



The NHS non-emergency number

Call **111** if you:

- need medical help fast but it's not a 999 emergency
- think you need to go to A&E or need another NHS urgent care service
- don't know which medical service to call
- need health information or reassurance about what to do next

For immediate, life-threatening emergencies, continue to call 999.



Tel: 116 123

Website: www.samaritans.org

Talk to the Samaritans any time you like, in your own way, and off the record – about whatever’s getting to you.



A helpline for older people in the UK

Tel: 0800 470 80 90

Website: www.thesilverline.org.uk

A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

My Notes, My Numbers:

My Electrician:

My Gas Engineer:

My Plumber:

Children’s Social Care – East

Tel: 01380 826250

Customer Services (open 24x7)

Tel: 0300 456 0100

My Doctor: **Kennet & Avon Medical Partnership**

Tel: 01672 512187

Website: www.kamp.nhs.uk

Are you a Carer?

If you are, but you are not registered as a Carer with the practice, you can ask at reception and they will provide you with a short form to fill out.

Produced by the Kennet & Avon Medical Partnership Patient Participation Group. November 2019



Kennet & Avon MEDICAL PARTNERSHIP

Patient Participation
Group (PPG)

HELP AT HAND

KEY NUMBERS IN A CRISIS

EMERGENCY In Case of Emergency:

I.C.E. _____

INFORMATION _____

Enter the phone number of a friend or family member to be called in a crisis situation.

Remember to dial 999 in the event of an emergency medical situation

Emergency Utility Numbers

ELECTRICITY (Southern Electric)

Power cut or emergency:

Tel: **08000 72 72 82**

Website: www.ssepd.co.uk

In the event of a power cut dial
105



GAS EMERGENCY

(eg if you smell gas):

Tel: **0800 111 999**

(national gas emergency service).

Wales & West Utilities

Website: www.wwestutilities.co.uk

This will tell you immediate
actions you should take if you
smell gas.



WATER

Thames Water Emergency or leak

Tel: **0800 714 614**

Sewer blockage

Tel: **0800 316 9800**

Website:

www.thameswater.co.uk



Wessex Water Leak

Tel: **0800 692 0692**

Sewer blockage

Tel: **0345 600 4600**

Website:

www.wessexwater.co.uk

Floodline

Tel: **0345 9881188**

Other Useful Numbers

Adult Social Care (Wiltshire Council)

Tel: **0300 4560111**

Monday – Thursday 8.30 – 17.20

Friday – 8.30 – 16.20

Advice on benefit support and independent
living. If concerned about a vulnerable person,
not in immediate danger, and outside the
above hours call: **0300 4560100**

Website:

www.yourcareyoursupportwiltshire.org.uk



HandiHelp (Aster)

Odd jobs (not white goods or
gas), decorating, ramps, rails and
adaptation. Charges usually
apply.

Tel: **01380 735555**



Wiltshire Farm Foods

Wiltshire Farm Foods

Caters for all health and dietary
needs with ready frozen meals.

Tel: **0800 077 3100**

Website:

www.wiltshirefarmfoods.com

Bobby Van Trust

Free home security and fire safety
service for older, vulnerable and
disadvantaged people.

Tel: **01380 861155**

Website: www.wiltshirebobbyvan.org.uk



AgeUK

Advice and Information for 50+
on:

- claiming extra financial help
- accessing and paying for care
and housing
- nail cutting services
- befriending services
- Trade person list

Tel: **01380 727767**

Website:

www.ageuk.org.uk/wiltshire

Independent Living Centre

Tel: **01380 871007**



For disabled people of all ages,
help and advice re equipment,
occupational therapy and a
benefits advisor on site two
days a week.

Monday—Friday 9.00-16:30

Website: www.ilc.org.uk

Address:

St George's Road

Semington

Wiltshire, BA14 6JQ