

Getting the right treatment - helping us to help you

Stowhealth can provide a huge range of advice, examinations, treatment, vaccinations, prescriptions & others routine healthcare.

But did you know there are lots of other local services that you can go to directly for help, without the need to speak to your GP first?

This guides sets out the main services that are available and how you can contact them.

Minor ailments and conditions

DID YOU KNOW: You can get rapid advice & treatment without an appointment from your local pharmacy? The conditions that pharmacists can help with include:

- * Minor cuts & bruises
- * Coughs, colds, sore throats, blocked nose
- * Aches & pains e.g. earache, headaches, back pain, cystitis & period pain
- * Thrush & uncomplicated urinary tract infections
- * Teething & nappy rash
- * Thread worms
- * Hay fever
- * Athlete's foot, warts & verrucas
- * Diarrhoea, indigestion, constipation & haemorrhoids
- * Cold sores & mouth ulcers
- * Skin rashes, acne & eczema
- * Eye infections
- * Emergency contraception
- * Travel health

WHAT TO DO: Just drop into your local pharmacy and ask to see the pharmacist.

Phone numbers for our local pharmacies:

Boots Health Centre	01449 615561
Boots Stowmarket Town	01449 612349
Solar	01449 770761
Tesco	01449 627449
Asda	01449 778510

Musculoskeletal problems

DID YOU KNOW: You may refer yourself straight to the NHS physiotherapy service for conditions including:

- * Back & neck pain
- * Sprains & strains
- * Whiplash disorders
- * Sports injuries
- * Joint pain
- * Muscle pain

WHAT TO DO: There are 2 free NHS physiotherapy services offering appointments in Stowmarket:

1. Allied Health Professionals (AHP) - offer appointments at Stow Lodge. Refer yourself by calling **01473 770066** (if number is busy please leave a message & they will call you back) or complete the online self-referral form at www.ahpsuffolk.co.uk/referral
2. Ipswich Hospital (iTrust) - offer appointments at Stowhealth. Refer yourself by calling **01473 703312** and request an appointment in Stowmarket.

Mental wellbeing concerns for over 16 year olds

DID YOU KNOW: You can refer yourself straight to the Suffolk Wellbeing Service, another free NHS service, if you are struggling with:

- * Panic attacks
- * Depression, low mood
- * Anxiety, stress
- * Social anxiety, shyness, health anxiety
- * Phobias
- * Post-traumatic stress disorder
- * Agoraphobia
- * Obsessive compulsive disorder (OCD)

WHAT TO DO: Call **0300 123 1781** or visit www.readytochange.org.uk to self-refer.

Bereavement Support

For advice & counseling following the loss of a loved one, contact CRUSE on **01284 767674**

Sexual health and family planning advice and treatment

DID YOU KNOW: iCASH offer help with:

- * Contraception
- * Emergency contraception
- * Screening for sexually transmitted infections (STIs)
- * Diagnosis & treatment of STIs, including HIV, syphilis, Hepatitis B
- * Treatment of other genital conditions
- * Partner notification

WHAT TO DO: Call **0300 123 3650** in confidence.

Children and families

DID YOU KNOW: You can go straight to your Health Visitor (or School Nurse for older children) for advice & guidance on issues such as:

- * Baby & child growth and development
- * Childhood conditions, allergies and infections
- * Breastfeeding, bottle feeding and weaning
- * Teething
- * Postnatal depression & parental mental and physical health
- * Child behavior issues, such as sleeping, eating, potty-training and tantrums
- * Support with parenting, family health and relationships

WHAT TO DO: For Health Visitors, call **01449 776040**.
For School Nurses, call **01449 776050**.

Help to stop smoking

WHAT TO DO: Contact OneLifeSuffolk on **01473 272357** or email [**info@onelifesuffolk.co.uk**](mailto:info@onelifesuffolk.co.uk)

Help to lose weight

WHAT TO DO: Contact OneLifeSuffolk on **01473 272359** or email [**info@onelifesuffolk.co.uk**](mailto:info@onelifesuffolk.co.uk)

Social services

WHAT TO DO: For assistance with care & home support, call **0808 800 4005**.

Help with debt & financial worries

WHAT TO DO: Speak to Mid Suffolk Citizens Advice Bureau on **01449 676060**

Help with alcohol and drug problems

WHAT TO DO: Contact Turning Point on **0300 123 0872** or email [**suffolk@turning-point.co.uk**](mailto:suffolk@turning-point.co.uk).

Help & support following sexual assault

WHAT TO DO: Call the FERNS 24 hour helpline on **0300 123 5058**

Other useful numbers:

West Suffolk Hospital	01284 713000
Ipswich Hospital	01473 712233
Patient Advice & Liaison Service	0800 389 6819
Stow Lodge	01449 776600
Diabetic Eye Screening	01284 848418
Allactive Gym	01449 776099
Avenues East Transport	01449 614271
Red Cross Wheelchair Hire	01284 727252
St Elizabeth Hospice switchboard	01473 727776
Hospice One Call	0800 567 0111
Dementia Support	01473 353350 or 0808 168 8000
Suffolk Family Carers	01473 835477
Incontinence Nurses	0300 123 2425
Age UK	0800 169 6565
Emergency Dentist	111

For online medical information check out the NHS Choices website [**www.nhs.uk**](http://www.nhs.uk)

For medical advice & help when Stowhealth is closed call **111**

In a life-threatening emergency call **999**