

**This booklet was supported by:**



PLYMOUTH & DEVON  
**racialequalitycouncil**



Are you a Gypsy or a Traveller who has experienced discrimination or racism?  
Have you had difficulty accessing services because of your background?  
Have your children or family members experienced discrimination or racism?

Plymouth & Devon Racial Equality Council has a specialist advocacy worker who can give you advice or help you to take action:  
Penny Dane 07979 838138 or 01752 224555

# Health



**Your Health, Your Choices**

This booklet has been put together with the help of Gypsies and Travellers in Devon. It describes some of the health and wellbeing services available to you. You may not need to be registered with a GP to access some of these services and you do not need a postcode.



PLYMOUTH & DEVON  
**racialequalitycouncil**



## Index

Accident and Emergency	p. 3
Minor Injuries	p. 4
Out of Hours help	p. 5
Pharmacies and No fixed address?	p. 6
Stop Smoking	p. 7
Health Trainers	P. 8
Vaccines	p. 9
Dentists and Opticians	p. 10
Maternity and Family Planning	p. 11
Domestic Abuse	p. 12
Stressed or Depressed	p. 13
Alcohol and Drugs	p. 14
Women's and Men's Health	p. 15
Carers	p. 16
Websites	p. 17
Complaints, feedback and information	p. 18
Useful contact numbers	p. 19

If you would like to correct anything in this booklet or make suggestions for improving it, please contact:  
 Penny Dane  
 Plymouth & Devon Racial Equality Council  
 07979 838138 penny@devonrec.org

## Useful Numbers

Penny Dane  
 (Community Development Worker  
 Gypsies and Travellers)  
 07979 838138 or 01752 224555

Jenny Rayner  
 (Devon County Council Traveller Liaison  
 Service) 0779 2632718  
 or 0845 155 1015  
 (ask for Traveller Liaison Service)

Liz Gallagher  
 (For Traveller Education information)  
 07969069974

## Complaints, feedback and information

**Devon Patient Liaison Service – PALS**  
**0300 123 1672 or text 07789741099 for a call back**  
**Or 01271 314 090 (North Devon)**

Help to sort out problems quickly on behalf of patients, carers, or families.  
 Information on NHS services.  
 Advice and support for patients, their families and carers.

**NHS England 0300 3112233**  
**For complaints about GPs, Dentists, Community Pharmacies and Opticians.**



Call **Healthwatch** to:  
 Give feedback on your experience of local health or social care services  
 Get information about health or social care services in your area  
 Find out how you can influence how local services are designed and delivered.  
**01392 248919 (ask for Healthwatch) or 0800 520 0640**



## Accident and Emergency

For serious accidents or illness

**All cities or towns with A&E departments have them clearly signposted.**

**Ambulance 112 (free for mobiles) or 999**

### Barnstaple

**01271 322577**

Barnstaple & District Hospital,  
 Raleigh Park  
 Barnstaple, EX31 4JB

### Exeter

**01392 411611**

Royal Devon & Exeter Hospital (Wonford)  
 Barrack Road  
 Exeter, EX2 5DW

### Torquay

**01803 614567**

Torbay Hospital, Newton Rd,  
 Torquay, TQ2 7AA

### Plymouth

**01752 202082**

Derriford Hospital, Derriford Road,  
 Crownhill, Plymouth,  
 PL6 8DH



## Minor Injuries

**For less urgent accidents or illnesses.**

**Not** suitable for major injuries, breathing difficulties, pregnancy problems, overdoses, allergic reactions or mental health problems.

### Towns in Devon with Minor Injuries Units

(in the local hospital):

Ashburton	Dawlish	Okehampton
Bideford	Exmouth	Ottery St Mary
Brixham	Honiton	Sidmouth
Dartmouth	Ifracombe	Teignmouth



## Walk In Centres For health advice and treatment

Healthcare advice and treatment

- You do not need an appointment
- You do not need to be registered
- You do not need a postcode

### DOCTORS AND NURSES

Royal Devon & Exeter Hospital,  
Barrack Road, Exeter, EX2 5DW

**01392 406300**

### NURSES ONLY

Unit 4, 31 Sidwell Street,  
Exeter, EX4 6NN

**01392 276892**

## websites

**These websites have plenty of useful information about health and social care services:**

- [www.nhs.uk](http://www.nhs.uk)
- [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- [www.healthpromotiondevon.nhs.uk](http://www.healthpromotiondevon.nhs.uk)
- [www.patient.co.uk](http://www.patient.co.uk)
- [www.direct.gov.uk](http://www.direct.gov.uk)
- [www.devoncarers.org.uk](http://www.devoncarers.org.uk)
- [www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)
- [www.edp.org.uk](http://www.edp.org.uk)
- [www.rethink.org](http://www.rethink.org)
- [www.addaction.org.uk](http://www.addaction.org.uk)
- [www.devondoctors.co.uk](http://www.devondoctors.co.uk)
- [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)
- [www.devon.gov.uk](http://www.devon.gov.uk)



## Are you a Carer?

A carer is someone who gives support to a family member or friend who would not manage without this support. A carer can be young or old. If you are a carer you may be able to get some help.

**Devon Carers**

**08456 434 435**

Give **Devon Carers** a call for help with:

Useful advice and support for carers

Flexible Breaks Grants for help towards a holiday, hobby or leisure activity

Take a Break sitting service

Carer Alert Card to ensure the person you care for gets help if something unexpected happens to you

A regular newsletter with information about events in your area.



## Devon Doctors

For urgent problems when GP practices are closed

**08456 710270 or 01392 824600**

You will need to provide:

- Name
- Date of Birth
- Phone number
- Your GP & Practice.

**You must be registered with a GP to use this service.**

(Local rate. Mobile costs vary)



## NHS 111 Service

24 hour help over the phone

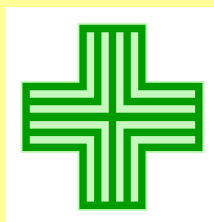
**When it's less urgent than 999, call 111 for health advice and information Free of charge from any phone.**



- \* **Anyone** can use this service.
- \* You **don't** need to be registered or have a **postcode**.
- \* You **will** need a phone number
- \* **NHS 111 Service is gradually replacing NHS Direct 0845 46 47**

## Pharmacy/Chemists

Don't forget: pharmacists can give **health advice** on common problems, and help you decide if you need to see a doctor.



## No Fixed Address and Need a Doctor?

You can go to your nearest doctor's surgery and register as a temporary patient, even if you're only staying in Devon for a short time.

**If you have no fixed address, you can use the surgery's address instead.**



## Women and Men's Health

### Women's Health

#### Breast Screening

Women between 50 and 70 are invited for regular Screening. An X-ray is taken to look for abnormalities. It is important to regularly check for unusual lumps and bumps yourself and report any changes to a doctor.

#### Cervical Screening

Cervical Cancer can often be prevented. Screening saves over 1000 lives every year. Ages 25-49 should attend a test every 3 years. Ages 50-64 should attend a test every 5 years.

### Men's Health

#### Testicular Cancer

Testicular Cancer usually affects men between 15 and 44 years old. Lumps can be painless. Check yourself for lumps or bumps, swelling, pain, or any unusual changes.

#### Prostate Cancer

Prostate cancer is the most common form of cancer in men. Look out for problems such as peeing more day or night, rushing to the toilet, difficulty starting to pee, weak flow or pain when you pee.

For more information, see a doctor or call NHS 111



## Worried about Alcohol or Drugs?

Help is available if you are worried about yourself, a friend or a family member.

### EDP (Drug/Alcohol service Devon)

Anyone with concerns about illicit drug use (their own or someone else's) can walk in or ring to speak to a drugs worker without making an appointment first. This is also where you can access Needle Exchange Services and obtain Safer Injecting Advice.

For more information call **01392 492 360** or visit the website: [www.edp.org.uk](http://www.edp.org.uk)

**FRANK (24 hour drugs advice) 0800 776600**

**Alcoholics Anonymous 0845 769 7555**

**Devon Alcohol Service 08451 302605**

**Narcotics Anonymous 0300 999 1212**



## Stop Smoking



Support and help is available in Devon :

**01884 836024**

**This is a free, confidential service.  
You can either go to a clinic or get support over the telephone or by email.**

### Reasons to think about quitting:

Smoking is bad for your health  
It can affect your family's health too  
Giving up will save money  
You will feel better and have more energy

**IT IS NEVER TOO LATE TO GIVE UP !**



## NHS Health Trainers

### A Health Trainer can help you:

- Manage your **weight**
- Eat more **healthily**
- **Reduce** your alcohol intake
- Become more **active**
- **Stop** smoking
- **Improve** your emotional health and well-being

The support is **free** and **confidential**.  
**For more information or to arrange an appointment call:**

**01884 836026**



## Stressed or Depressed?

**Depression affects 1 in 5 people in their lifetime.**

**Your doctor** can refer you to a counsellor if you need help with nerves, stress, depression, are feeling anxious or worried.

**Help is available if you need it.**

### Confidential phone lines:

**Samaritans**

**08457 909090**

Someone to talk to for support if you are worried about yourself, a friend or a family member

**Rethink**

**0300 5000927**

Practical and emotional support for those worried about mental illness. General information, specialist and practical advice.

[www.rethink.org](http://www.rethink.org)





## Domestic Violence & Abuse in Families

If you are in danger **now**

**dial 999 or 112 and ask for the Police.**

You can call **101** for a non-urgent police helpline.

**Specialist help for Gypsies and Travellers:**

**One Voice 4 Travellers**      **01945 477 821**  
**07964 073 398**      or      **07790 801 422**

All services listed here are **CONFIDENTIAL**

**National Helpline (men & women)**      **0808 2000 247**

**Local helpline**      **0345 155 1074**

North Devon      01271 321946

South & West Devon      01626 365087

Exeter, East and Mid Devon      01392 667144



## Children

If you are worried about a child being abused, you can call the **NSPCC** for advice on what to do:

**0808 800 5000**

**For local help/advice:**

Devon Safeguarding      **0345 1551071**



## Vaccines

Here's a checklist of the vaccines that are offered by the NHS, and the age at which you should have them.

### Babies 2 months:

**5-in-1** (single jab to protect against 5 diseases - diphtheria, tetanus, whooping cough, polio and Haemophilus influenza) and **Pneumococcal infection**

### Babies 3 months:

**5-in-1** 2nd dose and **Meningitis C**

### Babies 4 months:

**5-in-1** 3rd dose and **Pneumococcal infection** 2nd dose and **Meningitis C** 2nd dose

### Children between 12 and 13 months:

**Hib/Men C booster** and **MMR** (measles, mumps and rubella) and **Pneumococcal infection** 3rd dose

### Children 3 years and 4 months:

**MMR** 2nd dose and **4-in-1 pre-school booster**

### Children around 12-13 years:

**HPV vaccine** (protects against cervical cancer—girls only): three jabs given within six months

### Children around 13-18 years:

**3-in-1 teenage booster (tetanus, diphtheria, polio)**

**Adults 65 and over, pregnant women, carers, people with certain long term illnesses:**

Flu jab (every year)

## Dentists



Care and advice about teeth and gums

To find your nearest dentist call the dental helpline: **0845 002 0034**

**For emergency dental treatment call:  
01392 823682**



## Opticians & Eye Tests

You should have an eye test every 2 years to check for eye disease and to see if you need glasses. You may be able to get a free eye test if

- You are under 16
- You are under 19 in full time education
- You are over 60
- You have diabetes



## Maternity

For help with pregnancy, labour and post natal care

Pregnancy Care. When you have a positive pregnancy test you should make an appointment at your nearest GP practice to see the Midwife who is attached to the practice.

**Travelling around?** Find your nearest GP surgery and register as a temporary patient. It's a good idea to take your medical records with you so doctors have the relevant information if necessary.



## Family Planning & Sexual Health

**You can get emergency contraception and advice from:**

- \* NHS walk in centres
- \* A doctor (G.P.)
- \* Some pharmacies
- \* Family Planning clinics

These services are **confidential**