermediate Elderly Care and an Elderly Frail Ward which provides a mixture of respite, continuing and palliative care. Also provides outpatient services including Audiology, Physiotherapy and Chiropody and GP and Consultant led out-patient clinics. Also has an EMI day hospital, providing assessment and therapy.</p>	01782 425440
Bucknall Hospital	<p><i>Eaves Lane, Bucknall ST2 8LD</i></p> <p>Rehabilitation wards for frail older people (elderly and orthopaedic, elderly care rehabilitation and stroke). Also a rehabilitation unit providing OT and Physiotherapy treatment, Diversional activities and out-patient clinics including falls group and Parkinson's clinic. Has an Elderly Mental Illness ward and Elderly Mental Illness day hospital. Also has an X-ray unit accessible to the wider community by GP referral.</p>	01782 273510
Harplands Hospital	<p><i>Hilton Road, Stoke-on-Trent ST4 6RR</i></p> <p>Has male and female acute wards and a high dependency unit for adults with mental health problems and two rehabilitation wards for people needing longer term care. Also has a neuro-psychiatric ward for people with head injuries and an in-patient ward and day hospital for older people with mental health problems. The hospital houses the Crisis Resolution Team which deals with people in mental health crisis and aims to offer alternatives to hospitalisation; the Early Intervention Team providing specialist care to younger people with early onset mental illness; Liaison Psychiatry which supports people with illnesses with a psychological component and the Edward Myers Substance misuse unit.</p>	01782 441600
Haywood Hospital	<p><i>High Lane, Burslem ST6 7AG</i></p> <p>The NHS Walk-in Centre offers fast and convenient access to a range of NHS services, including health information, advice and treatment for a range of minor illnesses (coughs, colds, infections), minor injuries (sprains, strains, cuts). The hospital also offers the following services: Rheumatology, Specialist Rehabilitation Medicine, Orthotics, Limb Fitting Centre, Physiotherapy and Occupational Therapy Services, Hydrotherapy, Older People Services, Imaging and Wheelchair Services.</p>	<p>Main Number: 01782 715444</p> <p>Walk-in Centre: 01782 581112</p>

Hospital	Address Description	Telephone Number
Longton Cottage Hospital	<p><i>Upper Belgrave Road, Longton ST3 4QX</i></p> <p>Services include Physiotherapy, OT, Chiropody, X-ray and an EMI Day Hospital service. Also Phlebotomy, Asthma, ENT, INR, Drug monitoring, Dietician, Footcare, Diabetic, Audiology, Chest and Shoulder Pain clinics.</p>	0300 123 0975
University Hospital of North Staffordshire: City General Hospital Site North Staffordshire Royal Infirmary Site	<p><i>Newcastle Road, Stoke-on-Trent ST4 6QG</i></p> <p><i>Princes Road, Stoke-on-Trent ST4 7LN</i></p> <p>In addition to a full range of acute, clinical and non-clinical services provided at the main site, Rheumatology and Specialist Rehabilitation are provided at the Haywood Hospital in Burslem.</p> <p>The Hospital provides an extensive range of specialty services including Plastic Surgery, Paediatric Intensive Care, Neonatal Intensive Care, Diagnostic and Interventional Cardiac Services, Neurosciences and Renal Medicine. It is also a designated Cancer Centre working in partnership with a network of West Midlands Cancer Units and the focus for trauma care in the North West Midlands.</p>	01782 715444 01782 715444
Nuffield Hospital North Staffordshire (non – NHS)	<p>The Nuffield Hospital North Staffordshire was founded in 1978 and developed from funds raised by the local community. The hospital is located in a residential area approximately 1.5 miles south of Newcastle-under-Lyme Town Centre and 1 mile from Junction 15 of the M6 motorway.</p> <p>The hospital is easily accessible to anyone choosing to pay for their own treatment (there are different options to help manage the cost). We also welcome patients with private medical insurance.</p>	01782 625431 Fax: 01782 382509

8. Emergency Health Services

Organisation	Address	Telephone Number
Accident & Emergency (Dial 999)	<i>Hartshill, Stoke on Trent, Staffordshire, ST4 6QG</i>	Non-emergencies: 01782 715444
North Staffs Urgent Care (Out of Hours Centre)	<i>511 Etruria Road, Basford ST4 6HT</i> This service is only for urgent medical problems that cannot wait until the next day to be treated. Please contact your GP Surgery as normal and follow the instructions given on the telephone message. Alternatively some practices can automatically divert your call to the Centre. Please do not attend the Centre without an appointment.	01782 719100

9. Care Homes/Nursing Homes

The **Care Quality Commission** is the independent regulator of health and social care in England. Their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes or elsewhere.

You can find out details of your local care/nursing home including results of the inspection reports by telephoning: **03000 616161** or emailing enquiries@ccq.org.uk Website: www.cqc.org.uk

10. Stop Smoking Service

The local NHS Stop Smoking Service can help you quit smoking. Developed by experts and ex-smokers and delivered by NHS professionals, the service will provide advice, support and encouragement to help you stop smoking for good. Support is available either in a group setting or 1:1 with the Stop Smoking Advisor.

With the help of the service you're up to 4 times more likely to quit than if you go it alone. The service is completely free of charge and you'll have access to prescription stop smoking medicines.

9 out of 10 smokers who have used the service would recommend it.

To find your nearest Stop Smoking Advisor call Stoke on Trent Stop Smoking Service on **0800 085 0928**.

11. Contraception and Pregnancy Advice

If you have had sex without using contraception or if your contraception might have failed you can use emergency contraception. This can be obtained from a range of places and services including your own GP surgery, your local contraception and sexual health clinic, the young people's sexual health service or Clinic in a Box, or at the local GUM clinic (see below) and at those pharmacists who are part of the free EHC scheme. It can also be obtained from the Haywood walk in centre or at Leek Moorlands Hospital walk in centre

GP Services

A full sexual health service, including contraception, pregnancy testing and pregnancy advice, is available through your GP as well as from other specialised services (see below)

CASH (Contraception and Sexual Health Service, formally known as the Family Planning Service)

Services Provided: The service advises on all aspects of health promotion and sexual health issues. All clinics offer a completely confidential service with a full range of contraceptive services, including cervical smear tests, emergency contraception, pregnancy testing where appropriate and referral to other agencies if necessary.

Contact: Hanley Health Centre between 1.00 pm – 7.30 pm for further details or telephone **0300 123 0980** for full details of all the CASH sessions and contact numbers.

Summary: This service is provided by Stoke-on-Trent Community Health Services, and aims to offer help and advice around sexuality, women and men's health, natural family planning, contraception and sexual health.

CASH Service Locations

Day	Venue	Time	Telephone Number	
Monday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	1.00 pm - 7.30 pm	0300 123 0980	
	Meir Health Centre, Saracen Way, Meir ST3 7DS	5.30 pm - 7.30 pm	0300 123 1452 (Mon & Fri)	
	Ryecroft Health Centre Broad Street, Newcastle ST5 2BQ	4.30 pm - 6.30 pm	01782 427300	
	Tunstall Health Centre, Dunning Street, Tunstall ST6 5AP	5.45 pm - 7.45 pm	0300 1230972	
	Tuesday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	1.00 pm - 7.30 pm	0300 123 0980
		Ryecroft Health Centre, Broad Street, Newcastle ST5 2BQ	3.00 pm - 5.00 pm	01782 427300

Day	Venue	Time	Telephone Number
Tuesday	Burslem Health Centre, Chapel Lane, Burslem ST6 2AB	6.00 pm - 8.00 pm	0300 123 0979
Wednesday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	1.00 pm - 7.30 pm	0300 123 0980
	Biddulph Clinic, Princess Street, Biddulph ST8 6JN	3.00 pm - 5.00 pm	01782 427800
	Abbey Hulton Clinic, Leek Road, Abbey Hulton ST2 8BP	5.30 pm - 7.30 pm	0300 123 0976 walk in
Thursday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	1.00 pm - 7.30 pm	0300 123 0980
	Bentilee Neighbourhood Centre, Bentilee ST2 0HG	3.00 pm - 5.00 pm	01782 231300 0300 123 1159 (Thurs)
	Longton Health Centre, Drayton Road, Longton ST3 1EQ	3.00 pm - 5.00 pm	0300 123 0993
	Leek Health Centre, Fountain Street, Leek ST13 6JB	2.30 pm - 4.30 pm	01538 487170
Friday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	1.00 pm - 7.30 pm	0300 123 0980
	Meir Health Centre, Saracen Way, Meir ST3 7DS	3.00 pm - 5.00 pm	0300 123 1452 (Mon & Fri)
	Cheadle Health Centre, Well Street, Cheadle ST10 1EY	2.00 pm - 4.00 pm	01538 487570 walk in
Saturday	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	10.00 am - 1.30 pm	0300 123 0980

Contraceptive Clinics. Appointments during any of the times below. Over 25's

Day	Venue	Time	Telephone Number
Monday	Bentilee Neighbourhood Centre, Bentilee ST2 0HG	5.30 pm - 7.30 pm	01782 231300 0300 123 1159 (Thurs)
Tuesday	Biddulph Clinic, Princess Street, Biddulph ST8 6JN	6.00 pm - 8.00 pm	01782 427800

Day	Venue	Time	Telephone Number
	Burslem Health Centre, Chapel Lane, Burslem ST6 2AB	6.00 pm - 8.00 pm	0300 123 0979
Wednesday	Fenton Health Centre, Glebedale Road, Fenton ST4 3AQ	9.30 am - 12.30 pm	0300 123 0875
	Ryecroft Health Centre, Broad Street, Newcastle ST5 2BQ	6.15 pm - 8.15 pm	01782 427300
	Shelton Primary Care Centre, Norfolk Street, Shelton ST1 4PB	9.20 am - 2.20 pm	0300 123 0878
Thursday	Blurton Health Centre, Ripon Road, Blurton ST3 3BS	6.00 pm - 8.00 pm	0300 123 0971
	Kidsgrove Health Centre, Mount Road, Kidsgrove ST7 4AY	9.20 am - 11.20 am	01782 427000
	Leek Health Centre, Fountain Street, Leek ST13 6JB	5.00 pm - 7.00 pm	01538 487170
	Longton Health Centre, Drayton Road, Longton ST3 1EQ	5.30 pm - 7.30 pm	0300 123 0993
	Ryecroft Health Centre, Broad Street, Newcastle ST5 2BQ	9.30 am - 11.30 am 12.30 pm - 2.30 pm	01782 427300
Friday	Cheadle Health Centre, Well Street, Cheadle ST10 1EY	2.00 pm - 4.00 pm	01538 487570 walk in
	Ryecroft Health Centre, Broad Street, Newcastle ST5 2BQ	9.30 am - 11.30 am	01782 427300

Contraceptive and sexual health services can also be obtained from your GP.
Please call-in or phone for an appointment.

Clinic in a Box

Services Provided: A young persons health clinic with emphasis on sexual health and contraception. This service is available to young people up to 20 years of age. The service is provided by a fully trained family planning nurse. This service is also available from the regular CASH service.

*** Please note: You can only access the school and college Clinic in a Box sessions if you attend those venues.**

Telephone Enquiries: 0300 123 0995 ext 3332 Paulette Booth, Co-ordinator

Stoke Pregnancy Advisory Service (PAS)

Wharf Street, Newcastle-under-Lyme ST5 1JZ **Tel: 01782 632784**

Opening times: Monday - Friday: 9.00 am – 5.00 pm

Out-of-hours: A telephone service is available for advice.

- Free pregnancy testing
- Consultation and assessment by experienced staff
- Immediate appointments
- On-site Scanning
- Chlamydia Screening
- Nurse led clinics are available

At Stoke Pregnancy Advisory Service we are committed to providing you with the highest standard of patient care. Our clinics are staffed by a highly experienced team, in newly refurbished offices. If you require an appointment we aim to keep waiting time to a minimum.

We are able to offer same day appointments at a time convenient to you.

The consultation is completely confidential and you will be given as much or as little time for discussion at your consultation and assessment as you wish.

12. Sexual Health Services/Sexually Transmitted Infections

North Staffordshire Hospital - GUM Clinic

In the UK, centres specialising in the diagnosis and treatment of sexually transmitted infections are called Genito-Urinary (GU) or Genito-Urinary Medicine (GUM) Clinics. These clinics offer:

- Sexually transmitted infection (STI) screening & treatment
- HIV/Syphilis/Hepatitis testing
- HIV/STI treatments
- Vaccinations
- Emergency contraception
- Limited contraception service
- Post exposure prophylaxis (sexual exposure)
- Sexual health protection advice
- Help with understanding your infection
- Treatment of partners
- Onward referrals if appropriate

The main clinic is based at:

North Staffordshire Hospital (NHS) Trust,
Department of GUM,
Central Outpatients Department,
Hartshill Road, Hartshill,
Stoke-on-Trent ST4 7PA

Tel: 01782 554205

Opening times:

Monday:	8.45 am – 7.00 pm
Walk in Clinic:	9.00 am – 11.00 am & 2.00 pm – 4.00 pm
Tuesday:	8.45 am – 5.00 pm
Walk in Clinic:	9.00 am – 11.00 am & 2.00 pm – 3.30 pm
Wednesday:	8.45 am – 5.00 pm
Walk in Clinic:	9.00 am – 11.00 am & 2.00 pm – 3.30 pm
Thursday:	8.45 am – 5.00 pm
Walk in Clinic:	9.00 am – 11.00 am & 2.00 pm – 3.30 pm
Friday:	8.45 am – 12.30 pm & 2.00 pm – 5.00 pm
Walk in Clinic:	9.00 am – 11.00 pm & 2.00 pm – 3.30 pm

Bentilee Outreach Clinic

Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent ST2 0EU

Opening times:

Tuesday:	9.00 am – 4.00 pm
Walk in Clinic:	9.00 am – 3.00 pm

13. The Piccadilly Centre

Sexual Health Services provide a range of sexual health, contraception and screening advice and support throughout Stoke-on-Trent and North Staffordshire.

The Piccadilly Centre hosts a range of sexual health support services, including; social and support groups for Lesbian, Gay and Bisexual people and Asylum Seeking and Refugee communities on a range of health issues. Chlamydia screening and free access to the internet through a state-of-the-art media centre.

For more information or to speak to a member of the Sexual Health Team, please call:

Tel: 0300 123 0970

Fax Number: 01782 652 011

The Sexual Health Team

The Piccadilly Centre

57-59 Piccadilly

Hanley

Stoke-on-Trent

ST1 1HR

Disabled access available.

B-Clear Chlamydia Screening

B-Clear is the name for the chlamydia screening programme run which covers Stoke-on-Trent and North Staffordshire and is part of the national chlamydia screening programme. The service operates from the Piccadilly Centre as well as a range of venues throughout North Staffordshire offering free and confidential chlamydia screening.

What is Chlamydia?

Chlamydia is a sexually transmitted infection that rarely has symptoms and is contracted through having unprotected sexual contact. One in ten young people have the infection and are not aware of it. If left untreated it can cause problem with fertility for both male and females.

It is very easy to test and treat Chlamydia, a urine test for males and a 'self taken swab' for females. Chlamydia is treated using a single dose of antibiotics. Young people are encouraged to use condoms in order to 'b-clear' of the infection.

The screening programme uses several innovative ways to reach young people aged 15-24.

A 'postal testing kit' is available on request through the B-clear website or people can drop into any of the contraceptive and sexual health walk in clinics and have their test results sent via 'text' messaging - 95% of people choose this method to receive their results.

There is also a mobile unit which is out and about most day's a week in a variety of area's and venues across North Staffordshire, including youth services, schools, colleges and universities, outreach football matches, theme parks, and city centres.

For more information, you can call the confidential helpline on **0800 0320899** or email: info@b-clear.org.uk

To order a postal kit or to find your nearest screening centre, go online at: www.b-clear.org.uk

Developing Adolescent Sexual Health (DASH)

The DASH Project actively supports GP practices in becoming more “young person” friendly by increasing the knowledge and confidence of frontline staff, GPs and practice nurses around sexual health. We assist practices in developing safe and trusting environments for young people and encourage a pro-active approach towards sexual health education.

For more information call: **0300 123 0995 ext 3316**

Lesbian, Gay and Bisexual Support Service

The following services are available to support the Lesbian, Gay and Bisexual population of Stoke-on-Trent and North Staffordshire.

- GayLife North Staffordshire
- The Rainbow Practice
- Counselling Service

GayLife North Staffordshire

GayLife North Staffordshire runs weekly support groups for the Lesbian, Gay and Bisexual Community at :

The Piccadilly Project

The Piccadilly Centre

57-59 Piccadilly

Hanley

Stoke-on-Trent

ST1 1HR

Telephone: 0300 123 0970

Gay and Bisexual Men's Drop-in

Wednesday 7.00 pm - 10.00 pm (18+)

Galaxy

Saturday from 1.00 pm - 4.00 pm (under 18)

Telephone: 0300 123 0995

GayLife North Staffordshire also provides information and resources on all Sexually Transmitted Infections (STIs).

In partnership with North Staffordshire's Lesbian, Gay and Bisexual pubs and Clubs, GLNS provides a number of FREE condom machines around the Gay scene. Look for the grey dispensers with the GLNS logo on the front.

The Sexual Health Information Line is a confidential information and referral service on matters relating to sexual health. If no one is available to take your call, leave a message and we'll get back to you as soon as we can.

For more information on all of these services call the Sexual Health information Line on **01782 425969**.

The Rainbow Practice

The Rainbow Practice is a GP service for gay and bisexual men which takes place twice a month on a Wednesday night between 7.00 pm and 9.30 pm in the Piccadilly Centre. It can be used in addition to your normal GP or the GUM clinic.

The Practice Doctor is a gay doctor and means that he can offer information and advice

on things related to being gay that might be difficult to talk to your normal doctor about. If you wish to see the Doctor please call to make an appointment. It is free, completely confidential and you don't need to use your real name.

For the latest times and dates or to book an appointment, call: **0300 123 0995 ext 3309**

Counselling Service

The Piccadilly Project offers a free counselling service for all kinds of Lesbian, Gay and Bi-sexual related issues, including stress, depression, the loss of a loved one, relationship problems, coming out, abuse, rape or general worries about sexual health.

You can make an appointment for the service by calling the confidential answering machine on **0300 123 0995 ext 3319 or ext 3320** leaving your name and number. A Counsellor will call you back as soon as possible to make an appointment or to give you more information about the service. Counsellors can also be contacted on their mobile numbers: **07711 483436 or 07979 953729**.

Minority Ethnic Groups (MEG)

The MEG team work in partnership with Minority Ethnic Community Groups and provide sexual health information and advice to minority ethnic communities.

The MEG team runs health information shops at Stoke-on-Trent College (Burslem), NORSAKA and YMCA. The team also runs Health-Screening Clinics at Shelton and Burslem Health Centre.

The team also work in partnerships with Minority Ethnic community groups, hair salons and restaurants where free condoms are left every Friday.

For more information call:

0300 123 0995 ext 3320 / ext 3321 / ext 3322

Young Parents Support Service (YPSS)

YPSS offer help, advice and support to pregnant teenagers and teenage parents 19 years and under on a wide range of issues including benefits, finances, education and childcare.

Young people can refer themselves to the service by calling the number below or can be referred via any other healthcare professional.

The team run a number of support groups for both young mums and dads. For more information about the groups or the YPSS service.

For more information, please call: **0300 123 0985**

14. Asylum Seekers and Refugees

The following services are run by, or supported by, the Community Healthcare Sexual Health Team based at the Piccadilly Centre in Hanley, Stoke-on-Trent.

Piccadilly Women's Group and African Women's Group

These groups are support/education groups for women asylum seekers and refugees in Hanley.

Services provided by the above groups support asylum seekers and refugees with issues regarding their health and well-being through drop-in groups and outreach.

Tel: 01782 425969 for more information.

Health Information Shop

An information resource for asylum seekers and refugees. The overall aim of the project is to create an accessible health information service to enable asylum seekers and refugees living in North Staffordshire to improve their health and wellbeing. The shop operates in different venues across Stoke-on-Trent.

Tel: 01782 425969

The above services are in re-design at the present time so telephone 01782 425969 for further details of new services being developed.

15. Drug and Alcohol Clinics/Advice

Clinic/Advice	Address/Description	Telephone Number
<p><i>Aquarius Community</i></p>	<p><i>Aquarius, Balwant House, Haverlock Place, Shelton, Stoke-on-Trent, ST1 4PR</i></p> <p>Confidential service offering alcohol screening, advice and information, assessment and structured support for anyone affected by their own or someone else's alcohol issues. Aquarius also provides counselling services to problematic gamblers. Aquarius can also support further treatment e.g. residential rehabilitation and home or inpatient detoxification, as appropriate.</p>	<p>01782 283113</p>
<p>Stoke-on-Trent Community Drug Service</p>	<p><i>76-86 Hope Street, Hanley ST1 5BY</i></p> <p>Provide a range of services for adult drug misusers, their families and friends from locations across the City, including information/advice, needle exchange, counselling, support, daycare programmes, prescribing and referral to other agencies including residential rehabilitation services.</p>	<p>01782 219777</p>
<p>T3 Stoke-on-Trent Young People's Drug & Alcohol Service</p>	<p><i>3 Canal Arm, Festival Park ST1 5UR</i></p> <p>T3 is a locality based drug and alcohol service, for complex young people aged under 19 living in the City. The service delivers a range of interventions including advice and information about drugs and alcohol; individual relapse prevention support; assessment and treatment from specialist doctors, including detoxification and substitute prescribing; access to rehabilitation programmes; complementary therapies; harm reduction and needle exchange service; help with training; careers and return to education and family support. Referrals to the service can be made by using the Young People's Drug and Alcohol Screening Tool.</p>	<p>01782 221090</p>

16. Clinics & Health Centres

Clinic/Advice	Address/Description	Telephone Number
<p>Aspen Unit (New parent support)</p>	<p><i>Bucknall Hospital, Eaves Lane, Bucknall ST2 8LD</i> Mental Health Service for women experiencing psychological problems during pregnancy and up to 12 months postnatal. Fathers are also encouraged to attend. Crèche provision for babies under 1 year.</p>	<p>01782 275168</p>
<p>Community Mental Health Teams</p>	<p><i>Bennett Centre, Richmond Terrace, Shelton ST1 4ND</i> <i>Greenfield Centre, Furlong Road, Tunstall ST6 5UD</i> <i>Sutherland Centre, Belgrave Road, Dresden ST3 4PN</i> Offer a variety of interventions such as:</p> <ul style="list-style-type: none"> • In-patient facilities • Day Opportunities • Group and Individual work • Psychological Interventions • Medical Out-patients • Community based services <p>These teams are integrated, comprising of health and social care staff from different professional backgrounds. The staff based at the centre work to help people remain living in their home during periods of illness. They strive to assist people to retain their normal roles in life while developing the means to cope with their difficulties.</p>	<p>0300 790 0238 0300 790 0237 0300 123 1162</p>
<p>Dyke Street Mental Health Centre: Single Point of Access Service</p>	<p><i>The Access Team, The Hope Centre, Huntbach Street, Hanley, Stoke-on-Trent ST1 2BX</i> All new referrals for specialist Adult Mental Health Services in Stoke-on-Trent are passed to this team. The team comprises of staff from both Health and Social Care and will offer assessments to people who may be experiencing a mental health difficulty and are between the ages of 18 to 65 years. This team will support people to access other services within Stoke-on-Trent or if they require further interventions to assist them with a mental health problem, they will refer through to other mental health service areas. Requests for Mental Health Act Assessments are managed through the SPA Team during office hours and will receive the highest priority intervention.</p>	<p>0300 123 0907</p>

Clinic/Advice	Address/Description	Telephone Number
Carers Team	This team offers assessment, support and advice to carers of people with mental health difficulties.	01782 233213
Community Support Team	The team is staffed by Support, Time and Recovery Workers (STR). They receive referrals from all mental health service areas and offer comprehensive support packages to mental health service users within the community, assisting people to regain or maintain their independence and recovery.	01782 233245
Day Services	There are a variety of day activities available for mental health service users which focus on social inclusion, including support into occupation/volunteering and/or employment.	01782 233245
Hillcrest Recovery and Resettlement	<p>23 Hillcrest Street, Hanley ST1 2AA</p> <p>This is a recovery and resettlement service that provides shared, supported accommodation to adults with mental health needs. We work in partnership with Brighter Futures to deliver a service that promotes person centred recovery and independence. Accommodation is provided for an agreed period of time depending upon the assessed needs of individuals. Short break beds are also provided.</p> <p>A 24/7 clubhouse and overnight service are available.</p>	01782 234370
<p>All of the above work closely with:-</p> <ul style="list-style-type: none"> • Early Intervention in Psychosis Team • Crisis Resolution/Home Treatment Team • Assertive Outreach Team • Voluntary sector • Other community based services 		
Healthy Minds Network	<p>Burslem – Unit 10, Burslem Enterprise Centre, Moorland Road, Burslem ST6 1JQ</p> <p>Longton – Hothouse, Webberley Lane, Longton ST3 1RJ</p> <p>Shelton – 3rd Floor Offices, Winton House, Stoke Road, Shelton ST4 2RW</p> <p>The Healthy Minds Network is a new service, provided by the charity Rethink for people with</p>	01782 828040 01782 377290 01782 418060

Clinic/Advice	Address/Description	Telephone Number
	<p>mild to moderate mental health problems. Following referral from a GP, the service will contact the patient to arrange a face to face assessment which will take place at community venues such as GP surgeries or community centres.</p> <p>Staff will support people with a range of self-help resources and talking therapies as well as signposting to other forms of help. Most follow up sessions will be conducted by telephone. For people who would benefit from higher intensity support, the service has fully qualified psychotherapists who can provide cognitive behavioural therapy (CBT) in a structured way.</p>	
<p>Mental Health & Vascular Wellbeing Service 50+</p>	<p><i>Room 55, Bucknall Hospital, Eaves Lane, Bucknall ST2 8LD</i> For people with vascular risk factors such as high blood pressure, raised cholesterol, diabetes, smoking, affecting their mental well-being.</p> <p>Helps people to understand how their physical health problems may be impacting on their mental well-being and offers individual therapies including anxiety management and cognitive behavioural therapy.</p> <p>Access is by GP referral.</p>	<p>01782 275067</p>
<p>SPA for Older People 65+</p>	<p><i>North Stoke – Abbot House, Eaves Day Hospital, Bucknall Hospital, Eaves Lane, Bucknall ST2 8LD</i></p> <p><i>South Stoke – Hazelhurst Day Unit, Harplands Hospital, Hilton Road, Harpfields ST4 6TH</i> For people diagnosed with dementias, affective disorders, psychotic disorders and other functional conditions. A memory clinic is available at Abbot House.</p>	<p>01782 235536 234656 or 235589</p> <p>01782 441600</p>

District Nurse and/or Health Visitor bases. May also be other services available, contact individual Health Centre/Clinic for further details.

Area	Clinic / Health Centre	Telephone Number
Abbey Hulton	Abbey Hulton Health Centre, Leek Road, Abbey Hulton ST2 8BP	0300 123 0976
Bentilee	Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee ST2 0EU	01782 231303
Berry Hill	Eaton Park Clinic, Hoveringham Drive, Berry Hill ST2 9PS	01782 425190
Blurton	Blurton Health Centre, Ripon Road, Blurton ST3 3BS	01782 319375 0300 123 0971
Blythe Bridge	Trinity Medical Centre, Uttoxeter Road, Blythe Bridge ST11 9HQ	01782 393035
Burslem	Burslem Health Centre, Chapel Lane, Burslem ST6 2AB	01782 425700 0300 123 0979
Dresden	Belgrave Medical Centre, 116 Belgrave Road, Dresden ST3 4LR	01782 593344
Fegg Hayes	Whitfield Valley Health Centre, Fegg Hayes Road, Fegg Hayes ST6 6QR	01782 425720
Hanford	Hanford Health Centre, New Inn Lane, Hanford ST4 8EX	01782 421012 / 421013 / 421004 0300 123 0974
Hanley	Hanley Health Centre, Upper Huntbach Street, Hanley ST1 2BN	01782 425120 0300 123 0980
Longton	Longton Cottage Hospital, Upper Belgrave Road, Longton ST3 4QX	01782 425600 0300 123 0975
Longton	Longton Health Centre, Drayton Road, Longton ST3 1EQ	01782 425530 / 425543 / 425548
Meir	Meir Health Centre, Saracen Way, Meir ST3 7DS	01782 425676
Shelton	Bedford House Clinic, Havelock Place, Shelton ST1 4PR	01782 425000
Smallthorne	Smallthorne Health Centre, Baden Road, Smallthorne ST6 1SA	01782 834288
Stoke	Stoke Health Centre, Honeywall, Stoke-on-Trent ST4 7JB	01782 206866 0300 123 0973
Trent Vale	Trentvale Health Centre, London Road, Trent Vale ST4 5NX	01782 425265
Tunstall	Tunstall Health Centre, Dunning Street, Tunstall ST6 6BE	01782 425800 0300 123 0972

17. Palliative (Cancer) Care Providers and Hospices

Provider / Hospice	Address	Telephone Number
<p>The Donna Louise Trust Children's Hospice</p>	<p><i>Treetops Children's Hospice, 1 Grace Road, Stoke-on-Trent ST4 8FN</i> The Donna Louise Trust provides a children's hospice service for Staffordshire and South Cheshire incorporating respite and palliative care, both in a hospice setting, and at home, for children who suffer from illnesses which mean they may not reach adulthood.</p>	<p>01782 654440</p>
<p>Douglas Macmillan Hospice</p>	<p><i>Barlaston Road, Blurton ST3 3NZ</i> Douglas Macmillan Hospice is the only specialist palliative care provider in North Staffordshire for adults with a limited life expectancy.</p>	<p>01782 344300</p>
<p>Marie Curie Nurses</p>	<p><i>36 Cheapside, Hanley ST1 2HE</i> Marie Curie Cancer Care provides high quality nursing, totally free, to give terminally ill people the choice of dying at home supported by their families.</p>	<p>01782 271160</p>

18. Patient Organisations

Organisation	Address / Description	Telephone Number
Community Health Voice	<p>Stoke-on-Trent Community Health Voice is the patient panel for Stoke on Trent Primary Care Trust. The main purpose of the group is to influence, monitor and participate in the successful implementation of the Trust's Patient and Public Involvement Strategy. Members meet every six weeks and invite manager's to talk about their services. They also get involved in a number of PCT meetings e.g. Clinical Governance, Clinical Audit, Health and Safety, Clinical Accreditation.</p>	<p>For further information contact Mal Bailey, Patient and Public Involvement Manager 01782 227874</p>
Expert Patients Programme	<p>www.expertpatients.nhs.uk If you live with a long-term illness, why not take control by becoming an Expert Patient. The Expert Patients Programme is a self-management course giving people the confidence, skills and knowledge to manage their condition better and be more in control of their lives.</p>	<p>01782 227874</p>
ICAS (Independent Complaints Advocacy Services)	<p>ICAS empowers clients by providing information, support and guidance helping them to articulate their concerns and navigate the complaints system. This may include assistance with constructing a complaints letter, or attendance at meetings. ICAS supports the principle of local resolution and aims to help clients find a solution as close as possible to the point of the service that has caused dissatisfaction, maximising the chances of the complaint being resolved quickly and effectively.</p>	<p>0845 3373054</p>
LINKs (Local Involvement Networks)	<p>Health and Social Care Services want to hear more about the needs of people who use their services. LINKs will help local people to get involved and have a say in the planning and running of local care services.</p>	<p>01782 416983 01782 416974</p>

Organisation	Address / Description	Telephone Number
Patient Advice & Liaison Service	PALS act on behalf of their service users when handling patient and family concerns. They liaise with staff, managers and, where appropriate, other relevant organisations, to negotiate speedy solutions and to help bring about changes to the way that services are delivered. PALS will also refer patients and families to local or national-based support agencies, as appropriate.	01782 227700 0800 7832865
Patient & Public Information Forum	PPIH Staffordshire, 4th Floor, London House, Hide Street, Stoke-on-Trent ST4 1NB PPI Forums are a key vehicle for raising awareness of the needs and views of patients and the public, and placing them at the centre of health services.	01782 416575 01782 416974

19. CCG Information

NHS Stoke on Trent

Trust Headquarters

Herbert Minton Building

79 London Road

Stoke-on-Trent

ST4 7PZ

Tel: 01782 298002

www.stokeccg.nhs.uk/

Section 3

Self-help for common Mental Health Problems

Self-help for Common Mental Health Problems

The following is a list of resources for unsupported self-help to which you can signpost patients. Before suggesting unsupported self-help, please refer to the guidance below:

	Yes	No
1. Is the person experiencing mild/moderate emotional/mental health difficulties?		
2. Have you excluded physical causes for their presenting symptoms?		
3. Can the person read well enough?		
4. Is the person suicidal?		
5. Is the person at risk of self-neglect as a result of their mental health difficulties?		
6. Could the person be experiencing the symptoms of a severe mental health problem i.e. psychosis, serious depression, Bi-polar Disorder?		
7. Has the person experienced a severe mental health problem in the past and could this be a relapse?		

If answered yes to questions 1 – 3 and no to 4 – 7, unsupported self-help may be helpful.

If answered yes to any of questions 4 – 7, consider referral to specialist Mental Health services.

Northumberland, Tyne and Wear NHS Foundation Trust – Self-help leaflets for common mental health problems e.g.

Bereavement	Obsessions and Compulsions
Controlling Anger	Panic
Depression	Post-Traumatic Stress
Depression and Low Mood	Shyness and Social Anxiety
Sleep Problems	Stress and Anxiety
Stress	

<http://www.ntw.nhs.uk/pic/leaflet.php?s=selfhelp>

Living Life to the Full – on-line life skills course using CBT techniques

Modules help people develop life skills to tackle common problems and are supported by a range of structured and clearly written self-help materials. The choice of modules that can be followed includes:

Rate your mood	Practical problem solving
Being assertive	Overcoming reduced activity
Helpful and unhelpful behaviours	Overcoming sleep problems
Healthy Living	Mental health treatment options
Staying well/Planning for the future	Relaxation skills (anxiety control training 1 & 2)
Noticing extreme and unhelpful thinking	Changing extreme and unhelpful thinking

www.livinglifetothefull.com