



# Useful Christmas Information

## Emergency contact numbers

**Police, fire and rescue service and coast guard:** 999

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

**Covid Test Helpline:** 119

**Electrical problems:** 0800 011 3332 or 105

**Gas leaks:** 0800 111 999

**Floods:** 0345 988 1188

**Mental Health Initial Response Team:** 0303 123 1145

**Police:** 101

**South Tyneside Hospital:** 0191 404 1000

**South Tyneside Council emergencies:** Minor emergencies (for example repairs): Out of hours: 0191 455 6111; Social Care and Health 0191 456 2093

**Samaritans:** 116 123

**South Tyneside Lifecycle Mental Health Service:** 0191 283 2937

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

**Water leaks:** 0800 393 084

**Age Concern South Tyneside:** 0191 456 6903

23rd - 26th December closed, 27th - 29th December open 10am-3pm, 30th December - 1st January closed, 2nd January open 10am-3pm, 3rd January closed, 4th January open usual hours

**Alzheimer's Society Dementia Support South Tyneside:** 0191 427 5443

**Citizens Advice Bureau Advice Line:** 0808 2787824

**National Domestic Violence Helpline:** 0808 2000 247

**Northumbria Victim & Witness Service:** 0800 011 3116

**Op COURAGE: The Veterans Mental Health and Wellbeing Service:** 0300 373 3332

**South Tyneside Adult Recovery Service:** 0191 917 1160

**South Tyneside Sexual Health Service:** 0191 402 8191

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

**Wellbeing Info:** wellbeinginfo.org

**Action Fraud:** 0300 1232040

### South Tyneside Urgent Care for Children

This service is open every day from 9am until 9pm at South Tyneside District Hospital. The vast majority of children will be seen and treated by the nurse-led urgent care service. This is available for children from birth up to the age of 16, who attend hospital with urgent, but not life threatening, problems. Children with any major, life threatening problems will be cared for at Sunderland Royal Hospital.

[www.southtyneside.gov.uk/abetteru](http://www.southtyneside.gov.uk/abetteru)

 0191 424 7773

 [abetteru@southtyneside.gov.uk](mailto:abetteru@southtyneside.gov.uk)



@AbetterUsouthtyneside



@Become\_AbetterU



# Pharmacy Opening Times

## Christmas Day (Monday 25th December)

**11:00am - 1:00pm - Kaila Pharmacy**  
2 St Johns Precinct, Hebburn,  
Tyne and Wear, NE31 1LQ  
Tel: 0191 483 2297

**2:00pm - 4:00pm - Darlings Pharmacy**  
433 Stanhope Road, South Shields,  
Tyne and Wear, NE33 4QY  
Tel: 0191 454 2161

**7:30pm - 9:30pm - Darlings Pharmacy**  
1 Stanhope Parade, South Shields,  
Tyne and Wear, NE33 4BB  
Tel: 0191 455 4551

## Boxing Day (Tuesday 26th December)

**10:00am - 4:00pm - Asda Pharmacy**  
Coronation Street, South Shields,  
Tyne and Wear, NE33 1AZ  
Tel: 0191 275 8030

**10:00am - 4:00pm - Asda Pharmacy**  
North Road, Boldon Colliery, NE35 9AR  
Tel: 0191 537 7510

**11:00am - 1:00pm - Glen Street Pharmacy**  
Glen Primary Care Centre, Glen Street, Hebburn,  
Tyne and Wear, NE31 1NU  
Tel: 0191 483 7445

**2:00pm - 4:00pm - S E Gill Chemist Ltd**  
35 Front Street, Cleadon Village, Sunderland,  
Tyne and Wear, SR6 7PG  
Tel: 0191 554 3297

**7:30pm - 9:30pm - New George St Pharmacy**  
The Medical Centre, New George Street, South  
Shields, Tyne and Wear, NE33 5DU  
Tel: 0191 427 1850

## New Year's Day (Monday 1st January)

**10:00am - 4:00pm - Asda Pharmacy**  
Coronation Street, South Shields,  
Tyne and Wear, NE33 1AZ  
Tel: 0191 275 8030

**10:00am - 4:00pm - Asda Pharmacy**  
North Road, Boldon Colliery, NE35 9AR  
Tel: 0191 537 7510

**11:00am - 1:00pm - Boots Pharmacy**  
30 Bede Precinct, Jarrow,  
Tyne and Wear, NE32 3LN  
Tel: 0191 489 8351

**2:00pm - 4:00pm - Biddick Hall Pharmacy**  
47 Gaskell Avenue, South Shields,  
Tyne and Wear, NE34 9TQ  
Tel: 0191 536 3060



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You are advised to telephone the pharmacy prior to attending. If you require advice out of hours, please contact: 111.

Regular pharmacy opening hours can be found at [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

**Can the Pharmacist help with your symptoms?**

The pharmacist is an excellent source of advice for many common ailments, such as: Low Back Pain, Eczema, Heartburn and Indigestion, Fever in Children, Constipation, Headache, Coughs in Adults, Acne (spots), Sprains and Strains, Sore Throat, Ear Ache, Common Cold and Sinusitis.

Community pharmacy teams are highly trained healthcare professionals including clinical pharmacists who work as part of a skilled team. They can advise on a range of common ailments and provide further support to keep you and your family safe and healthy during winter.




**#DOYOURBIT**  
By thinking pharmacy first

Pharmacists can see to a range of minor illnesses such as colds, sore throats and aches and pains

**#PROTECTYOURNHS**

[www.southtyneside.gov.uk/abetteru](http://www.southtyneside.gov.uk/abetteru)

 0191 424 7773

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[@AbetterUsouthtyneside](https://www.facebook.com/AbetterUsouthtyneside)



[@Become\\_AbetterU](https://www.instagram.com/Become_AbetterU)

## Food banks

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

**For details about food banks contact:**

**Hospitality and Hope** on 0191 420 3336

**Hebburn Helps** on 0191 489 9707

**Key 2 Life Foodbank** on 07833 613393 (Closes on Friday 22nd December at 4pm, closed 25th and 26th December, open Wednesday 27th, Thursday 28th and Friday 29th December 11am-2pm, reopen normal days and times Tuesday 2nd January 2024 10am-4pm).

**Bede's Helping Hands Food Bank:** 0191 816 3021

**Boldon Village Hall Food Bank:** 0191 536 6977

**Injured or unwell? Use the right service** 

 <p style="text-align: center;"><b>Self-care</b></p> <ul style="list-style-type: none"> <li>• Grazed knees</li> <li>• Sore throat</li> <li>• Coughs &amp; colds</li> </ul> <p style="text-align: center;">Visit <a href="https://www.nhs.uk">nhs.uk</a> for self-care advice</p>	 <p style="text-align: center;"><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• Headaches</li> <li>• Upset stomach</li> <li>• Aches &amp; pains</li> <li>• Bites &amp; stings</li> </ul>	 <p style="text-align: center;"><b>111 NHS 111</b></p> <p style="text-align: center;">Visit <a href="https://www.nhs.uk">111.nhs.uk</a> or call 111 for advice and support</p> <p style="text-align: center;">24 hours a day 7 days a week</p>	 <p style="text-align: center;"><b>GP</b></p> <p style="text-align: center;">Call your GP for symptoms that won't go away</p>	 <p style="text-align: center;"><b>Minor Injury Unit</b></p> <p style="text-align: center;">Urgent but not life-threatening</p> <ul style="list-style-type: none"> <li>• sprains</li> <li>• fractures</li> <li>• burns</li> </ul>	<p style="text-align: center;"><b>999</b></p> <p style="text-align: center;"><b>A&amp;E</b></p> <ul style="list-style-type: none"> <li>• Unconscious</li> <li>• Breathing difficulties</li> <li>• Stroke</li> <li>• Heart attack</li> <li>• Heavy bleeding</li> <li>• Severe burns</li> </ul>
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#ChooseWell

### Feeling low or worried this Christmas season? You're not alone.

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

**If your enquiry is urgent call: 0303 123 1145**

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 0191 424 7773

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