

Contact	Description of Service	Contact Details
Sirona Single Point of Access (SPA)	<p>The SPA is a 24/7 non-emergency telephone line for adult health care which will enable people to access services easily in Bristol, North Somerset and South Gloucestershire.</p> <p>SPA will triage the call and resolve the issue or direct the call to any other service as appropriate.</p>	0300 125 6789
Community Learning Disability Team	<p>General advice and support line for someone with a disability. Specific case discussion to support individuals' health and wellbeing.</p>	<p>Bristol: 01179 085 000 North Somerset: 01275 546 888 South Gloucestershire: 0300 124 588 (Mon-Fri: 9am to 4pm)</p>
Specialist Medicines Pharmacies	<p>A number of pharmacies across BNSSG are providing the NHS England Enhanced Service for the Availability of Specialist Medicines. By providing the Specialist Medicines Enhanced Service, pharmacies are required to ensure that the specialist medicines (such as those for end of life care) are available at all times during their opening hours and on any bank or public holidays on which they open.</p> <p>It is advised to always ring the pharmacy to check current stock and opening times.</p>	<u>Opening hours</u> for Pharmacies Participating in the Specialist Medicines Enhanced Service
Bild Positive Behaviour Support	<p>Supports families and carers of people with learning disabilities, mental health issues or autistic people with the challenges of living with Covid-19 restrictions.</p>	<u>Bild</u>

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St Peters Hospice	Care and support to adults living with a progressive life-limiting illness in BNSSG.	Clinical Advice line – for patients, carers or healthcare professionals 24/7: 01179 159 430
Weston Hospice	Care and support to adults living with a progressive life-limiting illness in Weston-Super-Mare, surrounding area and villages, including Sedgemoor.	Advice line 24/7: 01934 423 900 (main hospice number)
Bristol Dementia Wellbeing Service access point	For any advice on referral or any general enquiries about the Dementia Wellbeing Service.	01179 045 151 (Monday - Friday, 8am to 6pm)
Respiratory line	Advice and guidance service for colleagues in general practice, care homes, the ambulance service and 111. This service is for all patients, regardless of whether they have/are believed to have Covid-19.	0333 230 1471 (8am to 8pm) Non-urgent enquiries: sirona.respiratory@nhs.net
AWP recovery line & adult mental health	AWP Switchboard For advice and support please call our Trust switchboard number. 24/7 mental health response telephone helpline We operate a 24/7 mental health response telephone line to provide support. Call to speak to our staff if you are worried about your own or someone else's mental health.	01225 325 680 0300 303 1320
IPC (Infection Prevention Control)	For IPC queries regarding outbreak management, personal protection equipment and use, decontamination, isolation etc. email the CCG IPC Cell during office hours. For urgent or out of hours queries contact via the Sirona SPA.	0300 125 6789 Email: BNSSG.COVID.IPC@nhs.net

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Alliance Homes	North Somerset	Providing a wide range of community-based support for unpaid carers, including brief intervention, information and advice and signposting when needed.	03000 120 120 - option 3 (Monday - Thursday 9am to 5pm, Friday 9am to 4.30pm) <u>Alliance Homes Support Services</u>
Carers Support Centre	Bristol & South Gloucestershire	Carers Support Centre is a charity which provides support, information and advice to carers of any age living in the Bristol and South Gloucestershire areas.	01179 652 200 (Monday to Friday 10am – 1pm, Monday to Thursday 2pm – 4pm) <u>Carers Support Centre</u>
Out of Hours Crisis Line		Open 24/7 - if you or someone you are concerned about is in an emotional or mental health crisis that requires an urgent response.	0300 555 0334
Staff Support Line		VitaMinds A free, confidential 24/7 helpline for people who live in Bristol, North Somerset, and South Gloucestershire. The line is staffed by experienced counsellor, who offer emotional support and can connect you to organisations available in the local area.	0800 012 6549 <u>VitaMinds Mental Health support</u>

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