

Directory of services for:

Patients in Coalfields Area



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ADDICTIONS

ALCOHOL

Service Name	Description	Contact Number	Website
Turning Point	For alcohol	0191 5636730 on call mobile 0800 234 6798	
NERAF	North East Region Alcohol Forum — peer group	0191 5656688	
Alcoholics Anonymous		0191 5214400	
Alcohol Concern National Drink Line		0800 9178282	www.alcoholconcern.co.uk

DRUGS & SUBSTANCE MISUSE

Service Name	Description	Contact Number	Website
Turning Point	For drug and substance misuse	0191 5636730 on call mobile 0800 234 6798	
Counted 4	Initial assessment team self refer with free-phone number	0800 8047454	
DISC Drug rehab		0191 510 8252	
Fushia	Support to families of substance misuse	0191 5670581	www.fushia.org.uk
NECA North East Counsel on Addiction	alcohol drugs gambling includes treatment programme and employment service	0191 4193680	www.neca.co.uk
NERAF - Northern Engagement into Recovery from Addiction Foundation	1:1 open ended mentoring service	0191 5656688	www.neraf.org
Frank	Friendly, confidential drugs advice	0800 776600	www.talktofrank.com

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ADOPTION	Website: www.sunderland.gov.uk/adoption
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ADVICE

Service Name	Description	Contact Number	Website
Citizen's Advice		0191 4166848	www.citizenadvicesunderland.co.uk
Rethink	Advocacy Services	08450 4560455 / 5105051	www.rethink.org
Welfare Rights	Outreach Service at Hetton Centre	0191 5535922	www.sunderland.gov.uk/wrs
Fiscus	debt/benefits when returning to work	0191 5348192	
Libra	Resource to find advice		www.librasunderland.co.uk
Victim Support		0191 5672896	www.victimsupport.org.uk
ShARP - Shiney Advice and Resource Project	Address: 17 Beatrice Terrace Shiney Row DH4 4QR	0191 416 6848	www.shineyadvice.org.uk email: general@shineyadvice.org.uk
<p style="text-align: center;">↓</p> <p>ShARP provides:</p>	<ul style="list-style-type: none"> • First tier welfare rights advice • Debt and Finance Advice • Housing and Employment Advice • IT support and access to Computers • Outreach advice and support across the coalfields area of Sunderland. • General support and confidential space • Access to Education and skills training for local people. • Support to local groups 		

AGE UK	Visits/calls or day clubs. Discharge re-ablement service, volunteer visits/ friendly faces etc	Tel: 0191 514 1131	www.ageuksunderland.org.uk
ALZHEIMERS/DEMENTIA Support Organisation	Action on Dementia (Voluntary Organisation)	Sheelagh Dilworth 0774011182	www.actionondementiasunderland.co.uk

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	Alzheimer's Society	0191 275 1950 North East number	http://www.alzheimers.org.uk/ Email: necao@alzheimers.org.uk
ANGER MANAGEMENT	Sunderland MIND offer this service on a 1:1 basis there is a fee of £25 payable by patient	14 Norfolk Street Sunderland Tel: 5657218	They prefer patient to refer themselves as this usually results in attendance
ASYLUM SEEKERS	Counselling and advice	Tel:0800 527 227	

BEREAVEMENT


Service Name	Description	Contact Details	Website
Sunderland Counselling Service		0191 5147007	www.sunderlandcounselling.org.uk
Bridge	Very Helpful and immediate	0191 4170218	Address: Support Centre Manor Rd, Sulgrave, Washington NE37 1UBT
Child Death helpline	Open 10am- 1pm and 7pm- 10pm mon/wed/fri	0800 282986	
Cruse Bereavement Care		0844 4779400	Email: helpline@cruse.org.uk
If you Care Share	Charity that provides support for those bereaved by suicide	0191 3875661	www.ifucareshare.co.uk
SANDs	Neonatal and stillbirth bereavement service	0191 416 0903	
Tell Us Once Service	Council informs other organisations of death	0191 5205555	

BULLYING	See www.wellbeing.info.org.uk or section on Young People
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CARERS

Service Name	Description	Contact Details	Website
Carers UK			www.carersonline.org.uk
Hetton Carer's Group		0191 5673232	
 Sunderland Carers' Centre Carers Drug and Alcohol Directory.pdf	Provides a listening service, advice and signposting. Carers can subscribe to a regular free Newsletter.	0191 5493768 Please ring main telephone number & reception will signpost to the appropriate worker	www.sunderlandcarers.co.uk Address: Thompson Park Road, Sunderland, SR5 1SF

CHEMISTS

Chemist Name:	Address:	Contact Details
Boots UK	13 Westbourne Terrace, Shiney Row, HLS, DH4 4QT	0191 3859424
Boots UK- Grangewood Surgery	Chester Road, Shiney Row, HLS, DH4 4RB	0191 3852380
G Whitfield Ltd	Francis Way, Hetton le Hole, DH5 9EQ	0191 5173458
G Whitfield Ltd Fence Houses	38 Gill Crescent, North Fence Houses, DH4 6AW	0191 3852233
G Whitfield Ltd Hetton	5 Front Street, Hetton le Hole, DH5 9PE	0191 5263204
G Whitfield Ltd Houghton	1A Church Street, HLS, DH4 4DN	0191 5842150
Herrington Medical Centre	Philadelphia Lane, HLS, DH4 4LE	0191 5843460
Hopes Pharmacy	1-2 Newbottle Street, HLS, DH4 4DN	0191 5843437
Kepier Pharmacy	Leyburn Grove, HLS, DH4 5EQ	0191 5842291
Lumley Chemist	13 Lombard Place, Great Lumley, Chester-le-St, DH3 4QP	0191 3888547
Moss Pharmacy	Shiney Row	0191 3852680
R Whitfield Ltd	93 High Street, Easington Lane, HLS, DH5 0JR	0191 5263261
The Storehouse Pharmacy	West Rainton, HLS, DH4 6SQ	0191 584 7586
Whitfields Chilton Moor	53 Front Street, Chilton Moor, DH4 6LP	0191 3859934
Whitfields Pharmacy	16 Woods Terrace, Murton, Co Durham SR7 9AA	0191 5262028
Woodlands Pharmacy	Vigo Lane, Rickleton Village, Washington, NE38 9EJ	0191 4155632

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CHILDREN

Description	Website
Parents of children with special needs	www.nasen.org.uk
Support for parents & children with autism &	www.oasis.co.uk

CHILDREN'S CENTRE

Support Services

Service Name	Description	Contact Details	Website
Friends for life	Counselling support for children affected by divorce	Michaela Lincoln – 0191 553 5504	
(NSPCC)	National Society for Prevention of Cruelty to Children		www.nspcc.org.uk
Parentline		0808 8002222	
Sunderland Children's Centres	Support for parents for children 6 weeks to 5 years	0191 5205553	www.sunderlandchildrenscentre.co.uk

CHLAMYDIA	For partner notification	Tel 0191 5692884 sexual health section	www.wellbeinginfo.org
DEMENTIA	Support: Carers Association	Ernie Thompson and Sheelagh Dilworth →	www.sunderlandcarers.co.uk www.actionondementiasunderland.co.uk
DEPRESSION			www.wellbeinginfo.org for other services
DIAL A DRIVER	for older people and people with disabilities to get to appointments 40p per mile	0191 5674135 (call Monday to Friday 1-3pm)	

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DIETITIAN/OBESITY/EATING DISORDERS

Service Name	Website
Support Services Eating Distress	www.niwe.org.uk
	www.wellbeinginfo.org

DISABILITY

Service Name:	Address:	Contact Details
Disabled people supported employment	Acorn Centre Swan Street Monkwearmouth Sunderland SR5 1GB	Carole Callaghan/Ruth Smith – 0191 549 9400
Disabled transport Cab care	Nexus Care Services Cuthberts house, All Saints, Newcastle NE1 2DA	232 0363 - Independent living centre Orange/blue badge forms
Remploy - helping disabled people back to work	2 John Street, Sunderland, SR1 1DX	Tel: +44 (0)300 456 8038
Reablement Service (18+)	Sunderland City Council – 6 weeks help after illness/poor health	0191 5205555

DOMESTIC VIOLENCE

Service Name	Contact Details
Divert - men wanting to end violence	Tel 514 5284
Kite - sexually abused victims	Tel 567 4801
Kaleidoscope - young sexual abusers	Tel 549 2848
Reach - women over 16 who have been raped	Tel 565 3725
Mental health help line	Tel 567 0109
Victim Support	Tel 567 2896
Domestic violence project	Tel 457 7577 (0800 0564652 - 24hrs)
Wearside Women in Need	Tel 415 1506 Website: www.wearsidewomeninneed.org.uk

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ELDERLY

Service Name	Description	Contact Details	Website
Friendly faces	Elderly visiting service - AGE UK	0191 514 1311	www.ageuksunderland.org.uk
Help after Discharge from Hospital	For over 60s to assist with shopping housework, cooking, prescription and companionship up to 5 visits after discharge.	0191 569 9797	Email: hospitaldischarge@ageuksunderland.org.uk

EXERCISE

Service Name	Description	Contact Details
LAF – children 5 – 15	Lifestyle, activity & food programme (8 week free course)	0191 5614691
sitnBfit/Bactivenfit	Different forms of exercise and wellbeing services for all ages and abilities, also does 1:1 sessions for patients – may incur cost	Tel 0191 5105521 or 07703812726 Lynn Summerside lynn.summerside@bactivenbfit.co.uk
Additional Website		www.wellbeinginfo.org

FOSTERING	Patient/practice to phones council duty social worker	0191 5532040
GAY AND LESBIAN		www.wellbeinginfo.org
GENETIC SCREENING	International Centre for Life, Times Square, Scotswood Road, Newcastle, NE1 4EP	0191 2438210

G.U.M.	CITY HOSPITALS SUNDERLAND	<ul style="list-style-type: none"> • Call 5699021 for self referral. • Advice and information 5699115
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G.U.M. opening times	AM	PM
Monday	8:45-12.00 drop in	2:00- 7.00 appts
Tuesday	8.45-12.00 drop in	2:00- 4:00 appts
Wednesday	Booked appts in morning	2.00 -6.00 appts
Thursday	8:45-12.00 drop in	2:00- 4:00 appts
Friday	8:45-12.00 drop in	2:00- 4:00 appts

HEALTH PROTECTION UNIT	Infectious disease and immunisation queries	0191 516 3333
HIP/KNEE REPLACEMENT	Support:	www.bonesmart.org/form

HOMELESS/HOUSING

Service Name	Description	Contact Details	Website
Young womens helpline 24hrs	(Women in need wearside)	0191 514 1964 pager out of hours	
Sunderland City Council housing options team		0800 731 2963	www.sunderland.gov.uk/homelessness
Shelter	Northeast: Tel 0344 515 1601	(shelter England 0808 800 4444)	
Access to Housing		0800 7312963	www.sunderland.gov.uk
YMCA	Homeless young people	0191 5676160	www.sunderlandymca.org.uk

HOUGHTON DAY UNIT	Tel 584 4080
HOUGHTON HEALTH CENTRE	Tel 584 4566

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KIDNEY	National Kidney helpline. Supports staff, patients and relatives	Tel: 0845 300 1499
LANGUAGE LINE	Interpreting service for asylum seekers. Language Point 0191 5611111	www.sunderland.gov.uk/languagepoint
MENOPAUSE	Women's Service run by Sunderland Counselling Service. Tel 0191 5147007	www.sunderlandcounselling.org.uk
MENTAL HEALTH AND WELLBEING	Useful website for support for patients: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Step 2 treatments list </div> <div style="text-align: center;">  New self referral leaflet Sept 12.pdf </div> </div> <div style="text-align: center; margin-top: 10px;"> IAPT/Counselling Mental health self referral Sunderland Primary Care & Wellbeing Service, Grange Park Clinic, Monkwearmouth Hospital, Newcastle Road, Sunderland, SR5 1NB </div>	www.wellbeinginfo.org Self Referral line: 0191 566 5454 Email: SunderlandIAPT@ntw.nhs.uk

(Delivered in partnership between NTW, Sunderland Counselling Service, Sunderland MIND and Washington MIND) Providing quick access to assessment and a range of psychological treatment interventions to people with common mental health problems
Interventions are offered from a range of community venues

MINOR INJURIES

<p>Washington Primary Care Centre Minor Injury & Illness Unit Princess Anne Park Park Way Washington NE38 7QZ Tel: 0191 502 7569 Open: 8.00am –8.00pm every day</p>	<ul style="list-style-type: none"> • GP-led service • access to a GP without an appointment • treatment for children under two • emergency contraception service • x-ray facilities 	<p>Bunny Hill Primary Care Centre Hylton Lane Downhill Sunderland SR5 4BW Tel. 0191 519 5800</p> <p>Open 8.00am until 8.15pm, every day</p>	<p>An urgent service for adults and youngsters over two years old who are suffering from minor ailments and injuries.</p> <p><u>Other services:</u></p> <ul style="list-style-type: none"> • Minor surgery • Dermatology • X-ray service • Family Planning
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Service Type:	Description / Service Name:	Contact Details	Website / E-mail
MOTOR NEURONE SOCIETY	MND Connect:	08457 626262	www.mndassociation.org
MULTIPLE SCLEROSIS	MS Society	(Marion Anderson) 0191 5265427	www.mssociety.org.uk
NHS HEALTHCHECK	40 – 74 years old	Help line: 0845 8509850	www.nhs.uk/nhshealthcheck
PALS (Patient Advice and Liaison service)	Helps patients with concerns with primary care	0800 7312326	
PHYSIOTHERAPY	CONNECT - Self referral by patient	0191 5016300	
	MSK Physio - CHS	0191 5410077	
POISONS	National Poisons information service	0191 2820300 (24 hour helpline)	
PRIMECARE/OOH	111	111 is main number for patients to contact	
	24/7 team	Tel 0191 5252366	
RAPE	men or women	0191 5147007	
	Rape Crisis centre	0191 232 9858	
REFUGEES	North of England Refugee Service	0191 5108685	www.refugee.org.uk
	Unity Organisation (Multicultural)	Tel 0191 5659990	www.unity-multicultural.org
REGISTRAR OF BIRTHS AND DEATHS	P0 box 108 Civic Centre Sunderland SR2 7DN →	0191 5537766l By appointment	
Tell Us Once Service	Council informs other organisations of death	0191 5205555	Email communications@sunderland.gov.uk

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Service Type:	Description / Service Name:	Contact Details
RELATE Relate North East (There may be a charge)	Relationship Counselling, Sex therapy, Counselling for Young People, Family Counselling, Relationship Education & Training. Specialist work with people with Asperger Syndrome (Please note that not all services are offered at all locations)	Tel: 0191 3841198 for appointment
SEXUAL ABUSE	ASCA - Adult Survivors of Child Abuse	0191 238 2130
SMOKING CESSATION	Smoking NHS quit smoking helpline	0800 1690169

SUICIDE

Service Name	Description	Contact Details	Website
Crisis Resolution Team		0303 123 1145	
Samaritans	Confidential support to anyone passing through a crisis or thinking of taking their own lives.	0845 7 909090	www.samaritans.org/sunderland
If you Care Share	Charity that provides support for those bereaved by suicide	0191 3875661	www.ifucareshare.co.uk
Mental health matters	Help-line number 24hrs	0845 650 1048	

TERMINATION

Description:	Contact Details:
Patient can self refer for terminations will be seen at Chester le Street or North Durham university hospital	01388 455333
For those undergoing early medical termination of pregnancy at home : patients can contact someone for advice 24 hours a day:	
Monday – Friday	9am – 5pm
Weekends and Mon – Fri	5pm to 9am
Chester Lodge	0191 5699966
D47	0191 5699747

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Service Type:	Description / Service Name:	Contact Details	Website / E-mail
TRANSGENDER CLINIC	Cherry Knowle Hospital	0191 5667170	
VETERENS	Sunderland Armed Forces Network	07740145328	email: Sunderlandfn@o2.co.uk
	Military Mental Health North East	07740145328	www.militarymentalhealth.co.uk
VOLUNTEERS	Volunteer Centre - Sunderland.	0191 5678902	<u>Address:</u> 4 Toward Road, Sunderland. Tyne and Wear, SR1 2QF.
	Friendly faces age UK - Volunteer visits	0191 514 1131	
WHEELCHAIRS	Wheelchair Loans – British Red Cross	0191 5108753	<u>Address:</u> 181 Hylton Road, Sunderland, SR4 7YE

YOUNG PEOPLE

Service Type:	Description / Service Name:	Contact Details	Website / E-mail
Headlight	Young People's out of hours service	0191 5101494	www.headlight.org.uk
Young Minds		(Parents Helpline) 08088025544	www.youngminds.org.uk
Washington Mind Young People's Service	(Ages 16 – 25)	Text: 07807395561, Tel 0191 4178043	www.washingtonmind.org.uk
Youth Drug & Alcohol Project		0191 5612852	www.yourhealthsunderland.com/ydap
Connexions	Advice, guidance and support to young people aged 13-20 years increasing to 25 in special cases.	0191 5616311 Houghton 0191 5612986 Washington 0191 5617333 Sunderland	www.connexions-tw-co.uk

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Prince's Trust	13-30 age group who have struggled at school, been in care, long term unemployed, trouble with the law	0191 4973210	www.princes-trust.org.uk
Young Carer's	Support and activities	0191 5673232	www.sunderlandcarers.co.uk
YMCA	Homeless young people	0191 5676160	www.sunderlandymca.org.uk