

Accessing healthcare during COVID-19 in Worcestershire

Your usual health support services may have changed, if you need help during the Coronavirus pandemic, please call the numbers below to find out more:



Medical Care

Contact the GP practice you are registered at by phoning, please do not turn up in person. If not registered call **NHS 111**



Dental Care

Contact the dental practice you are registered at by phone or for urgent treatment call **NHS 111**



Mental Health

Referrals for support with depression, anxiety or low mood - **0300 3021313**
Urgent crisis support - **01905 681915**



Substance Misuse

For help with alcohol and substance misuse - **0300 303 8200**

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Primary Care/GP

Patients are asked to contact their practice by phone and not turn up at the practice. Patients will be advised on next steps by phone. Those needing to be seen will be asked to attend a practice however this may not be their usual practice.

111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. To get help from NHS 111, you can:

- go to 111.nhs.uk (for people aged 5 and over only)
- call for free - 111

NHS 111 is available 24 hours a day, 7 days a week.

Mental Health

Worcestershire Healthy Minds support people aged over 16 who are experiencing problems such as stress, anxiety, low mood and depression.

It is a free, confidential service offering a range of talking therapies and support including short courses, online therapies, and guided self-help.

All 1:1 therapies have moved to telephone consultations, and are currently exploring running group sessions via WebEx/ video.

Anyone over the age of 16 with a Worcestershire GP can access the service by either self-referral or a referral via GP. Telephone Referral - **0300 302 1313**

The Crisis Resolution Team offer advice, support and at times assessment for those people who are experiencing a mental health crisis. People calling the number can expect to speak to Mental Health Advisors and /or trained Mental Health Clinicians who will be able to listen to concerns and help make appropriate plans to support the individual.

Crisis Resolution Team: **01905 681915**
(24 hrs a day 365 days a year)

If you are not currently in contact with any mental health services, phone **01905 681915** (24 hours). The helpline provides telephone-based support, guidance and advice for people of all ages experiencing emotional distress or anxiety as a result of the COVID-19 crisis.

Alcohol and substance misuse

0300 303 8200

Cranstoun Worcestershire operates an alcohol & drug recovery service across Worcestershire. Call the Worcester hub to refer into our service and we will identify the closest location to you for help and support.

Call to talk about your alcohol and/or drug use, health and wellbeing, staying safe, or how you, your friends and family can make positive changes.