

Gateshead Learning and Skills

Information, Advice and Guidance Directory



Gateshead Council Learning and Skills

Community Learning • Family Learning • Skills for Jobs • Skills for Life • Vocational Learning • Youth Training

Excellent Education for Everyone

Useful Numbers

AA	0845 769 7555
Data Protection Helpline	01625 545 745
Domestic Abuse Support Service	0191 433 2622
Gateshead Carers Association	0191 490 0121
Gateshead Citizens Advice Bureau	0191 477 1392
Gateshead Council	0191 433 3000
Gateshead Patient Advice and Liaison Service (PALS)	0800 731 2326
Gateshead PCT	0191 491 5713
Gateshead Voluntary Organisations Council (GVOC)	0191 478 4103
Job Centre Plus (Bede House)	0191 220 4000
National Aids Helpline	0800 567 123
National Drugs Helpline (Frank)	0800 77 66 00
National Domestic Violence Helpline	0808 2000 247
NHS Direct	0845 46 47
Northumberland NHS Trust (Mental Health)	0844 811 5522
Queen Elizabeth Hospital	0191 482 0000
Samaritans	0845 790 9090
Tyneside Rape Crisis Team (Support Line)	0191 232 9858
theyrenians	0191 273 8891

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- Accommodation
- Adoption/Fostering
- Advocacy
- Age Concern
- Alopecia
- Alzheimer's
- Asylum Seekers

Accommodation

Norcare-Gateshead Accommodation Project

Third Floor
Portman House
Portland Road
Shieldfield
Newcastle upon Tyne
NE2 1AQ

Tel: 0191 261 2228

Fax: 0191 261 2260

Email: norcare@norcare.co.uk

Web: norcare.co.uk

Support for men and women aged 16 and over who live within Gateshead and have problems maintaining or finding appropriate accommodation.

Mears Home Improvement

Hawks Road
Gateshead
NE8 3BL

Tel: 0800 1114418

Web: www.mearsgroup.co.uk

Providing affordable rented retirement accommodation that meets the individual choices of older people.

Shelterline

43-47 Wellington Street
Sheffield
S1 4HF

Tel: 0808 800 4444

Web: www.shelter.org.uk

Adoption/Fostering

The Adoption Team

Gateshead Council
Council Offices
Lobley Hill Road
NE11 OAL

Tel: 0191 433 6388

Email:

adoptionandfostering@gateshead.gov.uk

The Fostering Team

Gateshead Council
Council Offices
Prince Consort Road
Gateshead Council
NE8 4UJ

Tel: 0191 433 8333

Email:

adoptionandfostering@gateshead.gov.uk

Advocacy

Age UK Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age UK Gateshead works with older individuals to empower them to have a voice, the project will also inform a person about their rights, entitlements and options, so that their choices are based on accurate knowledge.

Pathways at Advice

Room 203
Aidan House
Sunderland Road
NE8 3HU

Tel: 0191 490 0579

Pathways' provide support, advice and information on mental health issues and services in Gateshead.

Your Voice Counts

The Old Bank
Swinburne Street
Gateshead
NE8 1AX

Tel: 0191 478 6472

Web: www.yvc.org.uk

An advocacy service for adults with learning disabilities

GAIN (Gateshead Advocacy and Information Network)

John Haswell House
8/9 Gladstone Terrace
Gateshead
NE8 4DY

Tel: 0191 478 3130

Email: gain@gain.org.uk

Web: www.gain.org.uk

Advocates for advocacy in Gateshead, maintains an advocacy library, database and directory.

Advocacy for Children (Gateshead Council)

Tel: 0191 433 2396

There is no true advocacy service for children however there is a Welfare Rights Officer for children who may be able to offer support.

Age Concern

Age UK Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Drop-in sessions are held between 10am and 12 noon Monday to Friday. Home visits can be arranged for anyone with a mobility or care problems.

Services available:

- Debt Counselling
- Benefits Checking
- Disability benefits claim service
- Help with fuel and utilities problems
- Information on going into care
- Help with housing
- Bereavement support service
- ActivAge (Exercise classes)
- Advocacy

Alopecia

Alopecia UK

5 Titchwell Road
London
SW18 3LW

Tel: 0208 333 1661

Email: info@alopeciaonline.org.uk

Web: www.alopeciaonline.org.uk

Alopecia UK is charity providing advice, support and information for people with experience of alopecia areata, alopecia totalis and alopecia universalis.

Alzheimer's

Alzheimer's Society Gateshead Branch

2nd Floor Computer House
High Street
Gateshead Council
NE8 1ET

Tel: 0191 477 7490

Email: gateshead@alzeihmers.org.uk

Web: www.alzeihmers.org.uk

Provides information, advice and support to people with dementia and their carers. There is a befriending service, carer support worker and an advocacy worker. The branch also has a drop-in facility.

Asylum Seekers

Asylum Support Team

Gateshead Council
Gateshead Civic Centre
Regent Street
Gateshead
NE8 1HH

Tel: 0191 433 2684

Fax: 0191 433 3230

North England Refugee Service

20 Great North Road
Newcastle Upon Tyne
NE2 4PS

Tel: 0191 245 7311

Fax: 0191 245 7320

Email: info@refugee.org.uk

NERS promotes the interests of asylum seekers and refugees who have arrived or have settled in the North of England.

- Befriending Services
- Benefits
- Bereavement
- Bullying



Befriending Services

Rowlands Gill & District Live at Home Scheme

Community Centre
Strathmore Road
Rowlands Gill
Tyne & Wear
NE39 1JB
Tel: 01207 549 200

The scheme offers support to older people who may have become isolated from friends and neighbours due to ill health or problems getting out and about.

Age UK - Good Companions

Age UK Gateshead
341-343 High Street
Gateshead
NE8 1EQ
Tel: 0191 477 3559
Fax: 0191 478 5307
Email: admin@ageconcerngateshead.org.uk
Web: www.ageconcerngateshead.org.uk

Age Concern operates a number of services for older, isolated people living in Gateshead Borough, the services include Telephone companions, Good companions (home visitors), Social outings and a Men's group.

Benefits

Benefit Advice numbers

Benefit Enquiry Line

Tel: 0800 88 22 00

Disability Living Allowance Enquiry Line

Tel: 0845 712 3456

Age UK Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concern provide a benefits checking service and disability benefits claim service.

Bereavement

Age UK - Bereavement Support Services

341-343 High Street

Gateshead

NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageconcerngateshead.org.uk

Web: www.ageconcerngateshead.org.uk

Age Concern offer a bereavement service to residents of Gateshead; who are over 50 years of age, and have been bereaved.

Bereavement Helpline

28 Ravensworth Road

Birtley

Chester-le-Street

DH3 1BB

Tel: 0191 410 9911

A service for bereaved people who need support/ someone to talk to on a one to one and/or group basis. Meetings held on Thursdays 1.30-3.30pm, Croftside, Community room, Birtley.

Cruse Bereavement Care - Newcastle and Gateshead Branch

Local helpline: 0191 276 5533

(Mon-Fri 10am - 4pm)

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

Web: www.crusetyneside.org.uk

Cruse is National Bereavement Charity that provides a confidential one to one support service. They also operate a number of support groups.

The Bereavement Register

FREEPOST

Sevenoaks

Kent

TN13 1XR

Tel: 01732 467 940

Automated Tel: 0800 082 1230

Web: www.the-bereavement-register.org.uk

A service to reduce the amount of direct mail sent to those that have died and consequently make the passage of bereavement a little bit easier

Bereavement Care Listening Post

Brunswick Methodist Church

Brunswick Place

Newcastle upon Tyne

NE1 7BJ

Tel: 0191 232 1692

Drop-in Fridays 1.30 - 3pm and listening post every day 12.30-3pm except Sundays. Provides support and counselling for bereaved people by trained counsellors.

Barnardo's Orchard/Mosaic Project

75 Osbourne Road

Jesmond

Newcastle upon Tyne

NE2 2AN

Tel: 0191 212 0237

Email: mosaic.project@barnardos.org.uk

Offers support to bereaved children and families.

Winston's Wish

4th Floor

St Jasmies' House

St James Square

GL50 3PR

Tel: 0124 2515 157

Email: info@winstonswish.org.uk

Web: www.winstonswish.org.uk

The charity aims to support children and young people after a family death, by offering support and guidance to families, professional and anyone concerned about a grieving child.

Bullying

Bullying UK

Web: www.bullying.co.uk

A leading national charity providing information to young people and their parents.

TUC

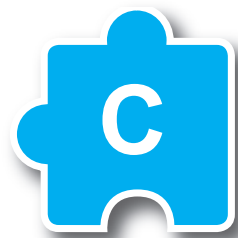
Web:

www.tuc.org.uk/tuc/rights_bullyatwork.cfm

Trade Union

- Cancer and Complementary Therapies
- Cancer Services
- Cancer Support Groups/ Organisations
- Carers
- Careers advice

- Child Care
- Complaints/Concerns
- Counter Terrorism
- Cultural Support



Cancer Services and Complementary Therapies

Bouncing Back

Contex House
Hopper Street
Gateshead
NE8 3JJ

Tel: 0191 477 9449

Web: www.bouncingbackbras.co.uk

Bouncing back shop offers a bra fitting service, prosthesis and undergarments. Videos can be viewed on breast self-examination and Lymphoedema.

Breast Screening and Assessment Centre

Queen Elizabeth Hospital

Tel: 0191 445 3747

The centre has breast care nurses who offer specialist support.

Coping with Cancer (North East)

Suite 13
391 West Road
Newcastle upon Tyne
Tyne and Wear

Tel: 0191 228 0259

Fax: 0191 228 0223

Email: info@copingwithcancer.org.uk

Coping with Cancer offer emotional and practical support for children and adults who have cancer, their families and carers. They provide telephone listening line (Mon-Fri 9.30am-3.30pm and 7-10pm), they can provide information on local support groups, home support service and bereavement support.

Hair Replacement Service

Tel: 0800 953 0667

A new service at the Queen Elizabeth Hospital open on Tuesdays. Contact PALS for further details.

Chemo Unit: 0191 445 2575

Marie Curie

Tel: 0191 219 1000

Web: www.mariecurie.org.uk

Offer help and support for cancer sufferers and their families.

New Approaches to Cancer

PO Box 194

Chertsey

Surrey

KT16 0WJ

Helpline: 0800 389 2662

(Mon-Fri 10am-2pm)

Email: help@anac.org.uk

Website: www.anac.org.uk

Promote the positive benefits of holistic and self-help methods of healing to cancer patients. Holistic therapy is the treatment of a person at all levels; physical, mental, emotional and spiritual. The company operate an education, information and referral service which directs people to their nearest sources of help. The holistic approach works alongside the conventional treatment a patient receives from their doctor. Free information packs are available.

The Roy Castle Lung Cancer Foundation

The Roy Castle Centre

4- 6 Enterprise Way

Wavertree Tech Park

Liverpool

Merseyside

L13 1FB

Tel: 0800 358 7200

Web: www.roycastle.org

The Foundation offers telephone support and information on lung cancer, information regarding new treatments and details of local services and help can be provided.

Continued overleaf

Clic Sargent

Tel: 0208 752 2800

Email: reception@clic.sargent.org.uk

Web: www.clicsargent.org.uk

Offers practical help, financial support, counselling and social support to families affected by Children with Cancer (up to 25 years old).

Carers

Carers UK

20 Great Dover Street

London

SE1 4LX

Tel: 020 7378 49020 / 4999

Web: www.carersuk.org

Gateshead Carers Association

11 Regent Terrace

Gateshead

NE8 1LU

Tel: 0191 490 0121

Email: gcarers@btconnect.com

Information, advice and support for carers.

Gateshead Crossroads

The Old School

Smailes Lane

Highfield

Rowlands Gill

Tyne & Wear

NE39 2DB

Tel: 01207 549 780

Fax: 01207 549 794

Minicom: 01207 549 098

Email: enquires@gatesheadcrossroads.org.uk

Web: www.gatesheadcrossroads.org.uk

Provides a Carer support service, young carers service, community service, and community assistance.

Careers Advice

Connexions

14-16 Interchange Centre

West Street

Gateshead

Tyne & Wear

NE8 1BH

Tel: 0191 433 6800

Web: www.connexions-tw.co.uk

Connexions is a FREE confidential advice and support service for all 13 - 19 year olds (and up to age 25 for people with special needs).

Connexions was set up with the help of young people for young people.

Childcare

Children's Information Service

Tel: 0191 433 8515

For information on nurseries and day care facilities in the borough including crèches, nurseries, child minders, pre-school and out of school clubs.

Early Years and Childcare Service

Tyne View Centre

Rose Street

Teams

Gateshead

NE8 2LS

Tel: 0191 433 5100

Fax: 0191 433 51111

Email: info@gatesheadearlyyears.org

Early Years (aka Sure Start) aims to achieve better outcomes for children, parents and communities by:

- *Increasing the availability of childcare for all children*
 - *Improving health and emotional development for young children*
 - *Supporting parents as parents and in their aspirations towards employment.*
-

Complaints/Concern

Quality Improvement Coordinator

Adult Learning & Skills

Gateshead Council

The Dryden Centre

Evistones Road

Gateshead

NE9 5UR

Tel: 0191 433 8651

**The Complaints Officer
North East Ambulance Service**

Bernicia House
Goldcrest Way
Newburn Riverside
Newcastle Upon Tyne
NE15 8NY
Tel: 0191 430 2000

**Complaints Manager
Gateshead Health NHS Foundation Trust**

Trust Headquarters
Queen Elizabeth Hospital
Sheriff Hill
Gateshead Council
NE9 6SX
Tel: 0191 445 6047
Fax: 0191 445 2160

Primary Care Trust

Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
Tyne and Wear
SR5 3XB
Tel: - GP Complaints 0191 529 7089
- Community Health Service Complaints
0191 283 1044
Email: complaints@sotw.nhs.uk

Counter Terrorism

Carol Gibson, Safer Communities

Gateshead Council
Civic Centre
Regent Street
Gateshead
NE8 1HH
Tel: 0191 433 3000

Culture and Religion

Bangladesh Association

55 Coatsworth Road
Gateshead
NE8 1QL
Tel: 0191 477 2644
Help, advice, religion and education.

Visible Ethnic Minority Support Group

89 Salcombe Gardens
Low Fell
Gateshead
NE9 6UD
Tel: 0191 487 3059
The group assist children and families in need, especially from ethnic minority and asylum seeker communities. Provide interpreter services, and assist asylum seekers and refuge communities to show their cultures and traditions by performing different events i.e. Diwali, Baisakhi, Eid etc

Jewish Family Group

7 Oxford Terrace
Gateshead
NE8 1RQ
Tel: 0191 477 5677

Haskel Society for Handicapped Children

6 Ashgrove Terrace
Gateshead
NE8 1RL
Tel: 0191 477 0368
Support children with learning disabilities within the Jewish community.

Traveller Education Service

EMTAS
Gateshead Council
Dryden Centre
Evistones Road
Gateshead
NE9 5UR
Tel: 0191 433 8500

Gypsy Liaison Service

Gateshead Council
Civic Centre
Regent Street
Gateshead
Tel: 0191 433 3997

Refugee Project

Gateshead Council
Civic Centre
Regent Street
Gateshead
Tel: 0191 433 3076



- Day Centres
- Debt
- Direct Payments
- Disability Groups/ Organisations
- Disability Gateshead
- Domestic Violence
- Drug and Alcohol

Day Centres

Patient Advice and Liaison Service (PALS)

Free phone 0800 953 0667

Debt

Community Legal Advice

Tel: 0845 345 4345

Mon-Fri: 9am-8pm

Sat: 9am-12.30pm

Web: www.communitylegaladvice.org.uk

Provides a debt counselling service.

Gateshead Law Centre

1 Walker Terrace

Gateshead

NE8 1EB

Tel: 0191 440 8585

Web: www.gatesheadlaw.org

Provides free legal help to anyone who lives or works in Gateshead.

Direct Payments

Gateshead Council

Tel: 0191 433 2671

A direct payment is money given by Gateshead Council to a person with care needs or a carer to buy support or services that they have been assessed as needing. They can be used for: -

- Employ a personal assistant to go out socially or help with parental tasks, or to employ someone from your own faith, community/gender to help with personal care.
- Pay for a short break service.
- Pay staff from a care agency.
- Buy special equipment you need.
- Pay for you to go to a day service of your

choice.

- Purchase gardening, decorating or heavy housework services.
- Purchase individual and flexible transport.

Disability Groups/ Organisations

Disability Action North East

Mea House

Ellison Place

Newcastle Upon Tyne

NE1 8XS

Tel: 0191 230 4111

Text phone: 0191 230 4009

Web: www.dane.org.uk

Email: info@dane.org.uk

A civil rights group for all disabled people, leading campaigns against discrimination and exclusion, also provides information and has its own resource area for members.

Gateshead Access Panel (GAP)

Unit K38 The Avenues

11th Avenue North

Team Valley Trading Estate

Gateshead

NE11 0NJ

Tel: 0191 443 0058

Fax: 0191 487 7298

Web: www.access.gateshead.org.uk

Aim to help as many people as possible with enquiries they have regarding access to the built environment or services.

Gateway Wheelers

Bullion Hall
Bullion Lane
Chester le Street
County Durham
DH2 2ES

Tel: 07913 905 422

Email: officegatewaywheelers@yahoo.co.uk

Website: www.gatewaywheelers.org.uk

Cycling club for people with disabilities, aim to provide suitable cycles, equipment and support to enable people with disabilities to cycle and to create opportunities for the personal development of club members.

Disability North

The Dene Centre
Castle Farm Road
Gosforth
Newcastle Upon Tyne
NE3 1PH

Tel: 0191 284 0480

Fax: 0191 213 0910

Textphone: 18001 0191 284 0480

Email: reception@disabilitynorth.org.uk

Web: www.disabilitynorth.org.uk

Disability North, as a user led organisation works to develop ways to promote and support inclusion.

Disability Gateshead

Baltic Business Centre
Saltmeadows Road
Gateshead
NE8 3DA

Tel: 0191 477 1260

Fax: 0191 478 6630

Text phone: 0191 478 4082

Email: info@disabilitygateshead.org.uk

Web: www.disabilitygateshead.org.uk

Disability Gateshead is an independent organisation run by and for disabled people.

- Information service
- Radar or NKS toilet keys
- Positive Choices (support young disabled people aged 14-25)
- Gotcha Group
- Volunteering opportunities

Gateshead Shopmobility

71 Claymount
Sout Avenue
Gateshead NE8 1RJ

Tel: 0191 477 9888

Hire out powered wheelchairs, scooters and manual wheelchairs to help make Gateshead more accessible to everyone with temporary or permanent difficulties.

Hearing Loss Support

Suite 207
Jackson House
Jackson Street
Gateshead
NE8 1ED

Tel: 0191 410 6272 (until April 2010)

Domestic Violence

Safer Families Project

Gateshead Council
Regent Street
Gateshead NE8 1HH

Tel: 0191 433 2618

Email: saferfamilies@gateshead.gov.uk

A service for men, women and children to address the complex issues of domestic violence. The core aim of the project is to increase the safety of women and children.

24 hour National Domestic Violence Helpline

Tel: 0808 2000 247

The helpline provides access to 24-hour emergency refuge accommodation, as well as an information service, including safety planning and translation facilities to thousands of women who suffer at the hands of an abusive partner.

Women's Aid National Domestic Violence 24 Hour Helpline

Tel: Elizabeth Sully, 0117 983 7139

Catherine Perez Phillips, 020 7395 7724

Web: www.womensaid.org.uk

This is a national charity whose aim is to end domestic violence against women and children. They operate over 400 refuges, help lines, outreach services and advice centres.

Drug and Alcohol

South of Tyne & Wear Substance Misuse Service

Ward 5

Bensham Hospital

Saltwell Road

Bensham

Gateshead

NE8 4YZ

Tel: 0800 328 6728

Tel: 0191 445 5400

Out of hours tel: 07702 833 944

Web: www.gatesheaddrugs.co.uk/twentyfour-7

Provides a specialist community based drug and alcohol service for people aged 13 years and over. Offers assessment, and a range of therapeutic interventions and treatment. All service users are seen at various locations in the community.

NECA (North East Council on Addictions)

Gateshead NECA

203 High Street

Gateshead

NE8 1AS

Tel: 0191 490 1045

Fax: 0191 490 1673

Email: gateshead@neca.co.uk

Offers advice, information, support, brief intervention and counselling for all addictions (alcohol, prescribed medication, illicit drugs, solvents, gambling). The service is confidential and is open to families, friends and carers.

Focus

(Forum on Changing User Services)

Aidan House

Room 306

Sunderland Road

Gateshead

NE8 3HU

Tel: 0191 478 8432

0191 478 8433

0191 478 8434

To give your opinion on how Drug and Alcohol services could improve in Gateshead.

Streetwise

35-37 Groat Market

Newcastle upon Tyne

NE1 1UQ

Tel: 0191 230 5533

Email: admin@streetwisenorth.org.uk

Information, advice, support and counselling on sexual health for young people aged 13-25.

Needle Exchange

14 Regent Terrace

Gateshead

NE8 1LU

Tel: 0191 490 1709

Mon-Fri: 9am-4.30pm

Injecting equipment, advice, information and support.

In 2 Change

9-19 Jackson Street

Gateshead

Tyne & Wear

NE8 1EE

Tel: 0191 478 8880

Fax: 0191 478 8881

Web: www.neca.co.uk

Gateshead Community Integration Team provides intensive one to one support to adults that have had problems with drug and alcohol use and are currently making progress in drug treatment. The aim of our one to one work is to help clients move forward in life by accessing community resources that meet their interests / needs and facilitate community integration. The areas of support on offer include accessing training, education, leisure activities, housing support and participation in local community development programmes.

FRANK

Tel: 0800 77 66 00

Web: www.talktofrank.com

Free confidential drugs information and advice 24 hours a day.

Al-Anon Family Groups

61 Great Dover Street
London
SE1 4YX

Tel: 020 7403 0888 (National helpline, 10am-10pm)

Email: enquiries@al-anonuk.org.uk

Web: www.al-anonuk.org.uk

Offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. The helpline provides details of meetings throughout the UK.

Carers affected by Substance Abuse

Suite 207
Jackson House
Jackson Street
Gateshead
NE8 1ED

Tel: 0191 410 6272 (until April 2010)

Offers support to those whose family members use alcohol or drugs chaotically.

ADFAM

25 Corsham Street
London
N1 6DR

Tel: 020 7553 7640

Fax: 020 7253 7991

Email: admin@adfam.org.uk

ADFAM is a national charity working with families affected by drugs and alcohol.

Narcotics Anonymous

Tel: 0300 999 1212

Email: nahelpline@ukna.org

Web: www.ukna.org



- Eating Disorders
- Epilepsy
- Equipment Services
- Exercise

Eating Disorders

NIWE - Eating Distress Service for Women and Men

Unit 5/6
1 Pink Lane
Newcastle
NE1 5DW

Tel: 0191 221 0233

Web: www.niwe.org.uk

Email: niwe@talk21.com

NIWE offers a confidential helpline for people experiencing eating distress and their supporters both personal and professional. NIWE offers therapeutic groupwork to women and men experiencing eating distress.

Overeaters Anonymous (North East)

Brunswick Methodist Church
Brunswick Place
Newcastle upon Tyne
NE1 7BJ

Tel: 0783 720 5976

Email: oagbnsb@hotmail.com

Web: www.oagb.org.uk

Overeaters Anonymous (OA) is a fellowship of individuals who, through shared experience, strength and hope, are recovering from compulsive overeating. We offer unconditional acceptance and support through OA meetings and the fellowship as a whole; inner change, a new way of life and lasting freedom from food obsession brought about by following the principles of the Twelve Steps; guidance through the Twelve Steps; via sponsorship and the tools of recovery.

BEAT

103 Prince of Wales Road
Norwich
NR1 1DW

Adult helpline: 0845 634 1414

Youth helpline: 0845 634 7650,

Mon-Fri: 10.30am - 6.30pm

Email: help@b-eat.co.uk, 6.30-8.30pm

Web: www.b-eat.co.uk

beat - beating eating disorders is a charity which helps with all aspects of eating disorders including anorexia nervosa, bulimia nervosa and binge eating disorder. Services include telephone helplines and email services for people affected by eating disorders, a network of support groups, postal and telephone contacts throughout the UK. Formerly known as the Eating Disorders Association.

Caraline

13 George Street
West Luton
LU1 2BJ

Helpline: 01582 457 474

Web: www.caraline.com

Email: info@caraline.com

Caraline is a registered Charity based within the centre of Luton, which is concerned with helping those whose lives are affected directly or indirectly by an eating disorder.

Epilepsy

Epilepsy Action

New Antsey House
Gate Way Drive
Yeadon
Leeds
LS19 7XY

Tel: 0808 800 5050

Email: helpline@epilepsy.org.uk

Web: www.epilepsy.org.uk

Provides services and information to support anyone with an interest in epilepsy.

Equipment Services

Gateshead Equipment Services

Queens Park
Queensway North
Team Valley Trading Estate
Gateshead
NE11 0QD
Tel: 0845 111 1155

Red Cross - Medical Loan Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR
Tel: 0191 273 7961
Can provide a range of equipment on loan, such as wheelchairs and occasionally commodes.

Gateshead Shopmobility

Gateshead Shopping Centre
Trinity Square
Gateshead
Tyne & Wear
NE8 1AG
Tel: 0191 477 9888
Hire out powered wheelchairs, scooters and manual wheelchairs to help make Gateshead more accessible to everyone with temporary or permanent difficulties.

Gateshead Social Care Customer Services

Older Persons Assessment Team
Tel: 0191 433 7033
Provide a comprehensive assessment to highlight any services and equipment needed.

Exercise

Get Walking

Tel: 0191 433 6952 / 6950
*A series of 2 mile walks around Gateshead.
Contact Community Health team.*

Age UK Gateshead

341-343 High Street
Gateshead
NE8 1 EQ
Tel: 0191 477 3559
Fax: 0191 478 5307
Email: admin@ageconcerngateshead.org.uk
Web: www.ageconcerngateshead.org.uk
Choice of many exercises throughout the Borough from chair-based classes to Tai-Chi. Age Concern have volunteers who are trained to support and encourage people to increase and maintain a level of physical activity. PAM's: Physical Activity Motivator's.

GOAL

(Gateshead Opportunities for Active Lifestyles)

Tel: 0191 497 1568
Contact a Health Promotion Specialist for Physical Activity.



- Family Support
- Fraud & Corruption
- Freedom of Information and Data Protection

Family Support

Early Years and Childcare Service

Tyne View Centre
Rose Street
Teams
Gateshead
NE8 2LS

Tel: 0191 433 5100

Fax: 0191 433 5139

Email: info@gatesheadearlyyears.org

Early Years (aka Sure Start) aims to achieve better outcomes for children, parents and communities by:

- *Increasing the availability of childcare for all children*
- *Improving health and emotional development for young children*
- *Supporting parents as parents and in their aspirations towards employment.*

Teams Community Association

Askew Road
Teams
Gateshead
NE8 2PW

Tel: 0191 478 1003

Web: www.teamscommunity.org.uk

The centre endeavours to provide a broad based curriculum to meet the needs of the local community. The centre provides support for a variety of groups including young people and parents and their young children.

Gateshead Carers Association

11 Regent Terrace
Gateshead
NE8 1LU

Tel: 0191 490 0121

Email: gcarers@btconnect.com

Information, advice and support for carers.

Gateshead Crossroads

The Old School
Smailes Lane
Highfield
Rowlands Gill
Tyne & Wear
NE39 2DB

Tel: 01207 549 780

Fax: 01207 549 794

Minicom: 01207 549 098

Email: enquires@gatesheadcrossroads.org.uk

Web: www.gatesheadcrossroads.org.uk

Provides a Carer support service, young carers service, community service, and community assistance.

Fraud & Corruption

NHS Fraud and Corruption

Reporting Line: 0800 028 40 60

Benefit Fraud

Tel: 0800 854 440

Text Phone: 0800 328 0512 (opening time: 7am-11pm, 7 days a week)

Freedom of Information and Data Protection

Data Protection Helpline

(Information Commissioner's Office)

Tel: 08456 30 60 60

Web: www.ico.gov.uk

- Groups
- GVOC (Gateshead Voluntary Organisations Council)



Groups

PALS (Patient Advice and Liaison Service)

Freephone: 0800 953 0667

Web: www.pals.ghnt.nhs.uk

PALS have details of clubs and groups for many specialist groups and individuals, including:

- *Over 50's*
- *Mental Health*
- *Children*
- *Women*
- *Men*

GVOC

(Gateshead Voluntary Organisations Council)

John Haswell House
8/9 Gladstone Terrace
Gateshead
NE8 4DY

Tel: 0191 478 4103

Fax: 0870 705 8702

Email: enquiries@gvoc.org.uk

Web: www.gvoc.org.uk

Provides advice, information and training on funding, constitutions, finances and legal charitable structures, to voluntary and community groups in Gateshead. GVOC promotes volunteering and community involvement in local strategic planning.



- Health
- Help with Health Costs
- Help in the Home
- Honour Based Violence
- Hospital - Local Hospitals

Health

Patients Association

PO Box 935

Harrow

Middlesex

HA1 3YJ

Tel: 0845 608 44 55

Email: helpline@patientsassociation.com

Web: www.patients-association.com

NHS Direct

Tel: 0845 46 47

Web: www.nhsdirect.nhs.uk

Help with Health Costs

NHS Business Service Authority

Tel: 0845 850 1166

Help with health related costs.

Tel: 0845 850 0030

General Enquiries prior to applying for; prescription pre-payment, medical exemption certificates or maternity exemption certificates.

NHS Tax Credit Exemption Certificate

Tel: 0845 609 9299

Travel Claims

Tel: 0191 445 5348

You can claim travel costs to hospital if travelling by car to QE. There are also certain situations in which relatives can claim back travel costs for hospital visits. Please get a SF300 form from your local post office or contact the Benefits Enquiry Line. Contact PALS 0800 953 0667 to obtain a copy of leaflet HC11 'Help with Health Costs'

Help in the Home

Mears Home Improvement

Hawks Road

Gateshead

NE8 3BL

Tel: 0800 111 4418

Provide services to elderly and disabled people living in Newcastle-upon-Tyne and Gateshead. Services include arranging building work, such as adaptations, maintenance and repairs to your property, and a handyman service, which can help you with smaller jobs around the home. These include minor plumbing and joinery work, and installation of handrails and grab rails.

Happy to Help

Holy Rosary Parish House

Northumberland Street

Teams

NE8 2PQ

Tel: 0191 478 5919

Housework, shopping, pension collection and social care service for those who are over the age of 65 years or those who have disabilities.

Live at Home Scheme

Rowlands Gill & District Live at Home Scheme

Community Centre

Strathmore Road

Rowlands Gill

Tyne & Wear

NE39 1JB

Tel: 01207 549 200

The scheme offers support to older people who may have become isolated from friends and neighbours due to ill health or problems getting out and about.

Gateshead Social Care Customer Services

Older Persons Assessment Team

Gateshead Civic Centre

Regent Street

Gateshead

NE8 1HH

Tel: 0191 433 2692

Can provide a comprehensive assessment to highlight any services and equipment needed.

Meals on Wheels

Tel: 0191 433 7033

Community Based Services can deliver hot ready meals to the home.

Honour Based Violence

Forced Marriage Unit

Tel: 0207 008 0151

Email: fmu@fco.gov.uk

Karma Nirvana

Helpline: 0800 5999 247

Web: www.karmanirvana.org.uk

Voluntary organisation working to support victims of honour based abuse and forced marriage.

Angelou Centre

Angelou Centre

2 Brighton Grove

Fenham

Newcastle upon Tyne

NE4 5NR

Tel: 0191 226 0394

Fax: 0191 272 2984

E-mail: angeloucentre@wwmail.co.uk

Jewish Womens' Aid

Tel: 0800 591 203

Web: www.jwa.org.uk

Jewish Women's Aid (JWA) is a registered national charity run by Jewish women for Jewish women and their children who have experienced or are experiencing domestic abuse.

Hospital - Local Hospitals

Queen Elizabeth

Tel: 0191 482 0000

Freeman General Hospital

Tel: 0191 233 6161

Royal Victoria Infirmary

Tel: 0191 233 6161

Newcastle General Hospital

Tel: 0191 233 6161

Sunderland Royal Hospital

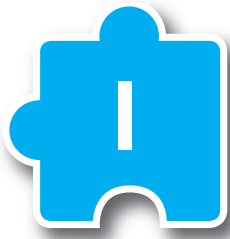
Tel: 0191 565 6256

Sunderland Eye Infirmary

Tel: 0191 565 6256

Ryhope General Hospital

Tel: 0191 565 6256



- Interpreting Services

Interpreting Services

Northern Sign Interpreting Ltd

**1 North Guards
Whitburn Village
Sunderland
SR6 7EJ**

Tel/Fax: 0191 529 4652

Mobile: 07710 922 138

Email: mail@northernsign.co.uk

Provide specialised professional, efficient and effective BSL/English interpreting services to local authorities, PCTs and NHS foundation trusts.

Newcastle Interpreting Services

Tel: 0191 298 6099

Newcastle Interpreting Service offers a professional interpreting service. It is available 24 hours a day, providing interpreters in over 40 languages.

- Learning Difficulties
- Learning Disabilities
- Libraries
- Libraries - Specialised



Learning Difficulties/ Disabilities

British Dyslexia Association

Unit 8 Bracknell Beeches
Old Bracknell Lane
Bracknell
RG12 7BW

Fax: 0845 251 9005

Helpline: 0845 251 9002

Telephone: 0845 251 9003

Email: helpline@bdadyslexia.org.uk

Web: bdadyslexia.org.uk

The British Dyslexia Association (BDA) is a national charity and our vision is that of a dyslexia friendly society that enables dyslexic people of all ages to reach their full potential.

OCD-UK

Po Box 8955
Nottingham
NE10 9AU

Tel: 0845 120 3778

Email:

advice@ocduk.org/support@ocduk.org

Web: www.oed-uk.org

OCD-UK is the leading national charity, independently working with and for people with Obsessive-Compulsive Disorder (OCD).

The National Autistic Society

Free helpline: 0808 800 4104

Web: www.autism.org.uk

Champion the rights and interests of all people with autism and aim to provide individuals with autism and their families with help, support and services that they can access, trust and rely upon and which can make a positive difference to their lives.

Libraries

Gateshead Central Library

Prince Consort Road
Gateshead
NE8 4LN

Tel: General enquiries - 0191 433 3000

Book renewal - 0191 433 8410

Fax: 0191 433 8424

Minicom: 0191 478 4839

Birtley Library

Durham Road
Birtley
Chester-le-Street
DH3 1LE

Tel: 0191 433 6101

Fax: 0191 433 6106

Minicom: 0191 492 502

Blaydon Library

Wesley Court
Blaydon
Tyne and Wear
NE21 5BT

Tel: 0191 433 6201

Fax: 0191 433 6206

Chopwell Library

Derwent Street
Chopwell
Tyne and Wear
NE17 7HZ

Tel: 01207 561 379

Fax: 01207 560 572

Crawcrook Library

Main Street
Crawcrook
Tyne and Wear
NE40 4NB

Tel: 0191 413 8164

Fax: 0191 413 1433

Dunston Library

Ellison Road
Dunston
Tyne and Wear
NE11 9SS
Tel: 0191 433 5690
Fax: 0191 433 5691

Felling Library

Tarlton Crescent
Felling
Gateshead
NE10 9HU
Tel: 0191 433 6402
Fax: 0191 438 5538

Leam Lane Library

Colemede
Leam Lane
Gateshead NE10 8QH
Tel: 0191 433 6428
Fax: 0191 433 6433

Lobley Hill Community Centre

Lobley Hill Road
Tyne and Wear
NE11 OAL
Tel: 0191 433 6405
Fax: 0191 433 6404

Low Fell Library

710 Durham Road
Low Fell
Gateshead
NE9 6HT
Tel: 0191 433 6408
Fax: 0191 433 6406

Pelaw Library

Joicey Street
Pelaw
Gateshead
NE10 0QS
Tel: 0191 433 6409
Fax: 0191 469 6410

Rowlands Gill Library

Norman Road
Rowlands Gill
Tyne and Wear
NE39 1JT Tel: 01207 542 372
Fax: 01207 549 191

Ryton Library

Ryton Methodist Church
Grange Road
Ryton
Tyne and Wear
NE40 3LT
Tel: 0191 413 1890

Sunderland Road Library

Herbert Street
Gateshead
NE8 3PA
Tel: 0191 433 6415
Fax: 0191 477 8836

Whickham Library

St. Mary's Green
Whickham
Newcastle upon Tyne
NE16 4DN
Tel: 0191 433 6424
Fax: 0191 488 3926

Winlaton Library

Church Street
Winlaton
Tyne and Wear
NE21 6AR
Tel: 0191 433 6418
Fax: 0191 433 6419

Wrekenton Library

Ebchester Avenue
Wrekenton
Gateshead
NE9 7LP
Tel: 0191 433 6421
0191 433 6422

Mobile Library

Tel: 07919 110 952

Libraries - Specialised

Personal Advice Liaison Service

Freephone 0800 953 0667

For Staff: 9am- 5pm Mon, Wed and Fri, 9.30am- 7.30pm Tues and Thurs

For patients: Monday pm and Friday pm

Large print books can be requested contact PALS for further information.



- Marriage Guidance
- Mental Health Support Groups/ Organisations

Marriage Guidance

Marriage Care

3rd Floor
Mea House
Ellison Place
Newcastle upon Tyne
NE1 8XS
Tel: 0800 389 3801
Web: marriagecare.org.uk

Initiate, sustain and support marriage when relationships break down. Service is offered to anyone regardless of race, status or creed. Open Mon-Fri 9am - 6pm.

Action for Children North

4th Floor
Mea House
Ellison Place
Newcastle upon Tyne
NE1 8XS
Tel: 0191 261 0861

Offer child related mediation, all issues mediation, child counselling and court based information sessions. Opening times: Monday to Friday 9.30am-5pm.

Relate

Premier House
Caroline Court
Lakeside
Doncaster
DN4 5RA
Tel: 0845 130 4010 (local rate)
Email: enquiries@relate.org.uk
Web: www.relate.org.uk

Helpline service for individuals or couples with relationship difficulties, Counselling and support service, staffed by trained couple counsellors. Information and referrals to Relate Centres throughout the UK and to other services as appropriate.

The Institute of Family Therapy

24-32 Stephenson Way
London
NW1 2HX
Tel: 020 7391 9150
Email: clinical@instituteoffamilytherapy.org.uk
Web: www.instituteoffamilytherapy.org.uk
A family therapy organisation in the UK who offer services for families and couples facing a wide range of relationship difficulties.

Mental Health Support Groups/ Organisations

Tyneside MIND

Wellbeing Centre
Dunsmuir Grove
Bensham
Gateshead
NE8 4QL
Tel: 0191 477 4545
Fax: 477 8719
Email: admin@mindingateshead.org.uk
Web: www.mindingateshead.org.uk

- Advice and Information
- Counselling
- Drop in
- Volunteer opportunities.

Pathways (Mental Health Matters)

Room 203
Aidan House
Sunderland
Road
Gateshead
NE8 3HU
Tel: 0191 490 0579
Advice and guidance dealing with Mental Health problems, information on local services, support groups and help-lines, your rights as a patient benefits, employment and training and education.

Gateshead Mental Health Team

Tel: 0191 283 2541

Run a number of different 10 week courses:

- *Stressbusters*
- *Bluesbusters*
- *Women's group*

Gateshead Mental Health User Voice

Room 204

Aidan House

Sunderland Road

NE8 3HU

Tel: 0191 478 7475

Endeavours to provide service-users in Gateshead with information around policymaking, campaigning and other mental health issues. Provides volunteering opportunities and links to training and education.

Lifeboat

C/o 12 Coniscliffe Avenue

Kenton

Newcastle upon Tyne

NE3 4PR

Tel: 0191 260 2400

Club style drop-in venues across Newcastle. The clubs can provide caring support and practical help to people living with mental ill health.

Crisis Team**NHS Mental Health Team**

Tel: 0191 445 6222

Supporting people who are in crisis

Community Mental Health Team

Shibden House

A multi-disciplinary team of health and social care professionals, focussing on the care needs of people with mental health problems.

Young Peoples Mental Health Service

Dunston Hill Day Hospital

Whickham Highway

Gateshead

Tyne and Wear

NE11 9QT

Tel: 0191 445 6495

Fax: 0191 445 6505

A service for young people aged between 16-19 years old with complex mental health needs requiring a multidisciplinary approach to their care who are residing in the Gateshead area.



- Nursing/ Residential Homes
- Nutrition

Nursing/ Residential Homes

National Care Standards Commission

Tel: 0191 233 3300

Nutrition

Nutrition & Dietetics department

Tel: 0191 482 0000

The Nutrition and Dietetics department at the Queen Elizabeth Hospital provides advice, support and training to patients, carer's and staff on all aspects of nutrition, on all Gateshead hospital sites, GP practices and community.

Change 4 Life

Web: www.nhs.uk/change4life

Exercise and healthy eating advice.



- Older Persons

Older Persons

CROP Team - Community Resource Team for Older People

Tel: 0191 445 5220

Health advice for older people.

Gateshead Social Care Customer Services

Older Persons Assessment Team

Gateshead Civic Centre

Regent Street

Gateshead

NE8 1HH

Tel: 0191 433 2692

Gateshead Older People's Assembly

65 High Street

Felling

Gateshead

Tyne and Wear

NE10 9LU

Tel: 0191 438 1721

Fax: 0191 469 5648

Email: esther.ward@btconnect.com

We are open Monday to Friday from 9.30am - 4.30pm

- Pain Management
- Podiatry
- Police
- Pregnancy



Pain Management

Red Cross - Therapeutic Care Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Trained volunteers offer this service to assist and relax people in pain, or suffering from stress, by using hand, arm and shoulder, massage.

Action on Pain

PO Box 134
Shipdham
IP25 7XA

Tel: 01362 820 750

Fax: 01760 725 993

Helpline: 0845 603 1593

(PainLine: 7 days 9am - 9pm)

Email: aopisat@btinternet.com

Web: www.action-on-pain.co.uk

Action on Pain is an independent registered charity, which provides support for people affected by chronic pain. The PainLine helpline provides advice and support to people whose lives are affected by chronic pain and for healthcare professionals. Services are provided by people with chronic pain or those who work with pain management. Charge for membership if required.

Arthritis Care

18 Stephenson Way
London
NW1 2HD

Tel: 0808 800 4050

Email: info@arthritiscare.org.uk

helpline@arthritiscare.org

Web: www.arthritiscare.org.uk

Over 600 support groups in the UK. One of which meets in Gateshead. Runs pain management courses. Free national helpline for people with arthritis.

Arthritis Support Group - Gateshead

Contacts:

Chair - Doug White 0191 410 6272

Vice Chair - Alan Bays 0191 477 6133

Email: arthritussupport@group1.fslife.co.uk

Local support group that has a variety of social events including booking short breaks away from Gateshead.

Back Care

The Old Office Block
16 Elm Tree Road
Teddington
Middlesex
TW11 8ST

Tel: 0845 130 2704

Web: www.backcare.org.uk

Runs a helpline. Local support groups. Links to specialist treatments. Sells publications and productions.

Diabetes UK

Macleod House
10 Parkway
London
NW1 7AA

Tel: 020 7424 1000

Email: info@diabetes.org.uk

Web: www.diabetes.org.uk

For information relating to Diabetes and diabetic peripheral neuralgia.

Disability North

The Dene Centre
Castle Farm Road
Newcastle upon Tyne
NE3 1PH

Tel: 0191 284 0480

Fax: 0191 213 0910

Text: 18001 0191 284 0480

Email: reception@disabilitynorth.org.uk

Web: www.disabilitynorth.org.uk

Disability North is a registered charity that can provide information, advice and support to disabled people of all ages on every aspect of independent living including:-

- *Help with benefit claims*
- *Help with representation at appeals*
- *Mobility and access*
- *Rights to services*
- *Housing and adaptations*
- *Education and employment*
- *Holidays and leisure*

Fibromyalgia Association UK

PO Box 206
Stourbridge
DY9 8YL

Tel: 0844 887 2444

Fax: 0844 887 9033

Web: www.fibromyalgia-associationuk.org

Raises awareness of FMS. Have 100 local support groups. Runs national Helpline.

Jan Sadler's website

Web: www.painsupport.co.uk

Full of tips to help to any chronic pain. Self help books and audiotapes.

Migraine Action Association

4th Floor
27 East Street
Leicester
LE1 6NB

Tel: 0116 275 8317

Fax: 0116 254 2023

Web: www.migraine.org.uk

Provides information on all aspects, condition and management for migraine. Have local support groups.

Neuropathy Trust

PO Box 26
Nantwich
Cheshire
CW5 5FP

Helpline: 01270 611 828

Fax: 01270 611 828

Web: www.neurocentre.com

The Neuropathy Trust is a registered charity that was established to provide information and support to people affected by peripheral neuropathy and neuropathic pain. One of the main aims of the Trust is to ensure that patients, family and carers receive support, information and communication. Charge for membership is required.

Pain Concern

Unit 1-3
62-66 Newcraignale Road
Fort Kinmaird
Edinburgh
EH15 3H5

Tel: 0131 669 5951

Freephone: 0300 123 0789

Email: info@painconcern.org.uk

Web: www.painconcern.org.uk

Organisation devoted to raising the profile of chronic pain.

Pain Relief Foundation

Clinical Sciences Centre
University Hospital
Aintree
Lower Lane
Liverpool
L9 7AL

Tel: 0151 529 5820

Email: secretary@painrelieffoundation.org.uk

Web: www.painrelieffoundation.org.uk

Charity which funds research into causes and treatment of chronic pain. Provides leaflets and self-help audio tapes.

Pain Association Scotland

Suite D
Mancreeffe Business Centre
Friarton Road
Perth
PH2 8DE

Tel: 0800 783 6059

Email: info@painassociation.com

Web: www.chronicpaininfo.org

Support for people with pain in the community.

Reflex Sympathy Dystrophy UK Alliance

323 Leymoor Road
Golcar
Huddersfield
HD7 4QQ

Web: rsd-crps.co.uk

For those with Complex regional pain syndrome or RSD. Support groups. Links with other agencies.

RSI Awareness

C/o Keytools Ltd
Abacus House
1 Spring Crescent
South Hampton
S017 2 FZ

Tel: 023 8029 4500

Email: rsia@rsi.org.uk

Web: www.rsi.org.uk

Information and education for patients and professionals regarding Repetitive Strain Injury. Has links to support groups.

Trigeminal Neuralgia Association UK

TNA-UK
PO Box 234
Oxted
RH8 8BE

Web: www.tna-uk.org.uk

Organisation which offers support and educates on Trigeminal neuralgia.

Trigeminal Neuralgia Self Help

27 St Kenya Avenue
Hove
BN3 4NP

Tel: 01273 205891

Self help and support with managing TGN.

UK Adhesion Society

Web: www.adhesions.org.uk

Internet support group for people who have adhesions.

Podiatry

Podiatry Department

Dunston Hill Hospital
Whickham Highway
Gateshead
NE11 9QT

Tel: 0191 445 6424

Email: podiatry.general@ghpct.nhs.uk

Gateshead's Podiatry department provide treatment in 17 clinical sites around Gateshead, inpatients' homes and to inpatients of Queen Elizabeth & Dunston Hill Hospitals.

The department provides a number of specialist services:

- *Diabetes foot ulcer clinic*
- *Diabetes assessment clinics*
- *Nail surgery*
- *Mental Health Service*
- *Hospital Inpatients*
- *Biomechanics*
- *Orthotics*

Referral to the service:

- *Patients over 65 years old can self refer, referral forms are available from the Podiatry Service.*
- *Patients under 65 years old can be referred by their GP Practice on the appropriate referral form.*

Police

Emergency Number

Tel: 999

Northumbria Police Call: 03456 043 043

Text: 07786 200 814

For the deaf and hard of hearing:

Minicom: 01661 820 915

Text: 07786 200 815

Pregnancy

Sexual Health Gateshead Service

13 Walker Terrace
Gateshead
Tyne & Wear

Tel: 0800 4220 200

The team responds to the requirements of the National Sexual Health Strategy and contributes to:

- *A reduction in unintended pregnancy tests*
- *Pregnancy referral*
- *A reduction in the transmission of Sexually Transmitted Infections, including HIV.*



- Red Cross
-

Red Cross

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Services available:

- Home from hospital service
- Support at home
- Medical Loan Service
- Transport & Escort Service
- First Aid Training
- Therapeutic Care Service
- Skin Camouflage Service

- Sexual Health
- Smoking
- Stress & Depression
- Stroke



Sexual Health

Sexual Health Promotion Service

Tel: 0800 422 0200

Smoking

Stop Smoking Service

Tel: 0800 022 4 332

Web: www.smokefree.nhs.uk

For free help, advice and support available to all motivated smokers who really want to stop.

NHS Smoking Helpline

Tel: 0800 169 0 169

Stress and Depression

Stressbusters

Tel: 0191 283 2541

Fax: 0191 283 2601

A ten-week course designed to help people experiencing stress and anxiety in their lives to manage the unpleasant feeling associated with being anxious and to reduce the levels of stress in their lives. Run by the Primary Care Mental Health Team.

Bluesbusters

Tel: 0191 283 2541

A ten-week course designed to help people experiencing depression in their lives. It will help you to manage the unpleasant feelings associated with depression. Run by the Primary Care Mental Health Team.

Stroke

Stroke Association Regional Office

17 Marquis Court

Team Valley

Gateshead

NE11 0RU

Tel: 0191 487 9988

Fax: 0191 492 6161

Email: northeast@stroke.org.uk

Web: www.stroke.org.uk

Stroke Association

Stroke House

240 City Road

London

EC1V 2PR

Helpline: 0845 30 33 100

Fax: 020 7490 2686

Email: info@stroke.org.uk

Web: www.stroke.org.uk

The Association provides support and information to stroke patients, their families and carers. Aims to campaign educate and raise awareness. Services include a national helpline, an information and education service, publications, welfare grants and community services.



- Transport

Transport

Nexus TaxiLink & LinkUp Services

Nexus House
33 St James' Boulevard
Newcastle upon Tyne
NE1 4AX

Tel: 0191 203 3333

Fax: 191 203 3180

Web: www.nexus.org.uk

Nexus have 2 services:-

TaxiLink - is a door-to-door service costing £1 per trip. You need to register and fulfil the qualifying criteria to use this service.

Linkup - is a demand responsive bus service, which provides journeys at times when regular services are not operating or where direct services are not available. Journeys can be booked up to 8 days in advance.

Red Cross - Transport & Escort Service

Croft House
Western Avenue
Newcastle upon Tyne
NE4 8SR

Tel: 0191 273 7961

Helps people who have difficulties getting out. Can provide a suitable vehicle, driver and where needed an escort to make essential journeys possible.

Age UK Gateshead

341-343 High Street
Gateshead
NE8 1EQ

Tel: 0191 477 3559

Fax: 0191 478 5307

Email: admin@ageukgateshead.org.uk

Web: www.ageukgateshead.org.uk

Traveline

Tel: 0871 200 22 33

Web: www.traveline.org.uk

- Visual Services



Visual Services

SightService

The Bradbury Centre

Bensham Hospital

Saltwell Road

Gateshead

NE8 4YL

Tel: 0191 478 5959

Email: contactus@sightservice.co.uk

Web: www.sightservice.co.uk

Offer numerous different services for anyone with sight impairment.



- Walk-in Centres
- Work Based Learning Providers

Walk-in Centres

Gateshead Walk-in Centre

Bensham General Hospital
Saltwell Road
Gateshead
NE8 4YL

Tel: 0191 445 5454

Opening hours: 7am - 10pm 365 days a year.

Offers quick and convenient access to basic NHS services without the need for an appointment.

Treatment for minor illnesses and injuries provided mainly by nurses. Patients who use the centre will not need to be registered with a GP.

Newcastle (Westgate) NHS Walk-in Centre

Newcastle General Hospital
Westgate Road
Newcastle upon Tyne
NE4 6BE

Tel: 0191 256 3163

Opening hours: 8am - 9pm seven days a week

Newcastle Westate NHS Walk-In Centre is located next to the A&E and minor injuries services at Newcastle General Hospital.

Work Based Learning Providers

Access (Range of courses on offer)

Gateshead Skills Academy
8th Avenue, Kingsway South,
Team Valley
GATESHEAD
NE11 0JL

Tel: 0191 490 4646

Fax: 0191 490 4647

Email: info@accesstraining.org

Web: www.accesstraining.org

Access Training Centres Ltd (Health and Social Care/Construction)

Unit 3
Bensham Trading Estate
Lobley Hill Road
Gateshead
NE8 2XN

Tel: 0191 477 0840

Fax: 0191 477 8725

Email: atcinfo@accesstcl.co.uk

Web: www.accesstcl.co.uk

Gateshead College (wide range of courses)

Quarryfield Road,
Gateshead,
Tyne and Wear
NE8 3BE

Fax: 0191 490 2224

Email: info@gateshead.ac.uk

Web: www.gateshead.ac.uk

Gateshead Council (wide range of courses)

Learning and Skills
Dryden Centre
Evistones Road
Gateshead Council NE9 5UR

Tel: 0191 433 8646

Email: adultlearning@gateshead.gov.uk

Web: gateshead.gov.uk/adultlearning

ITEC North East Ltd (IT Courses)

Skills Academy
Eighth Avenue
Team Valley
Gateshead
NE11 0JL

Tel: 0191 490 4670

Fax: 0191 490 4671

Email: s.evans@itecne.co.uk

Web: www.itecne.co.uk

NEETA (Hair and Beauty plus Foundation Learning)

Gateshead Skills Academy
Eighth Avenue
Kingsway South
Team Valley
Gateshead
NE11 0JL

Tel: 0191 490 4686

Email: contract form on web site

Web: www.neeta-ltd.co.uk

Rathbone (Foundation Learning)

Aiden House
Rooms 404-407 4th Floor
Sunderland Road
Gateshead
NE8 3HU

T: 0191 478 8496

M: 07833 092 681

Email: gateshead@rathbone.org

Web: www.rathboneuk.org

TDR Training Ltd (Engineering)

Textile House
Dukesway
Team Valley
Gateshead
NE11 0PZ

Tel: 0191 491 1505

Fax: 0191 482 5640

Email: information@tdrtraining.co.uk

Web: www.tdrtraining.co.uk

Van Hee (Transport and Logistics)

North-East Logistics Centre
William Street
Felling
Gateshead
NE10 OJP

Tel: 0191 438 2512

Fax: 0191 495 0141

Email: training@vanhee.co.uk

Web: www.vanhee.co.uk



- Young People

Young People

Streetwise

35-37 Groat Market
Newcastle upon Tyne
NE1 1OQ

Tel: 0191 230 5533

Information, advice, sexual health support and counselling for young people aged 13-25 in the North East.

STaG Project

13 Walker Terrace
Gateshead
NE8 1EB

Tel: 0191 490 1699

Email: stag@sotw.nhs.uk

Confidential advice and support for young gay and bisexual men.

Young Lesbian Group

Tel: 0191 261 2277, Monday 6-7pm

Meet: Wednesdays 7-9pm

Confidential advice and support.

NSPCC

Tel: 0808 800 5000

Web: www.nspcc.org.uk

FRANK

Tel: 0800 77 66 00

Web: www.talktofrank.com

Free confidential drugs information and advice 24 hours a day.

Childline

Tel: 0800 11 11

Web: www.childline.org.uk

Safeguarding Officer:
(0191) 433 8796

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Gateshead Council Learning and Skills

Community Learning • Family Learning • Skills for Jobs • Skills for Life • Vocational Learning • Youth Training

Excellent Education for Everyone