

## Local Telephone Numbers

|                        |                              |
|------------------------|------------------------------|
| Adult Social Care      | 424470                       |
| - out of hours         | 424530                       |
| Children's Services    | 424490                       |
| Children's Social Care | 424483                       |
| <b>Council</b>         | <b>0300 1234 105</b>         |
| Community Nursing      | 422392                       |
| Dentist                | weekdays 01720 422694        |
|                        | out of hours 0333 405 0290   |
| Health Centre          | 422628                       |
| Healthwatch office     | 423037                       |
| Health Visitor         | 423722                       |
| Hospital               | 422392                       |
| - patients telephone   | 422776                       |
| Library                | 424499                       |
| Lifelong Learning      | 424444                       |
| Medical Launch         | 07775 612608                 |
| Midwife (on call)      | 01872 258000                 |
| Park House             | 424530                       |
| Pharmacy               | 422021                       |
|                        | scilly.prescriptions@nhs.net |
| Police station         | 422444                       |
| - non urgent calls     | 08705 777444                 |
| Optician               | 422628                       |
| School Nurse           | 423722                       |
| Volunteer Car Service  | 422628                       |

### Buzza bus

to book Buzza Bus: 07810 747369

to register: 01872 266886

**Medical advice out of hours:**  
for advice, ring **01720 422628**  
in an emergency dial **999**

### Isles of Scilly Churches

Church of England 423911

email: scillychaplain@perrangay.com

Methodist 422406

www.scillymethodists.co.uk

### Roman Catholic

01736 362619/ 01720 422035

email: admin@penzancecatholicchurch.org

**healthwatch**  
Isles of Scilly

Unit 1, Gleaner House  
Buzza Street  
St Marys  
Isles of Scilly  
TR21 OHW

Telephone: 01720 423037

Email: [contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)

[www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)



Healthwatch-Isles-of-Scilly



@HWScilly

### See our other useful leaflets:

- Getting to your appointment
- RCH Treliske by public transport
- Penzance Hospitals by public transport

Information and leaflets can be downloaded at:  
[www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)

If you would like to receive this leaflet in a different format please contact us.

Company no. 8321886  
Registered Charity no. 1152039

# Loads of useful numbers

**healthwatch**  
Isles of Scilly



Updated March 2018

## Travel

To book travel to all mainland medical appointments:

**RCHT Patient Transport Office:**

**01872 25 22 11**

**Email: [rch-tr.PatientTransport@nhs.net](mailto:rch-tr.PatientTransport@nhs.net)**

Open 8.00 am - 8.00 pm Mon - Fri  
10.30 am - 5.00 pm Sat & Sun

If your journey includes **travel from an off island**, you can reclaim this cost. Ask for a reference code from the patient transport office before booking your travel.

Skybus/Scillonian 0845 710 5555

TAPs (volunteer car service) 01872 22 33 88

## Hospitals

**Royal Cornwall Hospital Treliske** 01872 250000

**West Cornwall Hospital** 01736 874000

**St Michaels Hospital Hayle** 01736 753234

**Bellair Health Clinic** 01736 575500

## General Sources of Advice and Support

NHS Choices: [www.nhs.uk](http://www.nhs.uk)

NHS England National Call Centre 0300 311 22 33

## Patient Advice and Liaison services

### Royal Cornwall Hospitals Trust

Patient and family experience team 01872 252793  
[rcht.patientexperience@nhs.net](mailto:rcht.patientexperience@nhs.net)

### PALS

**Cornwall Foundation Trust** 01208 834620  
[cpn-tr.palscft@nhs.net](mailto:cpn-tr.palscft@nhs.net)

**Smile Together (Dental service)** 0333 405 0290  
[smile.together@nhs.net](mailto:smile.together@nhs.net)

## Other information and signposting:

Patients Association helpline  
open 9:30am to 5:00pm Mon to Fri 0845 608 44555  
[www.patients-association.com](http://www.patients-association.com)

### Independent Health Complaints Advocacy Service

For support and information if you want to make a complaint about the NHS.

**SEAP** [info@seap.org.uk](mailto:info@seap.org.uk) 0300 4409000  
Healthwatch Isles of Scilly is the local contact for Health Complaints Advocacy.

**Care Quality Commission** [www.cqc.org.uk](http://www.cqc.org.uk) 03000 616161

Regulates the quality of health and social care services in England

**Citizens Advice Bureau (CAB)** 03444 994188

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Visit Scilly every second Thursday of the month. Provide free confidential and independent advice on a number of issues.

**Tax Credit Helpline** 0845 300 3900

**Department of Work and Pensions** 0845 060265

**Jobcentre Plus (Penzance)** 0345 604 3719

**Inclusion Cornwall** 01872 326440

[www.inclusioncornwall.co.uk](http://www.inclusioncornwall.co.uk)

Offer advice ranging from housing, health, heating, transport, employment, volunteering and funding.

**Community energy plus** 0800 9541956  
[www.cep.org.uk](http://www.cep.org.uk) or 01872 245566

Offer free energy advice and home energy health checks. They visit Scilly on occasion where they can offer home visits.

**Victim Support helpline** 0300 3030 554

If you require support but do not want to report the crime to the police. Mon - Fri 12 - 6 pm.

**Victim Care Unit** 01392 475900

[www.victimcare.org.uk](http://www.victimcare.org.uk)

Supporting those affected by crime. Lines open Mon - Fri 8 am - 8 pm Sat, Sun and Bank Holiday 9 am - 5 pm

Age UK - Cornwall and Isles of Scilly

Local number 07471 218438  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

email@ageukcornwall.org.uk

Independent Age

0800 319 6789  
[www.independentage.org](http://www.independentage.org)

Dementia helplines

Dementia UK 0800 88 8 6678  
[helpline@dementiauk.org](mailto:helpline@dementiauk.org)

Alzheimers Society 0300 222 222 1122

Macmillan Cancer Support

0808 808 00 00  
[www.be.macmillan.org.uk](http://www.be.macmillan.org.uk)

Information and advice, online and to order free booklets:

Stroke Association

0300 3033 100  
[www.stroke.org.uk](http://www.stroke.org.uk)

AddAction

0333 2000 325  
Help with drug and alcohol problems, also offer support and counselling for the whole family. There is a visiting Recovery Coordinator 07899 777391

YZUP

01872 300816  
Young person drug & alcohol service 9am - 5pm



Outlook South West

01208 871905  
Counselling service, visits IOS. [www.outlooksw.co.uk](http://www.outlooksw.co.uk)

Silver Line

0800 470 8090  
Help and support for older people.

Samaritans helpline

116 123

Nightink helpline

0808 8000 306  
Listening & support for anyone who is experiencing emotional distress. Nightly, 5pm til 7pm

First Light

[www.firstlight.org.uk](http://www.firstlight.org.uk)

Support for domestic abuse and sexual violence

**Cornwall & IOS domestic abuse helpline** 0300 777 4777

**Cornwall & IOS Sexual violence and assault helpline**

01872 272059