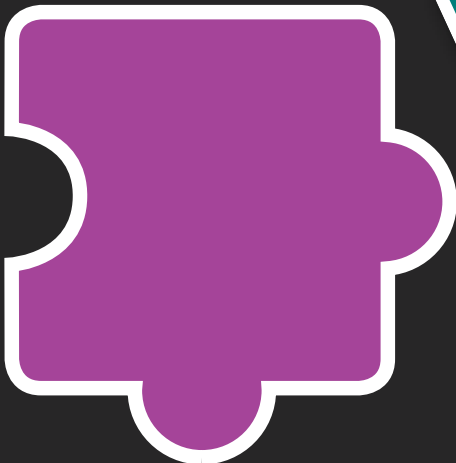


Gateshead Adult Learning & Skills

Information, Advice and Guidance Directory



Gateshead Council Adult Learning and Skills

Community Learning · Family Learning · Skills for Jobs · Skills for Life · Vocational Learning

Excellent Education for Everyone

Useful Numbers

Aa	0845 769 7555
Gateshead Carers Association	0191 490 0121
Gateshead Citizens Advice Bureau	0191 477 1392
Cross Roads	01297 549 780
Data Protection Helpline	01625 545 745
Domestic Abuse Support Service	0191 433 2622
Gateshead Pals	0800 731 2326
Gateshead Pct	0191 491 5713
Gateshead Council	0191 433 3000
Gvoc	0191 478 4103
Job Centre Plus (Bede House)	0191 220 4000
National Aids Helpline	0800 567 123
National Drugs Helpline (Frank)	0800 77 66 00
National Dv Helpline	0808 2000 247
Nhs Direct	0845 46 47
Northumberland Nhs Trust (Mental Health)	0844 811 5522
Queen Elizabeth Hospital	0191 482 0000
Tyneside Rape Crisis Team (Support Line)	0191 232 9858
Samaritans	0845 90 90 90

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- Accommodation
- Adoption/Fostering
- Advocacy
- Age Concern
- AIRS - Access to Information and Reading Services
- Alopecia
- Alzheimer's
- Asylum Seekers

Accommodation

Norcare-Gateshead Accommodation Project

Third Floor
Portman House
Portland Road
Shieldfield
Newcastle upon Tyne
NE2 1AQ

Tel: 0191 229 9104

Fax: 0191 261 2260

Email: norcare@norcare.co.uk

Web: norcare.co.uk

Support for men and women aged 16 and over who live within Gateshead and have problems maintaining or finding appropriate accommodation.

Anchor Housing

Unit 10 Kingsway House
Kingsway
Team Valley Trading Estate
Gateshead
NE11 0HW

Tel: 0191 482 4977

Web: www.anchor.org.uk

Providing affordable rented retirement accommodation that meets the individual choices of older people.

Shelterline

43-47 Wellington Street
Sheffield
S1 4HF

Tel: 0808 800 4444

Web: www.shelter.org.uk

Adoption/Fostering

The Adoption Team

Gateshead Council
Council Offices
Prince Consort Road
Gateshead Council
NE8 4UJ

Tel: 0191 433 8333

Email:

adoptionandfostering@gateshead.gov.uk

The Fostering Team

Gateshead Council
Council Offices
Prince Consort Road
Gateshead Council
NE8 4UJ

Tel: 0191 433 8333

Email:

adoptionandfostering@gateshead.gov.uk

Advocacy

Age Concern-Advocacy Partners Project

Age Concern Gateshead
341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concerns' Advocacy service works with older individuals to empower them to have a voice, the project will also inform a person about their rights, entitlements and options, so that their choices are based on accurate knowledge.

Pathways

The Bureau
46 Trinity Square
Gateshead
NE8 1AL

Tel: 0191 490 0579

Pathways' provide support around mental health issues and services in Gateshead.

Citizen Advocacy

The Old Bank
Swinburne Street
Gateshead
NE8 1Ax

Tel: 0191 478 6472

Web: www.yvc.org.uk

An advocacy service for adults with learning disabilities

GAIN (Gateshead Advocacy and Information Network)

John Haswell House
8/9 Gladstone Terrace
Gateshead
NE8 4DY

Tel: 0191 478 3130

Email: gain@gain.org.uk

Web: www.gain.org.uk

Advocates for advocacy in Gateshead, maintains an advocacy library, database and directory.

Advocacy for Children

Tel: 0191 433 2396

There is no true advocacy service for children however there is a Welfare Rights Officer for children who may be able to offer support.

Age Concern

Age Concern Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Drop-in sessions are held between 10am and 12 noon Monday to Friday. Home visits can be arranged for anyone with a mobility or care problems.

Services available:

- Debt Counselling
- Benefits Checking
- Disability benefits claim service
- Help with fuel and utilities problems
- Information on going into care
- Help with housing
- Computer taster sessions
- Good Companions Befriending service
- Bereavement support service
- ActivAge (Exercise classes)
- Advocacy

AIRS

Access to Information and Reading Services

AIRS

Gateshead Central Library
Prince Consort Road
Gateshead
NE8 4LN

Tel: 0191 433 8450

Fax: 0191 477 7852

Minicom: 0191 478 7839

Email: airs@gateshead.gov.uk

Web: www.airs.org.uk

'Airs' is a free service available to people in the borough of Gateshead who have difficulty reading print.

Their magazine and newspaper service consists of four 60-minute tapes a week delivered on Tuesday, Wednesday, Friday and Saturday. The tapes cover a variety of formats and information including a magazine with fiction, quiz and review of books and CDs and also newspapers including national and regional news, sport and local events. The tapes are returnable to the service free of charge by reversing the address label on the wallet and posting it back to AIRS.

AIRS also offer a transcription service, which includes conversation of text to Braille, large print and audiotape.

Gateshead Libraries services for visually impaired people offers a selection of Talking Books, which can be delivered to members of their Readers at Home Service. To join the Readers at Home Service contact Sunderland Road Library on 0191 433 6415.

Alopecia

Alopecia UK

5 Titchwell Road
London
SW18 3LW

Tel: info@alopeciaonline.org.uk

Web: www.alopeciaonline.org.uk

Alopecia UK is charity providing advice, support and information for people with experience of alopecia areata, alopecia totalis and alopecia universalis.

Hairline International - The Alopecia Patients Society

Lyons Court
1668 High Street
Knowle
Solihull
West Midlands
B93 0LY

Tel: 01564 785 980

Fax: 01564 782 270

Email: info@hairline-eliz.demon.co.uk

Web: www.hairlineinternational.co.uk

Provides information on medical treatments for all types of alopecia (hair loss), prostheses (wigs and hair pieces), cosmetic replacement eyelashes, eyebrows and micro pigmentation. Offers support, individual assessments, regular meetings and telephone contacts. There is charge for membership. Send large SAE for further information.

Alzheimer's

Alzheimer's Society Gateshead Branch

2nd Floor Computer House
High Street
Gateshead Council
NE8 1ET

Tel: 0191 477 7490

Email: gateshead@alzeihmers.org.uk

Web: www.alzeihmers.org.uk

Provides information, advice and support to people with dementia and their carers. There is a sitting service, carer support worker and an advocacy worker. The branch also has a drop-in facility.

Asylum Seekers

Asylum Support Team

Gateshead Council
Gateshead Civic Centre
Regent Street
Gateshead
NE8 1HH

Tel: 0191 433 2684

Fax: 0191 433 3230

North England Refugee Service

2 Jesmond Road West
Newcastle upon Tyne
NE2 4PQ

Tel: 0191 245 7311

Fax: 0191 245 7320

Email: info@refugee.org.uk

NERS promotes the interests of asylum seekers and refugees who have arrived or have settled in the North of England.

- Befriending Services
- Benefits
- Bereavement
- Bullying



Befriending Services

Live at Home Scheme

Rowlands Gill & District Live at Home Scheme
Community Centre
Strathmore Road
Rowlands Gill
Tyne & Wear
NE39 1JB

Tel: 01207 549 200

The scheme offers support to older people who may have become isolated from friends and neighbours due to ill health or problems getting out and about.

Age Concern- Good Companions

Age Concern Gateshead
341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concern operates a number of services for older, isolated people living in Gateshead Borough, the services include Telephone companions, Good companions (home visitors), Social outings and a Men's group.

Benefits

Benefit Advice numbers

Benefit Enquiry Line

Tel: 0800 88 22 00

Disability Living Allowance Enquiry Line

Tel: 0845 712 3456

Age Concern

Age Concern Gateshead
341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concern provide a benefits checking service and disability benefits claim service.

Welfare Rights Service

Civic Centre
Regent Street
Gateshead Council
NE8 1HH

Tel: 0191 433 3000

Email: enquiries.cbs@gateshead.gov.uk

Gateshead Council Welfare Rights Service offers advice and information to those receiving or applying for welfare benefits. The service is available through the Civic Centre and Local District Offices (Birtley, Felling and Whickham).

Bereavement

Age Concern - Bereavement Support Services

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concern offer a bereavement service to residents of Gateshead; who are over 50 years of age, and have been bereaved.

Bereavement Helpline

28 Ravensworth Road
Birtley
Chester-le-Street
DH3 1BB

Tel: 0191 410 9911

A service for bereaved people who need support/ someone to talk to on a one to one and/or group basis. Meetings held on Thursdays 1.30-3.30pm, Croftside, Community room, Birtley.

Cruse Bereavement Care - Newcastle and Gateshead Branch

St Gabriel's Centre
2 St Gabriel's Avenue
Newcastle
NE6 5QN

Local helpline: 0191 276 5533

(Mon-Fri 10am - 4pm)

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

Web: www.crusebereavementcare.org.uk

Cruse is National Bereavement Charity that provides a confidential one to one support service. They also operate a number of support groups.

The Bereavement Register

FREEPOST
Sevenoaks
Kent
TN13 1YR

Tel: 01732 467 940

Automated Tel: 0800 082 1230

Web: www.the-bereavement-register.org.uk

A service to reduce the amount of direct mail sent to those that have died and consequently make the passage of bereavement a little bit easier

Bereavement Care Listening Post

Brunswick Methodist Church
Brunswick Place
Newcastle upon Tyne
NE1 7BJ

Tel: 0191 232 1692

Fax: 0191 261 7779

Drop-in Fridays 12noon - 3pm. Provides support and counselling for bereaved people by trained counsellors.

Barnardo's Orchard/Mosaic Project

75 Osbourne Road
Jesmond
Newcastle upon Tyne
NE2 2AN

Tel: 0191 212 0237

Email: mosaic.project@barnardos.org.uk

Offers support to bereaved children and families.

Winston's Wish

Westmorland House
80-86 Bath Road
Cheltenham
GL53 7JT

Tel: 0845 20 30 40 5

Email: info@winstonswish.org.uk

Web: www.winstonswish.org.uk

The charity aims to support children and young people after a family death, by offering support and guidance to families, professional and anyone concerned about a grieving child.

Bullying

Bullying UK

Web: www.bullying.co.uk

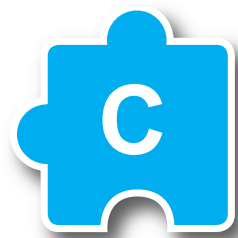
A leading national charity providing information to young people and their parents.

TUC

Web:

www.tuc.org.uk/tuc/rights_bullyatwork.cfm
Trade Union

- Cancer and Complementary Therapies
- Cancer Services
- Cancer Support Groups/ Organisations
- Carers
- Careers advice
- Child Care
- Complaints/Concerns
- Counter Terrorism
- Cultural Support



Cancer Services and Complementary Therapies

Bouncing Back

Contex House
Hopper Street
Gateshead
NE8 3JJ

Tel: 0191 477 9449

Web: www.bouncingbackbras.co.uk

Bouncing back shop offers a bra fitting service, prosthesis and undergarments. Videos can be viewed on breast self-examination and Lymphoedema.

Breast Screening and Assessment Centre

Queen Elizabeth Hospital

Tel: 0191 445 3747

The centre has breast care nurses who offer specialist support.

Coping with Cancer (North East)

Suite 13
391 West Road
Newcastle upon Tyne
Tyne and Wear

Tel: 0191 228 0259

Fax: 0191 228 0223

Email: info@copingwithcancer.org.uk

Coping with Cancer offer emotional and practical support for children and adults who have cancer, their families and carers. They provide telephone listening line (Mon-Fri 9.30am-3.30pm and 7-10pm), they can provide information on local support groups, home support service and bereavement support.

Hair Replacement Service

Tel: 0800 953 0667

A new service at the Queen Elizabeth Hospital open on Friday Mornings. Contact PALS for further details.

Marie Curie

Tel: 0191 219 1000

Web: www.mariecurie.org.uk

Offer help and support for cancer sufferers and their families.

New Approaches to Cancer

PO Box 194

Chertsey

Surrey

KT16 0WJ

Helpline: 0800 389 2662

(Mon-Fri 10am-2pm)

Email: help@anac.org.uk

Website: www.anac.org.uk

Promote the positive benefits of holistic and self-help methods of healing to cancer patients. Holistic therapy is the treatment of a person at all levels; physical, mental, emotional and spiritual. The company operate an education, information and referral service which directs people to their nearest sources of help. The holistic approach works alongside the conventional treatment a patient receives from their doctor. Free information packs are available.

Roy Castle Lung Cancer Foundation

The Roy Castle Centre

4- 6 Enterprise Way

Wavertree Tech Park

Liverpool

Merseyside

L13 1FB

Tel: 0800 358 7200

Web: www.roycastle.org

The Foundation offers telephone support and information on lung cancer, information regarding new treatments and details of local services and help can be provided.

Continued overleaf

Sargent Cancer Care for Children

Tel: 0800 197 0068

Email: helpline@clicsargent.org.uk

Web: www.clicsargent.org.uk

Offers practical help, financial support, counselling and social support to families affected by Children with Cancer (up to 21 years old).

Carers

Carers UK

Ruth Pitter House
20-25 Glasshouse Yard
London
EC1A 4JT

Tel: 020 7490 8818

Web: www.ukcarers.org.uk

Gateshead Carers Association

11 Regent Terrace
Gateshead
NE8 1LU

Tel: 0191 490 0121

Freephone: 0800 328 9241

Email: gcainfoservice@btconnect.com

Information, advice and support for carers.

Gateshead Crossroads

The Old School
Smailes Lane
Highfield
Rowlands Gill
Tyne & Wear
NE39 2DB

Tel: 01207 549 780

Fax: 01207 549 794

Minicom: 01207 549 098

Email: enquires@gatesheadcrossroads.org.uk

Web: www.gatesheadcrossroads.org.uk

Provides a Carer support service, young carers service, community service, and community assistance.

Careers Advice

Connexions

14-16 Interchange Centre
West Street
Gateshead
Tyne & Wear
NE8 1BH

Tel: 0191 433 6800 Or 0808 001 3219.

Web: www.connexions-tw.co.uk

Connexions is a FREE confidential advice and support service for all 13 - 19 year olds (and up to age 25 for people with special needs).

Connexions was set up with the help of young people for young people.

Childcare

Children's Information Service

Tel: 0191 433 8515

For information on nurseries and day care facilities in the borough including crèches, nurseries, child minders, pre-school and out of school clubs.

Early Years and Childcare Service

Tyne View Centre
Rose Street
Teams
Gateshead
NE8 2LS

Tel: 0191 433 5100

Fax: 0191 433 5139

Email: info@gatesheadearlyyears.org

Early Years (aka Sure Start) aims to achieve better outcomes for children, parents and communities by:

- *Increasing the availability of childcare for all children*
 - *Improving health and emotional development for young children*
 - *Supporting parents as parents and in their aspirations towards employment.*
-

Complaints/Concern

Quality Assurance Coordinator Adult Learning & Skills

Gateshead Council
The Dryden Centre
Evistones Road
Gateshead
NE9 5UR

Tel: 0191 433 8500

**The Complaints Officer
North East Ambulance Service**

Ambulance HQ
Scotswood House
Amethyst House
Newcastle Business Park
Newcastle Upon Tyne
NE4 7YL

Tel: 0191 273 1212
Fax: 0191 226 4245

**Complaints Manager
Gateshead Health NHS Foundation Trust**

Trust Headquarters
Queen Elizabeth Hospital
Sheriff Hill
Gateshead Council
NE9 6SX

Tel: 0191 445 6047
Fax: 0191 445 2160

Primary Care Trust

Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
Tyne and Wear
SR5 3XB

Tel: 0191 529 7111
Email: complaints@sotw.nhs.uk

Counter Terrorism

Carol Gibson, Safer Communities

Gateshead Council
Civic Centre
Regent Street
Gateshead
NE8 1HH

Tel: 0191 433 3000

Culture and Religion

Bangladesh Association

55 Coatsworth Road
Gateshead
NE8 1QL

Tel: 0191 477 2644
Help, advice, religion and education.

Visible Ethnic Minority Support Group

89 Salcombe Gardens
Low Fell
Gateshead
NE9 6UD

Tel: 0191 487 3059

The group assist children and families in need, especially from ethnic minority and asylum seeker communities. Provide interpreter services, and assist asylum seekers and refuge communities to show their cultures and traditions by performing different events i.e. Dewali, Basakhi, Eid etc

Jewish Family Group

7 Oxford Terrace
Gateshead
NE8 1RQ

Tel: 0191 477 5677

Haskel Society for Handicapped Children

6 Ashgrove Terrace
Gateshead
NE8 1RL

Tel: 0191 477 0368

Support children with learning disabilities within the Jewish community.

Asylum Seekers and Refugees Project

St Joseph's Centre
High Street West
Gateshead
NE8 1LX

Tel: 0191 433 2684

Fax: 0191 433 3230

The Project provides a relaxed drop-in every Thursday 1-3pm, where people can chat in shared languages, practice in conversational English, recreational games and advice and support.

Traveller Education Service

Gateshead Council
Gateshead Council
The Dryden Centre
Evistones Road
Gateshead
NE9 5UR

Tel: 0191 433 8500

Gypsy Liaison Service

Gateshead Council
Civic Centre
Regent Street
Gateshead

Tel: 0191 433 3997



- Day Centres
- Debt
- Direct Payments
- Disability Groups/ Organisations
- Disability Gateshead
- Domestic Violence
- Drug and Alcohol

Day Centres

PALS

Free phone 0800 953 0667

- *Buy special equipment you need.*
- *Pay for you to go to a day service of your choice.*
- *Purchase gardening, decorating or heavy housework services.*
- *Purchase individual and flexible transport.*

Debt

Citizens Advice Bureau Gateshead

5 Regent Terrace
Gateshead
NE8 1LU

Tel: 0191 477 1392

Fax: 0191 477 4922

Web: www.gatesheadcab.org.uk

Provides a debt counselling service.

Gateshead Law Centre

1 Walker Terrace
Gateshead
NE8 1EB

Tel: 0191 440 8585

Web: www.gatesheadlaw.org

Provides free legal help to anyone who lives or works in Gateshead.

Disability Groups/ Organisations

Disability Action North East

Mea House
Ellison Place
Newcastle Upon Tyne
NE1 8XS

Tel: 0191 230 4111

Text phone: 0191 230 4009

Web: www.dane.org.uk

Email: info@dane.org.uk

A civil rights group for all disabled people, leading campaigns against discrimination and exclusion, also provides information and has its own resource area for members.

Gateshead Access Panel (GAP)

Unit K38 The Avenues
11th Avenue North
Team Valley Trading Estate
Gateshead
NE11 0NJ

Tel: 0191 443 0058

Fax: 0191 487 7298

Web: www.access.gateshead.dsl.pipex.com

Aim to help as many people as possible with enquiries they have regarding access to the built environment or services.

Gateway Wheelers

Bullion Hall
Bullion Lane
Chester le Street
County Durham

Direct Payments

Gateshead Council

Tel: 0191 433 2671

A direct payment is money given by Gateshead Council to a person with care needs or a career to buy support or services that they have been assessed as needing. They can be used for: -

- *Employ a personal assistant to go out socially or help with parental tasks, or to employ someone from your own faith, community/gender to help with personal care.*
- *Pay for a short break service.*
- *Pay staff from a care agency.*

DH2 2ES

Tel: 07913 905 422

Email: officegatewaywheelers@yahoo.co.uk

Website: www.gatewaywheelers.org.uk

Cycling club for people with disabilities, aim to provide suitable cycles, equipment and support to enable people with disabilities to cycle and to create opportunities for the personal development of club members.

Disability North

The Dene Centre

Castle Farm Road

Gosforth

Newcastle Upon Tyne

NE3 1PH

Tel: 0191 284 0480

Fax: 0191 213 0910

Textphone: 18001 0191 284 0480

Email: reception@disabilitynorth.org.uk

Web: www.disabilitynorth.org.uk

Disability North, as a user led organisation works to develop ways to promote and support inclusion.

Disability Gateshead

Baltic Business Centre

Saltmeadows Road

Gateshead

NE8 3DA

Tel: 0191 477 3558

Fax: 0191 478 6630

Text phone: 0191 478 4082

Email: info@disabilitygateshead.org.uk

Web: www.disabilitygateshead.org.uk

Disability Gateshead is an independent organisation run by and for disabled people.

- Information service
- Radar or NKS toilet keys
- Positive Choices (support young disabled people aged 14-25)
- Gotcha Group
- Volunteering opportunities

Gateshead Shopmobility

Gateshead Shopping Centre

Trinity Square

Gateshead

Tyne & Wear

NE8 1AG

Tel: 0191 477 9888

Hire out powered wheelchairs, scooters and manual wheelchairs to help make Gateshead

more accessible to everyone with temporary or permanent difficulties.

Hearing Loss Support

Suite 207

Jackson House

Jackson Street

Gateshead

Tel: 0191 410 6272 (until April 2010)

Domestic Violence

Safer Families Project

Unit 5-6

Enterprise House

Kingsway

Team Valley Trading Estate

Gateshead

NE11 0SR

Tel: 0191 433 5600

Email: saferfamilies@gateshead.gov.uk

A service for men, women and children to address the complex issues of domestic violence.

The core aim of the project is to increase the safety of women and children.

24 hour National Domestic Violence Helpline

Tel: 0808 2000 247

The helpline provides access to 24-hour emergency refuge accommodation, as well as an information service, including safety planning and translation facilities to thousands of women who suffer at the hands of an abusive partner.

Women's Aid National Domestic Violence 24 Hour Helpline

Tel: 08457 023 468

Web: www.womensaid.org.uk

This is a national charity whose aim is to end domestic violence against women and children. They operate over 400 refuges, help lines, outreach services and advice centres.

Drug and Alcohol

Twenty Four: 7

Gateshead Alcohol & Drug Team
Grassbanks Sector Base
Leam Lane Estate
Gateshead
NE10 8DX

Tel: 0800 328 6728

Tel: 0191 445 5400

Out of hours tel: 07702 833 944

Web: www.gatesheaddrugs.co.uk/twentyfour-7

Provides a specialist community based drug and alcohol service for people aged 13 years and over. Offers assessment, and a range of therapeutic interventions and treatment. All service users are seen at various locations in the community.

NECA (North East Council on Addictions)

Gateshead NECA
203 High Street
Gateshead
NE8 1AS

Tel: 0191 490 1045

Fax: 0191 490 1673

Email: gateshead@neca.co.uk

Offers advice, information, support, brief intervention and counselling for all addictions (alcohol, prescribed medication, illicit drugs, solvents, gambling). The service is confidential and is open to families, friends and carers.

Focus

(Forum on Changing User Services)

Aidan House
Room 306
Sunderland Road
Gateshead
NE8 3HU

Tel: 0191 478 8432

0191 478 8433

0191 478 8434

To give your opinion on how Drug and Alcohol services could improve in Gateshead.

Streetwise

33-37 Groat Market
Newcastle upon Tyne
NE1 1UQ

Tel: 0191 230 5533

Email: admin@streetwisenorth.org.uk

Information, advice, support and counselling for young people aged 13-25.

Needle Exchange

14 Regent Terrace
Gateshead
NE8 1LU

Tel: 0191 490 1699

Injecting equipment, advice, information and support.

Turning Point

In2change
9-19 Jackson Street
Gateshead
Tyne & Wear
NE8 1EE

Tel: 0191 478 8880

Fax: 0191 478 8881

Web: www.turning-point.co.uk

Gateshead Community Integration Team provides intensive one to one support to adults that have had problems with drug and alcohol use and are currently making progress in drug treatment. The aim of our one to one work is to help clients move forward in life by accessing community resources that meet their interests / needs and facilitate community integration. The areas of support on offer include accessing training, education, leisure activities, housing support and participation in local community development programmes.

FRANK

Tel: 0800 77 66 00

Web: www.talktofrank.com

Free confidential drugs information and advice 24 hours a day.

Al-Anon Family Groups

61 Great Dover Street
London
SE1 4YF

Tel: 020 7403 0888

Email: enquiries@al-anon.org.uk

Web: www.al-anonuk.org.uk

Offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. The helpline provides details of meetings throughout the UK.

Carers affected by Substance Abuse

Suite 207
Jackson House
Jackson Street
Gateshead

Tel: 0191 410 6272 (until April 2010)

Offers support to those whose family members use alcohol or drugs chaotically.

ADFAM

25 Corsham Street
London
N1 6DR

Tel: 020 7253 7640

Fax: 020 7253 7991

Email: admin@adfam.org.uk

ADFAM is a national charity working with families affected by drugs and alcohol.

Narcotics Anonymous

Tel: 0300 999 1212

0845 373 7766

Email: nahelpline@ukna.org

Web: www.ukna.org



- Eating Disorders
- Epilepsy
- Equipment Services
- Exercise

Eating Disorders

NIWE - Eating Distress Service for Women and Men

Unit 5/6
1 Pink Lane
Newcastle
NE1 5DW

Tel: 0191 221 0233

Web: www.niwe.org.uk

Email: niwe@talk21.com

NIWE offers a confidential helpline for people experiencing eating distress and their supporters both personal and professional. NIWE offers therapeutic groupwork to women and men experiencing eating distress.

Overeaters Anonymous (North East)

Brunswick Methodist Church
Brunswick Place
Newcastle upon Tyne
NE1 7BJ

Tel: 0783 720 5976

Email: oagbnsb@hotmail.com

Web: www.oagb.org.uk

Overeaters Anonymous (OA) is a fellowship of individuals who, through shared experience, strength and hope, are recovering from compulsive overeating. We offer unconditional acceptance and support through OA meetings and the fellowship as a whole; inner change, a new way of life and lasting freedom from food obsession brought about by following the principles of the Twelve Steps; guidance through the Twelve Steps; via sponsorship and the tools of recovery.

Eating Disorders Association

103 Prince of Wales Road
Norwich
NR1 1DW

Adult helpline: 0845 634 1414

Youth helpline: 0845 634 7650

Recorded information service: 0906 302 0012
(50p per minute)

Email: help@b-eat.co.uk

Web: www.b-eat.co.uk

beat - beating eating disorders is a charity which helps with all aspects of eating disorders including anorexia nervosa, bulimia nervosa and binge eating disorder. Services include telephone helplines and email services for people affected by eating disorders, a network of support groups, postal and telephone contacts throughout the UK. Formerly known as the Eating Disorders Association.

Caraline

13 George Street
West Luton
LU1 2BJ

Helpline: 01582 457 474

Web: www.caraline.com

Email: info@caraline.com

Caraline is a registered Charity based within the centre of Luton, which is concerned with helping those whose lives are affected directly or indirectly by an eating disorder.

Epilepsy

Epilepsy Action

New Antsey House
Gate Way Drive
Yeadon
Leeds
LS19 7XY

Tel: 0808 800 5050

Email: helpline@epilepsy.org.uk

Web: www.epilepsy.org.uk

Provides services and information to support anyone with an interest in epilepsy.

Equipment Services

Gateshead Equipment Services

Queens Park
Queensway North
Team Valley Trading Estate
Gateshead
NE11 0QD
Tel: 0845 111 1155

Red Cross - Medical Loan Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR
Tel: 0191 273 7961
Can provide a range of equipment on loan, such as wheelchairs and bath aids.

Gateshead Shopmobility

Gateshead Shopping Centre
Trinity Square
Gateshead
Tyne & Wear
NE8 1AG
Tel: 0191 477 9888
Hire out powered wheelchairs, scooters and manual wheelchairs to help make Gateshead more accessible to everyone with temporary or permanent difficulties.

Gateshead Social Services

Older Persons Assessment Team
Tel: 0191 433 7033
Provide a comprehensive assessment to highlight any services and equipment needed.

Exercise

Gateshead Health Walks

Tel: 0191 433 6952
*A series of 2 mile walks around Gateshead.
Contact Community Based Services.*

Age Concern Gateshead

341-343 High Street
Gateshead
NE8 1 EQ
Tel: 0191 477 3559
Fax: 0191 478 5307
Email: admin@ageconcerngateshead.org.uk
Web: www.ageconcerngateshead.org.uk
Choice of many exercises throughout the Borough from chair-based classes to Tai-Chi. Age Concern have volunteers who are trained to support and encourage people to increase and maintain a level of physical activity. PAM's: Physical Activity Motivator's.

GOAL

(Gateshead Opportunities for Active Lifestyles)

Tel: 0191 497 1568
Contact a Health Promotion Specialist for Physical Activity.



- Family Support
- Fraud & Corruption
- Freedom of Information and Data Protection

Family Support

Early Years and Childcare Service

Tyne View Centre
Rose Street
Teams
Gateshead
NE8 2LS

Tel: 0191 433 5100

Fax: 0191 433 5139

Email: info@gatesheadearlyyears.org

Early Years (aka Sure Start) aims to achieve better outcomes for children, parents and communities by:

- *Increasing the availability of childcare for all children*
- *Improving health and emotional development for young children*
- *Supporting parents as parents and in their aspirations towards employment.*

Teams Community Centre

Askew Road
Teams
Gateshead
NE8 2PW

Tel: 0191 478 1003

Web: www.teamscommunity.org.uk

The centre endeavours to provide a broad based curriculum to meet the needs of the local community. The centre provides support for a variety of groups including young people and parents and their young children.

Gateshead Carers Association

11 Regent Terrace
Gateshead
NE8 1LU

Tel: 0191 490 0121

Freephone: 0800 328 9241

Email: gcainfoservice@btconnect.com

Information, advice and support for carers.

Gateshead Crossroads

The Old School
Smailes Lane
Highfield
Rowlands Gill
Tyne & Wear
NE39 2DB

Tel: 01207 549 780

Fax: 01207 549 794

Minicom: 01207 549 098

Email: enquires@gatesheadcrossroads.org.uk

Web: www.gatesheadcrossroads.org.uk

Provides a Carer support service, young carers service, community service, and community assistance.

Fraud & Corruption

NHS Fraud and Corruption

Reporting Line: 0800 028 40 60

Benefit Fraud

Tel: 0800 328 0512

Freedom of Information and Data Protection

Data Protection Helpline

Tel: 08456 30 60 60

Web: www.ico.gov.uk

- Groups
- GVOC (Gateshead Voluntary Organisations Council)



Groups

PALS

(Patient Liaison Service)

Freephone: 0800 953 0667

Web: www.pals.ghnt.nhs.uk

PALS have details of clubs and groups for many specialist groups and individuals, including:

- Over 50's
- Mental Health
- Children
- Women
- Men

GVOC

(Gateshead Voluntary Organisations Council)

John Haswell House
8/9 Gladstone Terrace
Gateshead
NE8 4DY

Tel: 0191 478 4103

Fax: 0870 705 8702

Email: enquiries@gvoc.org.uk

Web: www.gvoc.org.uk

Provides advice, information and training on funding, constitutions, finances and legal charitable structures, to voluntary and community groups in Gateshead. GVOC promotes volunteering and community involvement in local strategic planning.



- Health
- Help with Health Costs
- Help in the Home
- Honour Based Violence
- Hospital - Local Hospitals

Health

Patients Association

PO Box 935

Harrow

Middlesex

HA1 3YJ

Tel: 0845 608 44 55

Email: helpline@patientsassociation.com

Web: www.patients-association.com

NHS Direct

Tel: 0845 46 47

Web: www.nhsdirect.nhs.uk

Help with Health Costs

PPA - Prescription Prescribing Authority

Tel: 0845 850 1166

Patient Services: Queries relating to NHS Low Income Scheme.

General Enquiries prior to applying for; prescription pre-payment, medical exemption certificates or maternity exemption certificates.

Tel: 0845 850 0030

NHS Tax Credit Exemption Certificate

Tel: 0845 609 9299

Travel Costs

Tel: 0191 220 4000

You can claim travel costs to hospital by showing your benefits book at the Cashiers Office at Queen Elizabeth Hospital. Please note this is for hospital appointments only and does not apply to GP appointments.

There are also certain situations in which relatives can claim back travel costs for hospital visits. Please get a SF300 form from your local post office or contact the Benefits Enquiry Line. Contact PALS 0800 953 0667 to obtain a copy of leaflet HC11 'Help with Health Costs'

Help in the Home

Anchor Staying Put

Gateshead Metropolitan House

Longrigg

Swalwell

Gateshead

NE16 3AS

Tel: 0191 495 6177

Fax: 0191 495 6168

Provide services to elderly and disabled people living in Newcastle-upon-Tyne and Gateshead. Services include arranging building work, such as adaptations, maintenance and repairs to your property, and a handyman service, which can help you with smaller jobs around the home. These include minor plumbing and joinery work, and installation of handrails and grab rails.

Happy to Help

Teams Community Centre

Askew Road

Teams

Gateshead

NE8 2PW

Tel: 0191 478 5919

Housework, shopping and pension collection service for those who are over the age of 65 years or those who have disabilities.

Live at Home Scheme

Rowlands Gill & District Live at Home Scheme

Community Centre

Strathmore Road

Rowlands Gill

Tyne & Wear

NE39 1JB

Tel: 01207 549 200

The scheme offers support to older people who may have become isolated from friends and neighbours due to ill health or problems getting out and about.

Gateshead Social Services

Older Persons Assessment Team
Gateshead Civic Centre
Regent Street
Gateshead
NE8 1HH

Tel: 0191 433 2692

Can provide a comprehensive assessment to highlight any services and equipment needed.

Meals on Wheels

Tel: 0191 433 7033

Community Based Services can deliver hot ready meals to the home.

Honour Based Violence

Forced Marriage Unit

Tel: 0207 008 0151

Email: fmu@fco.gov.uk

Karma Nirvana

Helpline: 0800 5999 247

Web: www.karmanirvana.org.uk

Voluntary organisation working to support victims of honour based abuse and forced marriage.

Angelou Centre

Angelou Centre
2 Brighton Grove
Fenham
Newcastle upon Tyne
NE4 5NR

Tel: 0191 226 0394

Fax: 0191 272 2984

E-mail: angeloucentre@wwmail.co.uk

Jewish Womens' Aid

Tel: 0800 591 203

Web: www.jwa.org.uk

Jewish Women's Aid (JWA) is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.

Hospital - Local Hospitals

Queen Elizabeth

Tel: 0191 482 0000

Freeman General Hospital

Tel: 0191 233 6161

Royal Victoria Infirmary

Tel: 0191 233 6161

Newcastle General Hospital

Tel: 0191 233 6161

Sunderland Royal Hospital

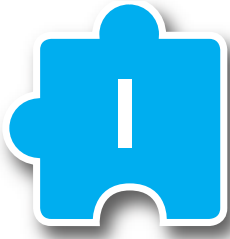
Tel: 0191 565 6256

Sunderland Eye Infirmary

Tel: 0191 565 6256

Ryhope General Hospital

Tel: 0191 565 6256



- Interpreting Services

Interpreting Services

Northern Sign

Tel: 0191 441 2552 (Voice, minicom & fax)

Mobile: 07710 922 138

Email: northernsign@blueyonder.co.uk

British Sign Language Interpreting Service for Deaf People who live in South Tyneside or Gateshead Area.

Newcastle Interpreting Services

Tel: 0191 298 6099

Newcastle Interpreting Service offers a professional interpreting service. It is available 24 hours a day providing interpreters in over 40 languages.

- Learning Difficulties
- Learning Disabilities
- Libraries
- Libraries - Specialised



Learning Difficulties/ Disabilities

British Dyslexia Association

Unit 8 Bracknell Beeches
Old Bracknell Lane
Bracknell
RG12 7BW

Tel: 0845 120 3778

Email: helpline@bdadyslexia.org.uk

Web: bdadyslexia.org.uk

The British Dyslexia Association (BDA) is a national charity and our vision is that of a dyslexia friendly society that enables dyslexic people of all ages to reach their full potential.

OCD-UK

Po Box 8955
Nottingham
NE10 9AN

Tel: 0845 120 3778

Email: admin@ocduk.org

Web: www.ocduk.org

OCD-UK is the leading national charity, independently working with and for people with Obsessive-Compulsive Disorder (OCD).

The National Autistic Society

Tel: 0845 070 4004

Web: www.autism.org.uk

Champion the rights and interests of all people with autism and aim to provide individuals with autism and their families with help, support and services that they can access, trust and rely upon and which can make a positive difference to their lives.

Libraries

Gateshead Central Library

Prince Consort Road
Gateshead
NE8 4LN

Tel: 0191 433 8400

Fax: 0191 477 8424

Minicom: 0191 478 4839

Birtley Library

Durham Road
Birtley
Chester-le-Street
DH3 1LE

Tel: 0191 433 6101

Fax: 0191 433 6106

Minicom: 0191 492 502

Blaydon Library

Wesley Court
Blaydon
Tyne and Wear
NE21 5BT

Tel: 0191 433 6201

Fax: 0191 433 6206

Chopwell Library

Derwent Street
Chopwell
Tyne and Wear
NE17 7HZ

Tel: 01207 561 379

Fax: 01207 560 572

Crawcrook Library

Main Street
Crawcrook
Tyne and Wear
NE40 4BN

Tel: 0191 413 8164

Fax: 0191 413 1433

Dunston Library

Ellison Road
Dunston
Tyne and Wear
NE11 9SS
Tel: 0191 433 5690
Fax: 0191 433 5691

Felling Library

Tarlton Crescent
Felling
Gateshead
NE10 9HU
Tel: 0191 433 6402
Fax: 0191 438 5538

Leam Lane Library

Colemede
Leam Lane
Gateshead
Tel: 0191 433 6428
Fax: 0191 433 6433

Lobley Hill Community Centre

Scafell Gardens
Lobley Hill
Tyne and Wear
NE11 9LS
Tel: 0191 433 6405
Fax: 0191 433 6404

Low Fell Library

710 Durham Road
Low Fell
Gateshead
NE9 6HT
Tel: 0191 433 6408
Fax: 0191 433 6406

Pelaw Library

Joicey Street
Pelaw
Gateshead
NE1 0QS
Tel: 0191 433 6409
Fax: 0191 469 6410

Rowlands Gill Library

Norman Road
Rowlands Gill
Tyne and Wear
NE39 1JT Tel: 01207 542 372
Fax: 01207 549 191

Ryton Library

Grange Road
Ryton
Tyne and Wear
NE40 3LT
Tel: 0191 433 6413

Sunderland Road Library

Herbert Street
Gateshead
NE8 3PA
Tel: 0191 433 6415
Fax: 0191 477 8836

Whickham Library

St. Mary's Green
Whickham
Newcastle upon Tyne
NE16 4DN
Tel: 0191 433 6424
Fax: 0191 488 3926

Winlaton Library

Church Street
Winlaton
Tyne and Wear
NE21 6AR
Tel: 0191 433 6418
Fax: 0191 433 6419

Wrekenton Library

Ebchester Avenue
Wrekenton
Gateshead
NE9 7LP
Tel: 0191 433 6421
0191 433 6422

Mobile Library

Tel: 07919 110 952

Libraries - Specialised

Library Service at the Queen Elizabeth Hospital

Freephone 0800 953 0667

For Staff: 9am- 5pm Mon, Wed and Fri, 9.30am-7.30pm Tues and Thurs

For patients: Monday pm and Friday pm

Large print books can be requested contact PALS for further information.

AIRS (Access to Information and Reading Services)

Gateshead Central Library

Prince Consort Road

Gateshead

NE8 4LN

Tel: 0191 433 8450

Minicom: 0191 478 7839

Email: airs@gateshead.gov.uk

AIRS is a free service available to people in the borough of Gateshead who have difficulty reading print.

Their magazine and newspaper service consists of four 60-minute tapes a week delivered on Tuesday, Wednesday, Friday and Saturday. The tapes cover a variety of formats and information including a magazine with fiction, quiz and review of books and CDs and also newspapers including national and regional news, sport and local events.

The tapes are returnable to the service free of charge by reversing the address label on the wallet and posting back to AIRS. Gateshead Libraries service for visually impaired people offers a selection of Talking Books which can be delivered to members of their Readers at Home Service. They also provide a round to the Queen Elizabeth and Bensham Hospitals.

To join the readers at Home Service contact Sunderland Road Library on 0191 433 6415.



- Marriage Guidance
- Mental Health Support Groups/ Organisations

Marriage Guidance

Marriage Care

3rd Floor
Mea House
Ellison Place
Newcastle upon Tyne
NE1 8XS

Tel: 0800 389 3801

Web: marriagecare.org.uk

Initiate, sustain and support marriage when relationships break down. Service is offered to anyone regardless of race, status or creed. Open Mon-Thur 10am - 3.30pm.

Relate

Tel: 0300 100 1234

Web: www.relate.org.uk

Relationship counselling, sex therapy, counselling for young people, relationship education and training, specialist work with people with Asperger Syndrome.

Action for Children North

Mea House
Ellison Place
Newcastle upon Tyne
NE1 8XS

Tel: 0191 261 0861

Offer child related mediation, all issues mediation, child counselling and court based information sessions. Opening times: Monday to Friday 9.30am-5pm.

Relateline

Herbert Gray College
Little Church Street
Rugby
CV21 3AP

Tel: 0845 130 4010 (local rate)

Email: enquiries@relate.org.uk

Web: www.relate.org.uk

Helpline service for individuals or couples with relationship difficulties, Counselling and support

service, staffed by trained couple counsellors. Information and referrals to Relate Centres throughout the UK and to other services as appropriate.

The institute of Family Therapy

24-32 Stephenson Way
London
NW1 2HX

Tel: 020 7391 9150

Email: clinical@instituteoffamilytherapy.org.uk

Web: www.instituteoffamilytherapy.org.uk

The largest family therapy organisation in the UK who offer services for families and couples facing a wide range of relationship difficulties.

Mental Health Support Groups/ Organisations

MIND

Wellbeing Centre
Dunsmuir Grove
Bensham
Gateshead
NE8 4QL

Tel: 0191 477 4545

Fax: 477 8719

Email: admin@mindingateshead.org.uk

Web: www.mindingateshead.org.uk

- Advice and Information
- Befriending scheme
- Counselling
- Drop in
- Volunteer opportunities.

Pathways (Mental Health Matters)

The Bureau
46 Trinity Square
Gateshead
NE8 1AL

Tel: 0191 490 0579

Advice and guidance dealing with Mental Health problems, information on local services, support groups and help-lines, your rights as a patient benefits, employment and training and education.

Gateshead Mental Health Team

Tel: 0191 283 2541

Run a number of different 10 week courses:

- *Stressbusters*
- *Bluesbusters*
- *Women's group*

Gateshead Mental Health User Forum

The Bureau
46 Trinity Square
Gateshead
NE8 1AL

Tel: 0191 478 7475

Endeavours to provide service-users in Gateshead with information around policymaking, campaigning and other mental health issues. Provides volunteering opportunities and links to training and education.

Lifeboat

C/o 12 Coniscliffe Avenue
Kenton
Newcastle upon Tyne
NE3 4PR

Tel: 0191 260 2400

Club style drop-in venues across Newcastle. The clubs can provide caring support and practical help to people living with mental ill health.

Crisis Team

NHS Mental Health Team

Tel: 0191 445 6222

Supporting people who are in crisis

Community Mental Health Team
Shibden House

A multi-disciplinary team of health and social care professionals, focussing on the care needs of people with mental health problems.

Young Peoples Mental Health Service

Dunston Hill Day Hospital
Whickham Highway
Gateshead
Tyne and Wear
NE11 9QT

Tel: 0191 445 6495

Fax: 0191 445 6505

A service for young people aged between 16-19 years old with complex mental health needs requiring a multidisciplinary approach to their care who are residing in the Gateshead area.



- Nursing/ Residential Homes
- Nutrition

Nursing/ Residential Homes

National Care Standards Commission

Tel: 0191 233 3300

Nutrition

Nutrition & Dietetics department

Tel: 0191 482 0000

The Nutrition and Dietetics department at the Queen Elizabeth Hospital provides advice, support and training to patients, carer's and staff on all aspects of nutrition, on all Gateshead hospital sites, GP practices and community.

Change 4 Life

Web: www.nhs.uk/change4life

Exercise and healthy eating advice.



- Older Persons

Older Persons

CROP Team - Community Resource Team for Older People

Tel: 0191 445 5220

Health advice for older people.

Gateshead Social Services

Older Persons Assessment Team

Gateshead Civic Centre

Regent Street

Gateshead

NE8 1HH

Tel: 0191 433 2692

- Pain Management
- Podiatry
- Police
- Pregnancy



Pain Management

Red Cross - Therapeutic Care Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Trained volunteers offer this service to assist and relax people in pain, or suffering from stress, by using hand, arm and shoulder, massage.

Action on Pain

PO Box 134
Shipdham
IP25 7XA

Tel: 01760 725 993

Fax: 01760 725 993

Helpline: 0845 603 1593

(PainLine: 7 days 9am - 9pm)

Email: aopisat@btinternet.com

Web: www.action-on-pain.co.uk

Action on Pain is an independent registered charity, which provides support for people affected by chronic pain. The PainLine helpline provides advice and support to people whose lives are affected by chronic pain and for healthcare professionals. Services are provided by people with chronic pain or those who work with pain management. Charge for membership if required.

Arthritis Care

18 Stephenson Way
London
NW1 2HD

Tel: 0808 800 4050

Email: info@arthritiscare.org.uk

Web: www.arthritiscare.org.uk

Over 600 support groups in the UK. One of which meets in Gateshead. Runs pain management courses.

Arthritis Support Group - Gateshead

Contacts:

Chair - Doug White 0191 410 6272

Vice Chair - Alan Bays 0191 477 6133

Email: arthritussupport@group1.fslife.co.uk

Local support group that has a variety of social events including booking short breaks away from Gateshead.

Back Care

16 Elm Tree Road
Teddington
Middlesex
TW11 8ST

Tel: 0845 130 2704

Web: www.backcare.org.uk

Runs a helpline. Local support groups. Links to specialist treatments.

Diabetes UK

Macleod House
10 Parkway
London
NW1 7AA

Tel: 020 7424 1000

Email: info@diabetes.org.uk

Web: www.diabetes.org.uk

For information relating to Diabetes and diabetic peripheral neuralgia.

Disability North

The Dene Centre
Castle Farm Road
Newcastle upon Tyne
NE3 1PH

Tel: 0191 284 0480

Fax: 0191 213 0910

Text: 18001 0191 284 0480

Email: reception@disabilitynorth.org.uk

Web: www.disabilitynorth.org.uk

Disability North is a registered charity that can provide information, advice and support to disabled people of all ages on every aspect of independent living including:-

- *Help with benefit claims*
- *Help with representation at appeals*
- *Mobility and access*
- *Rights to services*
- *Housing and adaptations*
- *Education and employment*
- *Holidays and leisure*

Fibromyalgia Association UK

PO Box 206
Stourbridge
DY9 8YL

Tel: 0845 345 2322

Web: www.fibromyalgia-associationuk.org

Raises awareness of FMS. Have 100 local support groups. Runs national Helpline.

Jan Sadler's website

Web: www.painsupport.co.uk

Full of tips to help to any chronic pain. Self help books and audiotapes.

Migraine Action Association

4th Floor
27 East Street
Leicester
LE1 6NB

Tel: 0116 278 317

Web: www.migraine.org.uk

Provides information on all aspects, condition and management for migraine. Have local support groups.

Neuropathy Trust

PO Box 26
Nantwich
Cheshire
CW5 5FP

Helpline: 01270 611 828

Fax: 01270 611 828

Web: www.neurocentre.com

The Neuropathy Trust is a registered charity that was established to provide information and support to people affected by peripheral neuropathy and neuropathic pain. One of the main aims of the Trust is to ensure that patients, family and carers receive support, information and communication. Charge for membership is required.

Pain Concern

PO Box 13256
Haddington
EH41 4YD

Tel: 01620 822 572

Email: info@painconcern.org.uk

Web: www.painconcern.org.uk

Organisation devoted to raising the profile of chronic pain.

Pain Relief Foundation

Clinical Sciences Centre
University Hospital
Aintree
Lower Lane
Liverpool
L9 7AL

Tel: 0151 529 5820

Email: pri@liv.ac.uk

Web: www.painrelieffoundation.org.uk

Charity which funds research into causes and treatment of chronic pain. Provides leaflets and self-help audio tapes.

Pain Association Scotland

Cramond House
Cramond Glebe Road
Edinburgh

Tel: 0800 783 6059

Email: info@painassociation.com

Web: www.chronicpaininfo.org

Support for people with pain in the community.

Reflex Sympathy Dystrophy UK Alliance

323 Leymoor Road
Golcar
Huddersfield
HD7 4QQ

Web: rsd-crps.co.uk

For those with Complex regional pain syndrome or RSD. Support groups. Links with other agencies.

RSI Awareness

C/o Keytools Ltd
Abacus House
1 Spring Crescent
Southampton
S017 2 FZ

Tel: 023 8029 4500

Email: rsia@rsi.org.uk

Web: www.rsi.org.uk

Information and education for patients and professionals regarding Repetitive Strain Injury. Has links to support groups.

Trigeminal Neuralgia Association UK

TNA-UK

PO Box 234

Oxted

RH8 8BE

Web: www.tna-uk.org.uk

Organisation which offers support and educates on Trigeminal neuralgia.

Trigeminal Neuralgia Self Help

27 St Kenya Avenue

Hove

BN3 4NP

Tel: 01273 410 565

Self help and support with managing TGN.

UK Adhesion Society

Web: www.adhesions.org.uk

Internet support group for people who have adhesions.

Podiatry

Podiatry Department

Dunston Hill Hospital

Whickham Highway

Gateshead

NE11 9QT

Tel: 0191 445 6424

Email: podiatry.general@ghpct.nhs.uk

Gateshead's Podiatry department provide treatment in 17 clinical sites around Gateshead, inpatients' homes and to inpatients of Queen Elizabeth & Dunston Hill Hospitals.

The department provides a number of specialist services:

- *Diabetes foot ulcer clinic*
- *Diabetes assessment clinics*
- *Nail surgery*
- *Mental Health Service*
- *Hospital Inpatients*
- *Biomechanics*
- *Orthotics*

Referral to the service:

- *Patients over 65 years old can self refer, referral forms are available from the Podiatry Service.*
- *Patients under 65 years old can be referred by their GP Practice on the appropriate referral form.*

Police

Emergency Number

Tel: 999

Northumbria Police Call: 03456 043 043

Text: 07786 200 814

For the deaf and hard of hearing:

Minicom: 01661 820 915

Text: 07786 200 815

Pregnancy

Sexual Health Promotion Service

13 Walker Terrace

Gateshead

Tyne & Wear

Tel: 0800 4220 200

The team responds to the requirements of the National Sexual Health Strategy and contributes to:

- *A reduction in unintended pregnancy tests*
- *Pregnancy referral*
- *A reduction in the transmission of Sexually Transmitted Infections, including HIV.*



- Red Cross
-

Red Cross

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Services available:

- Home from hospital service
- Support at home
- Medical Loan Service
- Transport & Escort Service
- First Aid Training
- Therapeutic Care Service
- Skin Camouflage Service

- Sexual Health
- Smoking
- Stress & Depression
- Stroke



Sexual Health

Sexual Health Promotion Service

Tel: 0800 422 0200

Smoking

Stop Smoking Service

Tel: 0800 022 4 332

Web: www.smokefree.nhs.uk

For free help, advice and support available to all motivated smokers who really want to stop.

NHS Smoking Helpline

Tel: 0800 169 0 169

Stress and Depression

Stressbusters

Tel: 0191 283 2541

A ten-week course designed to help people experiencing stress and anxiety in their lives to manage the unpleasant feeling associated with being anxious and to reduce the levels of stress in their lives. Run by the Primary Care Mental Health Team.

Bluesbusters

Tel: 0191 283 2541

A ten-week course designed to help people experiencing depression in their lives. It will help you to manage the unpleasant feelings associated with depression. Run by the Primary Care Mental Health Team.

Stroke

Stroke Association Regional Office

17 Marquis Court

Team Valley

Gateshead

NE11 0RU

Tel: 0191 487 9988

Fax: 0191 492 6161

Email: northeast@stroke.org.uk

Web: www.stroke.org.uk

Stroke Association

Stroke House

240 City Road

London

EC1V 2PR

Helpline: 0845 30 33 100

Fax: 020 7490 2686

Email: stroke@stroke.org.uk

Web: www.stroke.org.uk

The Association provides support and information to stroke patients, their families and carers. Aims to campaign educate and raise awareness. Services include a national helpline, an information and education service, publications, welfare grants and community services.



- Transport

Transport

Nexus TaxiLink & LinkUp Services

Nexus House
33 St James' Boulevard
Newcastle upon Tyne
NE1 4AX

Tel: 0191 203 3333

Fax: 191 203 3180

Web: www.nexus.org.uk

Nexus have 2 services:-

TaxiLink - is a door-to-door service costing £1 per trip. You need to register and fulfil the qualifying criteria to use this service.

Linkup - is a demand responsive bus service, which provides journeys at times when regular services are not operating or where direct services are not available. Journeys can be booked up to 8 days in advance.

Red Cross - Transport & Escort Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Helps people who have difficulties getting out. Can provide a suitable vehicle, driver and where needed an escort to make essential journeys possible.

Age Concern Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Traveline

Tel: 0871 200 22 33

Web: www.traveline.org.uk

- Visual Services



Visual Services

SightService

Gateshead Sight Service
Bensham Hospital
Saltwell Road
Gateshead
NE8 4YL

Tel: 0191 478 5959

Email: contactus@sightservice.co.uk

Web: www.sightservice.co.uk

Offer numerous different services for anyone with sight impairment.

AIRS - Access to Information and Reading Services

Gateshead Central Library
Prince Consort Road
Gateshead
NE8 4LN

Tel: 0191 433 8450

Fax: 0191 477 7852

Minicom: 0191 478 7839

Email: airs@gateshead.gov.uk

AIRS is a free service available to people in the borough, who have difficulty reading print.

Gateshead Libraries service for visually impaired people Tel: 0191 433 6415.

Offers a selection of Talking Books which can be delivered to members of their Readers at Home Service. They also provide a round to the Queen Elizabeth and Bensham Hospitals.



- Walk-in Centres

Walk-in Centres

Gateshead Walk-in Centre

Bensham General Hospital
Saltwell Road
Gateshead
NE8 4YL

Tel: 0191 445 5454

Opening hours: 7am - 10pm 365 days a year.

Offers quick and convenient access to basic NHS services without the need for an appointment.

Treatment for minor illnesses and injuries provided mainly by nurses. Patients who use the centre will not need to be registered with a GP.

Newcastle (Westgate) NHS Walk-in Centre

Newcastle General Hospital
Westgate Road
Newcastle upon Tyne
NE4 6BE

Tel: 0191 256 3163

Opening hours: 8am - 9pm seven days a week

Newcastle Westgate NHS Walk-In Centre is located next to the A&E and minor injuries services at Newcastle General Hospital.

- Young People



Young People

Streetwise

33-37 Groat Market
Newcastle upon Tyne
NE1 1OQ

Tel: 0191 230 5533

Information, advice, support and counselling for young people aged 13-25.

StaG

Tel: 0800 422 0200

Confidential advice and support for young gay and bisexual men.

Young Lesbian Line

Tel: 0191 261 2277

Confidential advice and support.

Childline

Tel: 0800 11 11

Web: www.childline.org.uk

NSPCC

Tel: 0800 800 500

Web: www.nspcc.org.uk

FRANK

Tel: 0800 77 66 00

Web: www.talktofrank.com

Free confidential drugs information and advice 24 hours a day.

Safeguarding Officer:
(0191) 433 8796

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