

Contact Details Norfolk and Waveney

We are aware you may need advice and support and emergency care so we have put together some useful contacts/numbers.

- **Emergency Health Care**
Tel 999
- **Non-emergency health advice and out of hours GP Telephone 111**
- **Call 111 Option 2 – if you need to speak to a mental health advisor.** They can offer self-care advice and signposting over the phone or transfer you to the crisis service if needed or refer you to other local services.
- **District Nursing Support**
All areas of Norfolk 01603 518444
East Coast and Waveney 01493 809977
East Coast Community Access (ECCA) 01493 809977 – operational hours are 7 days a week, 365 days a year, between 7am-8pm. Outside of these hours, please phone Medicom on 01603 481234.

West Norfolk Norfolk Neurology Team 01553 668599

community.neurology@nchc.nhs.uk (includes neurology nurses, occupational therapists, physiotherapists, speech and language therapists).

- **Care**
Norfolk Swift Response (24 hours)
Provides free help and support if you have unplanned need at home but do not need emergency service (including falls) **0344 8008020 and select Option 1 Social Services Adult Care (Norfolk) 0344 800 8020**
Social Services Adult Care, Customer First (Suffolk) 0800 917 1109 Outside of working hours this number will divert to the Emergency Duty Service.
- **Respiratory Service**
Norwich Hethel ward (24 hour contact) Tel 01603 289968 ask for the nurse in charge (NNUH respiratory patients); **this is only for urgent issues with a ventilator out of hours.**
Papworth Patient 24hr helpline 01223 638365 (Papworth respiratory patients)
Emma Larner MND Respiratory Physiotherapist for Norfolk & Norwich Respiratory Patients 01603 647221 or 07592 328501 (Monday- Thursdays 8:30-4:30).
- **Palliative care**
Norfolk Community Healthcare NHS Trust (NCHC) 0330 158 8011 and select option 2 (advice for patients, family and carers).

East coast area – OneCall, for patients, relatives and healthcare professionals –
0800 567 0111

West Norfolk – Tapping House general number 01485 601700

- **Problems with Equipment** MEDleQUIP 01603 511124. Out of hours you can call the same number or 0208 5732871 (24hr cover)
- **Fresenius Kabi** Helpline (24hr) 0808 100 1990
- **MND Care and Research Network**, Norfolk & Norwich University Hospital 01603 647221. Coordinator Helen Copsey 07788 597021 (Monday- Thursdays 8:30-4:30).
- **Queen Elizabeth Hospital** Dr Hensiek's Secretary 01553 613968; Neurology Nurses 01553 613174; Dietician 01553 613613/01553 613507
- **James Paget University Hospital** neurology 01493 453937
- **UK Power Networks** (24hr) 0800 3163 105 in the event of a power cut

Other services do not provide 24hr cover but you can leave messages

MND Connect 0808 802 6262 (Open Monday – Friday 10am-4pm)

Norfolk MND Care and Research Network 01603 647221

Carers Matter Norfolk 0800 083 1148 (Monday – Friday 9am-5pm)
carersmatternorfolk.org.uk

Suffolk Carers Matter 01284 333035

Suffolk Family Carers 01473 835477 suffolkfamilycarers.org