

## **Festive Period Contact Numbers Norfolk and Waveney**

Over the Christmas and New Year period services may be closed or your normal contacts may be on annual leave. We are aware you may need advice and support and emergency care so we have put together some useful numbers.

- **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.

- **Emergency Health Care**

Tel **999** Non-emergency health advice and out of hours GP **111**

- **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.

**Carers Matter Norfolk 0800 083 1148** (Monday – Friday 9am-5pm)

**Suffolk Carers Matter 01284 333035**

- **Respiratory Service**

**Norwich Hethel ward** Tel 01603 289968 ask for the nurse in charge

**Papworth Patient 24hr helpline** 01223 638365

- **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

- **Problems with Equipment MEDieQUIP** 01603 511124. Out of hours you can call the same number or 0208 5732871 (24hr cover)

- **Fresenius Kabi Helpline (24hr)** 0808 100 1990

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

MND Connect 0808 802 6262 (Open Monday – Friday 9am-5pm, 7pm-10:30pm)

Norfolk MND Care and Research Network 01603 647221