



## THE THREE SHIRES MEDICAL PRACTICE

Coleme, Marshfield, Pucklechurch and Wick Surgeries

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# WHERE TO TURN IF YOU NEED URGENT SUPPORT

## Health Emergencies

| Category                        | What to Do                                                                            | Extra Information                                                                         |
|---------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Life-threatening emergencies    | Call <b>999</b> or go to A&E                                                          | Examples: chest pain, severe bleeding, trouble breathing                                  |
| Urgent but not life-threatening | Call NHS <b>111</b> or visit <a href="http://111.nhs.uk">111.nhs.uk</a>               | They can direct you to urgent care, GP, or pharmacy                                       |
| Minor ailments                  | Visit your local pharmacy                                                             | Many open during holidays; Pharmacy First available                                       |
| Mental health crises            | Call <b>999</b> if risk to life; otherwise call NHS <b>111</b> (mental health option) | You can also call Samaritans ( <b>116 123</b> ) or text SHOUT to <b>85258</b> – open 24/7 |

## Social Care Emergencies

| Category | Area                  | Service Name                         | Phone Number                                | Availability                             |
|----------|-----------------------|--------------------------------------|---------------------------------------------|------------------------------------------|
| Adult    | South Gloucestershire | Rapid Response                       | <b>01454 615047</b>                         | 8am-10:15pm                              |
| Adult    | South Gloucestershire | Emergency Duty Team                  | <b>01454 615165</b>                         | Out of hours, bank holidays and weekends |
| Adult    | South Gloucestershire | Safeguarding                         | <b>01454 868007</b><br><b>/01454 615165</b> | Office hours / Out of hours              |
| Adult    | Wiltshire             | Advice and Contact Team              | <b>0300 456 0111</b>                        | Office hours                             |
| Adult    | Wiltshire             | Emergency Duty Service               | <b>0300 456 0100</b>                        | Out of hours                             |
| Children | South Gloucestershire | First Response Team                  | <b>01454 866000</b>                         | Office hours                             |
| Children | South Gloucestershire | Emergency Duty Team                  | <b>01454 615165</b>                         | Out of hours                             |
| Children | Wiltshire             | Multi-Agency Safeguarding Hub (MASH) | <b>0300 456 0108</b>                        | Office hours                             |
| Children | Wiltshire             | Out of Hours Safeguarding            | <b>0300 456 0100</b>                        | Out of hours                             |

**For South Gloucestershire** - If you are deaf or hard of hearing, text 'EDT' followed by your name and message to 60066. Texts will be charged at your standard network rate. You will get a reply to confirm your text has been received.

## National Helplines

| Service                          | Purpose                  | Phone Number                                       | Availability                         |
|----------------------------------|--------------------------|----------------------------------------------------|--------------------------------------|
| CALM                             | Suicide Prevention       | <b>0800 58 58 58</b>                               | 5 PM – Midnight<br>Daily             |
| Papyrus (Under 35s)              | Youth Suicide Prevention | <b>0800 068 41 41</b>                              | 24/7                                 |
| SANEline                         | Mental Health            | <b>0300 304 7000</b>                               | 4 PM – 10 PM Daily                   |
| Combat Stress                    | Veterans Support         | <b>Call: 0800 1381 619<br/>Text: 07537 173 683</b> | 24/7                                 |
| FRANK                            | Drug Advice              | <b>Call: 0300 123 6600<br/>Text: 82111</b>         | 24/7                                 |
| Drinkline                        | Alcohol Help             | <b>0300 123 1110</b>                               | Mon–Fri 9AM–8PM,<br>Sat–Sun 11AM–4PM |
| Alcoholics Anonymous             | Alcohol Recovery         | <b>0800 9177 650</b>                               | 24/7                                 |
| NACOA (Children of Alcoholics)   | Support for Children     | <b>0800 358 3456</b>                               | Mon – Sat 10AM – 7PM                 |
| Childline                        | Support for Children     | <b>0800 1111</b>                                   | 24/7                                 |
| National Domestic Abuse Helpline | Domestic Abuse           | <b>0808 2000 247</b>                               | 24/7                                 |
| Age UK Advice                    | 55+ helpline             | <b>0800 678 1602</b>                               | 8 AM – 7 PM Daily                    |
| The Silver Line                  | 55+helpline              | <b>0800 4 70 80 90</b>                             | 24/7                                 |
| No Panic                         | Anxiety Help             | <b>0300 772 9844</b>                               | 10 AM – 10 PM<br>Daily               |
| Switchboard                      | LGBTQ+ Support           | <b>0300 330 0630</b>                               | 10 AM – 10 PM<br>Daily               |
| BEAT                             | Eating Disorders         | <b>0808 801 0677</b>                               | Mon – Fri 3PM-8PM                    |

### Need Help? Don't Wait!

If you are worried or need help, ask for it now. You are not alone.  
Call the numbers in this leaflet. It's always okay to ask for help.

**Immediate danger or serious risk  
Always call 999**