



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

[Multi-Agency Safeguarding Hub \(MASH\)](#)

Tel: 0300 456 0108

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. January 2022



Kennet & Avon MEDICAL PARTNERSHIP

Patient Participation Group (PPG)

HELP AT HAND

KEY NUMBERS IN A CRISIS



In Case of Emergency:

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



Power cut or emergency:
Tel: 105

If there is an immediate risk to life or someone is in danger, call 999.

Gas Emergency

eg if you smell gas:



Tel: 0800 111 999
(national gas emergency service).

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

Water

Thames Water Emergency or leak
Tel: 0800 316 9800.



Wessex Water Leak or sewage problem
Tel: 0800 692 0692

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 456 0100**
Website: www.adults.wiltshire.gov.uk



Wiltshire Farm Foods

Wiltshire Farm Foods

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

Tel: 0800 077 3100

Website:

www.wiltshirefarmfoods.co

Bobby Van Trust

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

Tel: 01225 25927

Website: www.wiltshirebobbyvan.org.uk



AgeUK

Advice and Information for 50+ on:

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

Tel: 0808 196 2424

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.

Visits to the centre must be arranged in advance.

Tel: 01380 871007

Website: www.ilc.org.uk

Address:

St George's Road
Semington
Wiltshire, BA14 6JQ