

Mencap, that aims to improve the wellbeing's of carers in the Birmingham area. It offers an information line, a carer emergency backup service, and more. Tel. **0333 006 9711** www.birminghamcarershubs.org.uk (part of group at Boldmere)

Youth Support

NHS - Children's & Adolescent Services

Childline – Childline is a private and confidential service for young people under the age of 19. It offers a safe and confidential way to talk to a counsellor about anything. The free helpline is on **0800 1111**, and also available is www.childline.org.uk

Drugs and alcohol

Reach Out Recovery/Change Grow Live (CGL) - offers treatment and recovery services to support anyone experiencing difficulties with drugs and/or alcohol in a range of local community settings across Birmingham. Our services are free and confidential. We have recovery teams across the city which include doctors, recovery coordinators, nurses, recovery champions, peer mentors and volunteers. At CGL Birmingham we aim to empower people struggling with addiction to identify and realise their goals throughout their recovery journey to a healthier lifestyle. **0121 227 5890**

FRANK – FRANK offers a free 24 hour drug helpline and a substantial amount of online information on drugs and harmful drug use. **0300 123 6600**
Need **NHS** anti smoking/alcohol etc

Fitness and Health

NHS Services

Birmingham Community Nutrition are based in Highgate, and offer a range of free healthy-diet based services for adults and children. Your GP can refer you with your consent, and in some instances patients can self-refer. Information, in several languages, may be found at www.bhamcommunity.nhs.uk/about-us/services/

Change 4 Life – Change 4 Life is a public health program in the UK. Its aim is to help you make small changes in your and your kid's diet to improve your current and future health. More information, including details of activities near you, can be found on their website at www.nhs.uk/change4life.

Birmingham City Services

Birmingham City Council – The city council offers several services, and their 'leisure' and 'passport to leisure' cards offer opportunities for discounts in leisure services. Additionally, many Leisure Centres offer times where they are free. For information visit www.birminghamleisure.com. And www.birmingham.gov.uk/leisurecard.



Tudor Practice Stockland Green

Patient Resources

This leaflet has been created to provide a concise source of local information from the NHS, the local government, and selected independent groups and charities. There is information in this booklet regarding out of hours services, as well as care options for a variety of situations.

Alongside this booklet, we have created an extended directory of services that contains more information about local services, and options of help for a wider range of situations. The extended booklet is available from reception.

Tudor Practice Stockland Green

0121 465 2900

Updated 12/07/2016

Out of Hours/Emergency Services and other selected Information

In An Emergency: **999**

111 – NHS 111 is a free to call non-emergency number in England and Scotland that has replaced the ‘NHS Direct’ call line. It should be called when you need medical help fast, but the situation is not life threatening.

101– Police (Local Station)

0808 2000 247— National Domestic Violence Helpline

0121 643 0301—Rape and Sexual Violence Project

116 123—Samaritans

0300 304 7000—Saneline

0845 3030 900—Victim Support

0121 303 2296—City Council Homeless Service (Out of hours)

0121 643 1160—Birmingham LGBT

The following are the three nearest hospital and A&E services to our Reservoir Road location

Heartlands Hospital – Tel. No. 0121 424 2000, 3.2 miles, located at B9 5SS

Good Hope – Tel. No. 0121 424 2000, 3.6 miles, located at B75 7RR

City Hospital – Tel. No. 0121 554 3801, 3.9 miles, located at B18 7QH

Online Resources

www.birmingham.gov.uk - Birmingham City Council Website – This can be used to find out information about the local city council.

localview.birmingham.gov.uk can also be used to find local services and information, including leisure centres, schooling etc.

Choice and Medication (Advice) **www.choiceandmedication.org**

Birmingham Community Healthcare NHS Trust – **0121 466 6000**

Birmingham Disability Resource Centre – **0121 789 7365**

Mental Health and Learning Disabilities Foundation - **0207 803 1100**

Mother and Baby Services (Birmingham and Solihull Mental Health NHS Foundation Trust) - **0121 301 0000**

Independent Complaints Advocacy Services (ICAS) - **0300 456 2370**

Mental Health

There are a number of local resources that can help you with mental health issues.

NHS:

For more information about your diagnosis and your prescriptions contact your local Memory Assessment Service (MAS) at **0121 301 5440**.

For help coming to terms with your diagnosis, and information about local activities and support, contact your local dementia advisor on **0121 706 4052**.

The Alzheimer’s Society is a charity that helps people with dementia and their carers. This charity has an online ‘Dementia Connect’ guide, which shows nearby events organized by various groups. It is located at **www.alzheimers.org.uk/local-**

information/dementia-connect/

Birmingham and Solihull: Mental Health NHS Foundation Trust – A part of the NHS that provides mental health services including rehabilitation, home treatment, and more. Website at **http://www.bsmhft.nhs.uk/** Tel. **0800 953 0045** there is an Erdington location at Ardenleigh Centre 385 Kingsbury Rd Erdington B24 9SA

Forward Thinking Birmingham – Forward Thinking is a mental health service for 0-25s in Birmingham. It will be fully live by 1 April 2016, but has been phased in since October 2015. It aims to provide online, community, and home based care. 24/7 Access Centre through **0300 300 0099** and **forwardthinkingbirmingham.org.uk**

Support for the Elderly

Falls Prevention Service (NHS) – The falls prevention service can offer advice on preventing falls in your home, and you can be referred to the service by your GP. They can offer home hazard assessments to identify potential falling hazards and offer advice on how to deal with them.

Age UK Birmingham – A subsidiary of national charity Age UK. Its services are aimed at all older people and their carers. They offer a ‘Helping Hands’ service that provides home help for a small fee. The nearest office is at the Seymour Centre at 42 Warwick road, New Oscott, B73 6ST. Tel 0121 437 0033

Support for Families and Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Government/NHS Carer services:

Carer’s Assessment - This is undertaken by social services, and looks at what help you may need as a carer. Contact the Adults and communities Access Point (ACAP) on **0121 303 1234** to find out if you are eligible.

Attendance Allowance – An allowance to help people who are physically or mentally disabled and aged 65 or over. Contact the department of work and pensions at **0121 303 1111** for a home assessment.

Carer’s Allowance – This is an allowance to help people who provide more than 35 hours of care a week. See **www.carersallowance.service.gov.uk** for eligibility. Home from Hospital Service– 6 weeks free support inc. shopping, driving etc. App form. **0121 424 9887**

www.mycareinbirmingham.org.uk – Birmingham City Council’s social care information and advice website. It has information and options on local care opportunities, a directory of social opportunities, and more.

Birmingham Community NHS Carers Team – **0121 466 4314**

NHS Carers Direct – free, confidential advice for carers. 0808 802 0202

Birmingham Carers’ Hub – A group of not for profit organisations, led by Midland