



SERVICE DIRECTORY

QUICK GUIDE TO THE LOCAL SERVICE OFFER FOR
NEIGHBOURHOOD TEAMS

Clinical Support:

General Practice

Stockport has 37 GP Practices, providing a wide range of healthcare support via GPs, practice nurses, healthcare assistants from 8am-6.30pm Monday-Friday

www.stockportccg.nhs.uk/your-health/your-health-services/gp-practices/

7 Day Access Service

Stockport's GP Federation, Viaduct Care, provides greater access to GP services 6.30-8pm Mon-Fri and 8am-1pm at weekends. You can pre-book appointments with GPs, Practice Nurses and Healthcare Assistants in 8 hubs across Stockport via your GP Practice

<https://www.viaductcare.org.uk/>

Psychological Medicines

Supports people with complex physical health difficulties and unmet psychological needs who often fall through the gaps between existing services. Provides assessment, including medication review, by consultant liaison psychiatrist or clinical psychologist and delivery of intense goal-focussed interventions provided by mental health practitioners.

Access is via your GP Practice

Tel: 0161 716 2018

<https://www.penninecare.nhs.uk/psychologicalmedicine>

Other Primary Care Services:

Pharmacy Services

There are pharmacies in Stockport as well as 2 online pharmacies – all providing NHS prescription services, disposal or unwanted or out of date medication and advice on minor conditions and healthy living. 62 pharmacies in Stockport provide a Minor Ailments Service.

<https://www.nhs.uk/service-search/find-a-pharmacy/>

Pharmacy Advisors

Team of pharmacy advisors working in General Practice to manage repeat prescriptions; medication reviews; lifestyle advice; and signpost to other services

Access via GP Practice

<https://www.viaductcare.org.uk/>

Dental Services

NHS dental services are available via the 54 dental practices in Stockport. A Community dental Service is provided from Kingsgate House

Call: 0161 204 4720

If you are struggling to find a dentist accepting NHS patients, call NHS England's Contact Centre

Tel: 0300 311 2233

<https://www.nhs.uk/service-search/find-a-dentist>

NHS Eyecare Services

There are 45 ophthalmology practices in Stockport providing sight tests and prescriptions for glasses/ contact lenses

<https://www.nhs.uk/service-search/other-services/Optician/LocationSearch9>

Allied Health Professionals and Non-Clinical Support:

Navigation & Signposting

Reception teams in Stockport's 37 GP Practices have been trained to help navigate patients to the most relevant service, whether this is a GP, nurse, healthcare assistant, pharmacist, physio therapist or a third sector team.

Access is via your GP Practice

www.stockportccg.nhs.uk/your-health/your-health-services/gp-practices/

Wellbeing & Self-Care

Practice-based Self Care Coordinators offer one to one and group work support people who have been diagnosed, or at risk of, long-term conditions, who are frequent attenders at their GP Practice, or who are experiencing loneliness and social isolation.

Access via GP Practice.

<https://www.viaductcare.org.uk/>

Direct Access Physio

Direct access to Physiotherapy without a GP referral or assessment. Providing specialist assessment and guidance for 1,500 patients a month. Access by calling your GP Practice and asking reception.

<https://www.viaductcare.org.uk/>

18+

In an Emergency:

Out of Hours GPs

Provide General Practice cover out of hours (evening and weekends) To access, call your GP Practice and you will be automatically transferred to the service if your GP Practice is closed.

<http://www.mastercall.org.uk/>

Acute Home Visiting

A team of GPs, Allied Health Professionals and Healthcare Assistants provide urgent assessment and home visits from 8am – 6.30pm

Patients seen within 2-4 hours to prevent the need for an ambulance.

Access via GP Practice

<https://www.viaductcare.org.uk/>

Urgent Dental Services

If you have an urgent dental problem and your usual dentist is closed, you can call the Greater Manchester Urgent Dental Service on

Tel: 0333 332 3800

Minor Eye Conditions

Anyone registered with a Stockport GP can access this service for assessment and treatment of urgent issues such as red eye, irritation or inflammation of the eye, discharge, pain, ingrowing lashes, sudden loss of vision or foreign body in the eye. The service is provided by 26 of ophthalmology practices in Stockport.

Book an appointment online at:

www.stockportmecs.co.uk/
www.gmpec.co.uk

COMMUNITY HEALTH SERVICES

Support for Long-Term Conditions:

18+ **COPD Service**
The COPD service provides community support for patients with a diagnosis of COPD. Mon-Fri 9-5
Contact the team on **0161 204 4770**
Email: snt-tr.copdandoxygenreferrals@nhs.net

18+ **Diabetes Service**
Providing assessment and management for adults with complex diabetes needs Mon-Fri 9-5
Access via referral from any health care professional
Tel: **0161 204 4661**
Email: Snt-tr.diabetesteam@nhs.net

16+ **Chronic Fatigue Syndrome**
Community based MDT service providing assessment, treatment and management support for people diagnosed with CFS/ME
Access via GP or Hospital Doctor
Tel: **0161 835 6684**
Email: snt-tr.mecfs@nhs.net

18+ **Heart Failure**
Treatment, management and support for patients diagnosed with left ventricular systolic dysfunction (LVSD) Monday – Friday 9-5pm
Tel **0161 204 4670**

18+ **Tissue Viability**
specialist advice to prevent skin breakdown, such as pressure ulcer, and manage wounds: Access via GP, consultant or community nurse
Tel: **0161 419 4234**
Email: snt-tr.tissueviability@nhs.net

18+ **Nutrition & Dietetics**
Provides patients with advice/support to manage/control clinical conditions
Community: **0161 835 6718**
Snt-tr.nutritionanddietetics@nhs.net
Acute: **0161 419 5087**
Snt-tr.shh.dietitians@nhs.net

Expert Patients Programme
Free 6 week courses for people living with long-term health conditions
Self referral to: **0161 426 5576**

Therapy and Rehabilitation:

18+ **Adult Community Therapy Team**
Providing short term therapy for adults with long term therapy needs
Access referral by health professional or social worker
Tel: **0161 835 6695**
Website www.stockport.nhs.uk

16+ **Musculoskeletal Physiotherapy**
Providing physiotherapy for musculoskeletal problems across various locations in Stockport
Mon-Fri 8-5
Access via GP or FCP
Tel: **0161 204 4694/5**

18+ **Speech Therapy**
Providing assessment and management for adults with acquired communication or swallowing disorders.
Access via GP, health professional or social worker
www.stockport.nhs.uk

18+ **Orthotics**
Providing Orthoses for adults with mild – severe physical need 9am-4.30pm Mon-Fri
Access via referral from any Health Care Professional
Tel: **0161 204 4702**
snt-tr.stockportorthoticsreferrals@nhs.net

18+ **Wheelchair Service**
Provides postural seating for individuals with permanent mobility issues Mon-Fr 8.30-4.30
Referral via health professional
Tel: **0161 204 4600**

18+ **Continence**
Offers full assessment for all adults with any continence problem, then treats or manages their problem Monday to Friday 08:30-16:00
Open referral - Tel: **0161 835 6476**

18+ **Community Neuro Rehabilitation**
Therapy service for those with Neuro rehabilitation needs at the Devonshire centre.
Referral via GP, health professional
www.stockport.nhs.uk

18+ **Podiatry**
Providing provision of care for patients with foot conditions, inclusive of a high risk foot team, MSK & ankle team. Mon-Fri 8-4.30
Access via self referral / HCP (managed referral via EMIS) **0161 204 4657**

Support in a Crisis:

Stockport Urgent Response & Rehabilitation Team (SURRT)
We are a multidisciplinary team operating between 08.00 and 22.00 with the aim of:
Reducing unnecessary hospital admissions
Supporting hospital discharges for patients deemed clinically safe
Providing rehabilitation to increase and return to previous level of function
To refer a patient who is in a crisis and requires assessment within **2 hours** please call **0161 476 9665**
To facilitate hospital discharge and access rehabilitation please call **0161 835 6222**

16+ **Specialist Palliative Care**
Providing advice to other health care professionals and direct patient contact for people with palliative needs over and above the knowledge of the usual care teams
Tel: **0161 419 4215** Email: snt-tr.spct@nhs.net

all **Palliative Care Respite**
Day and overnight respite sits for people in last months of life
Tel: **0161 835 6717 / 07881 553307**

all **District Nursing**
We provide person centred co-ordinated healthcare for people in their own homes or in a residential care setting aged 18 years and older including chronic disease management, wound care & palliative care.
District Nurses provide care over 24/7
Access via cats.team@stockport.nhs.uk
Tel: **0161 217 6970**

all **Treatment Rooms**
Provides non housebound residents a wide variety of treatments, including: wound care; ear care; catheter care; minor injuries; & some medications.
There are ten treatment rooms located across Stockport with provision for each locality
Open 09:30 until 16:00 Monday to Friday
Tel: **0161 426 9636**

18+ **Advanced Nurse Practitioner**
Neighbourhood aligned teams supporting adult patients who are at high risk of admission/ re-admission through individual care planning ECM liaising with wider integrated MDT Team, co-ordinating care & regular review
Email: snt-tr.advancednursepractitioner@nhs.net

Children's Services:

0-5 **Health Visiting**
Support for new parents, child development assessments and drop in clinics
Tel: **0161 835 6789**

0-18 **Children's Continuing Care**
Respite care for children with complex health needs
Access via healthcare professional or social worker
Tel: **(0161) 419 5678**

0-16 **Children's Continence Service**
support with soiling, constipation, bedwetting, daytime wetting or toilet training
Access via health visitor or school nurse
Tel: **0161 835 6750**

0-16 **Children's Physiotherapy**
range of physiotherapy interventions for children 8.30-4.30 Mon-Fri
Access via parent / carer or professional referral
Tel: **0161 419 2040**
Email: cypdisp@nhs.net

0-16 **Children's Community Nursing**
Support early discharge from hospital weekdays 8am-9pm, weekends / Bank Holidays 8am-6.30pm
Non-urgent clinic twice a week so that children can be seen closer to home
Referrals via GP, HV or consultant
0161 419 2124

0-16 **Children's Occupational Therapy**
assess if a child has difficulties with the practical and social skills necessary for everyday life and identify strategies to maximise potential
Tel: **0161 204 4154/4153**
Email: cypdisp@nhs.net

4-16 **School Nursing**
Works with school children to promote good health and wellbeing,
Mon-Fri 9-5
Tel: **0161 835 6789**

0-19 **Speech and Language Therapy**
assessment, diagnosis, advice and treatment for children with a range of speech, language and communication and swallowing difficulties. Service runs from 9am to 5pm
Tel: **0161 204 4153/4154**
cypdisp@nhs.net

0-19 **Respite Care (Swanbourne Gardens)**
short breaks and overnight stays for children and young people with complex health needs.
Tel: **0161 477 9556**
Email: cypdisp@nhs.net

Adult Social Care:

18+ Getting Care and Support

You can request support from the social care team if you have a physical disability, illness or mental health condition; you're frail; you've had an accident or fall; you're recovering after a stay in hospital; or you have caring responsibilities.

To request an assessment, call:

Telephone: **0161 217 6029**

Minicom: **0161 217 6024**

adultsocialcare@stockport.gov.uk

<https://www.stockport.gov.uk/contact-adult-social-care>

Carers Assessment

If you're caring for someone you're entitled to an assessment of your own needs, regardless of the needs of the person you look after.

Telephone: **0161 217 6029**

Minicom: **0161 217 6024**

Email: adultsocialcare@stockport.gov.uk

Adult Social Work Team

There is an Adult Social Care Team in each of Stockport's neighbourhoods:

East Neighbourhoods: 0161 474 3418

(Marple; Stepping Hill; Victoria; Werneth)

West Neighbourhoods: 0161 474 5300

(Bramhall; Cheadle; Heaton; Tame Valley)

Email: adultsocialcare@stockport.gov.uk

Safeguarding Adults

The Adult Social Care team is the first point of contact for general enquiries and reporting safeguarding concerns.

Call **0161 217 6029**

Minicom **0161 217 6024**

Out of office hours: **0161 718 2118**.

Independent Living:

Equipment & Adaptations

The Local Authority's equipment and adaptations service offers support to adults who have a disability, illness or injury, sight or hearing loss. They provide a range of equipment to help you live safely at home.

For an assessment, go to:

<https://www.stockport.gov.uk/start/equipment-adaptation-and-sensory-loss-referral-form>

Telecare

Telecare is a range of equipment that can help you live safely at home and makes sure you get help quickly if needed:

- monitors - to make sure you're safe
- alerts - to tell someone if you've had an accident or if something's wrong

To make an enquiry, go to:

<https://www.stockport.gov.uk/start/equipment-adaptation-and-sensory-loss-referral-form>

18+ Day Centres

If you're over the age of 18 with a physical or learning disability, or have lost some or all of your sight or hearing, you may want to attend a day centre. Stockport Council runs specialist day centres across the borough, along with local community and voluntary organisations. If you're unable to get out and about, they provide a good opportunity to socialise.

<https://www.stockport.gov.uk/groups/results?tags=Day%20Centres>

Support into Employment:

Disability Employment Advisers

Based at the JobcentrePlus, they provide support with recruitment, interview coaching and work with employers to promote employment.

<https://www.jobcentreplus.gov.uk/jobcentre-plus-guide/34/disability-employment-advisors>

Pure Innovations

Support adults over 18 with learning disabilities, autism, Asperger's or mental health issues into employment.

Tel: **0161 804 4400**

Recruitment@PureInnovations.co.uk

<https://www.pureinnovations.co.uk/>

Working Well

provides support for unemployed people with health conditions or disabilities. It is also designed to help those individuals who have been out of work for a long time as well as those who might need some specialist support

Tel: **01612400229**

<https://www.inworkqm.co.uk/>

Jobcentre Plus

Run by the Department of Work and Pensions. Trained staff can help you find suitable work, advise on benefits and work initiatives.

Tel: **0845 604 3719**

Minicom: **0845 608 8536**

<https://www.gov.uk/contact-jobcentre-plus>

Children's Social Care:

Safeguarding Children

The Multi-Agency Safeguarding and Support Hub (MASSH) is the single point of contact for the public and professionals to report concerns, request advice and share information about a child and or family.

If you have a concern about a child's welfare, call

Call **0161 217 6028**

Minicom **0161 217 6024**

Out of normal office hours, call

0161 718 2118.

Children's Social Work Team

To be added

Stockport Family

Can put you in touch with the right person when you need extra support.

Tel: **0161 217 6028**

Email: cyp@stockport.gov.uk

URGENT HELP if you need help straightaway

Emergency social work support is available Monday to Thursday: **4:30pm to 8:30am**

Friday: **4pm to 8:30am**.

24 hour cover on Bank Holidays

Call **0161 718 2118**

MENTAL HEALTH & EMOTIONAL WELLBEING

If you prefer to access support online:

18+

Silver Cloud

Online therapy for residents aged 18 and over with online programmes that can help ease stress levels, improve sleep or build resilience.

<https://gm.silvercloudhealth.com/signup/>

16+

The Big White Wall

24/7 anonymous support for anyone in Stockport aged 16 or over.

www.bigwhitewall.com

11-18

Kooth

Online counselling and emotional wellbeing support for young people aged 11-18.

www.kooth.com

Living Life to the Full

Online courses and resources covering low mood, stress and resilience.

www.gmhealthhub.org/feeling

16+

Self help Stockport

Online, interactive e-therapy and talking therapies.

<https://www.selfhelpservices.org.uk/service/stockport-etherapy-service-2> or call **0161 480 2020** Mon-Fri 9-5pm

Every Mind Matters

Advice and practical tips.

www.nhs.uk/oneyou/every-mind-matters

Shining a Light on Suicide

Greater Manchester website with resources and support for anyone concerned about suicide

www.shiningalightonsuicide.org.uk

If you prefer to speak to someone:

Open Door -

mental health helpline

For any Stockport resident aged 18 and over. Open 24 hours a day, 7 days a week.

Call **0800 138 7276** or email opendoorstockport@makingspace.co.uk (email monitored 10am to 8pm, 7 days a week)

Shout - 24/7 text service

Chat with trained crisis volunteers by text message.

Simply text **SHOUT** to **85258**

Emotional Wellbeing Hub

Information, advice, and guidance for anyone up to the age of 25.

Call **0161 217 6028**.

8.30am to 5pm Monday to Thursday
8.30am to 4.30pm on Friday.

Domestic Abuse

If you are experiencing domestic abuse call: Stockport Without Abuse **0161 477 4294**.

MASSH (multi agency safeguarding & support hub) **0161 217 6028**.

Stockport Adult Social Care **0161 217 6029**.

Greater Manchester Bereavement Service

Support and information for anyone bereaved.

Call **0161 983 0902**.

Mon to Fri 9am to 5pm, Wed 9am to 8pm.
<https://greater-manchesterbereavement-service.org.uk/>

Stockport Healthy Minds

Telephone support and treatment for people over 16 registered with a Stockport GP.

Complete the online form or speak to your GP to access the service

<https://www.penninecare.nhs.uk/services/stockport-healthy-minds>

If you want help with practical challenges, such as money, housing, food supply, loneliness, caring responsibilities:

Stockport Council Coronavirus helpline

Call **0161 217 6046** Mon to Fri 9am to 5pm, Sat and Bank Holidays 10am to 4pm.

For links to information on a range of issues, visit: www.stockport.gov.uk/vulnerablepeoplecoronavirus

Signpost for Carers

Confidential information and support to unwaged carers in Stockport

Call **0161 442 0442** Mon to Fri 8am to 4pm, or **0161 947 4690** for the Young Carers Team

www.signpostforcarers.org.uk/who-we-are

The Prevention Alliance

Provides support in working through challenges you may face.

Call **0161 474 1042** Mon to Fri 9am to 4.30pm. If you are deaf, text **07539 468 560**

<https://stockporttpa.co.uk/>

18+

Viaduct Care Wellbeing and Self-care service

If you're over 18, speak to your GP receptionist for a referral, which offers telephone and online support for those registered with a Stockport GP

URGENT HELP if you need help straightaway

Samaritans - call **116 123**. Available 24/7.

SHOUT text **SHOUT** to **85258**.

Hopeline UK – if you're under 35 – call **0800 068 41 41** - 9am to 10pm weekdays, 2pm to 10pm weekends.

Dial 999 – in a life-threatening emergency.

If you would like help to reduce or stop using drugs, drinking alcohol or gambling:

START Team

Help you access alcohol and /or drug support/treatment.

Call **0161 474 3141** or email START@stockport.gov.uk

MOSAIC

Free, confidential support for people 25 and under who need help with drug or alcohol issues themselves or to cope with parents who misuse substances.

Call **0161 218 1100**.

Gambling

Advice and support for anyone affected by problem gambling.

www.gamcare.org.uk

www.begambleaware.org

National Gambling Helpline. Available 24/7
0808 8020 133.

Additional Help & Support:

Links to more support in Stockport

More online resources for support with self-help, peer support, and details about local organisations, as well as national support and helpline numbers can be found here: www.stockport.gov.uk/wellbeingcoronavirus The page includes a link to further resources specific to children and young people.

Pennine Care NHS Foundation Trust:

If you are already in the care of Pennine Care NHS Foundation Trust, you can ring **0800 014 9995** (24 hours a day).

Prevention:

Stockport Triage Assessment & Referral Team (START)

Contacts START for healthy lifestyle advice including support to:

- stop smoking
- stay active
- eat and drink healthily
- live with a long-term condition
- reduce or stop drinking alcohol
- reduce or stop using drugs
- improve your emotional wellbeing and mental health

Call: 0161 474 3141

Email: START@Stockport.gov.uk

Website:

www.stockport.gov.uk/groups/stockport-triage-assessment-and-referral-team

The Prevention Alliance

We provide support for anyone who is vulnerable due to their health, wellbeing or situation.

We offer help and support to Carers, people with disabilities or mental health issues, adults with housing or lifestyle issues, adults with autism, and older people.

We can help with your physical, financial and mental wellbeing, connection to your community, or housing situation.

Call: 0161 474 1042

Email: info@stockporttpa.co.uk

Website <https://stockporttpa.co.uk/>

Healthy Living:

Healthy Stockport

Encourages healthy living by providing you with the information and support that's best suited to your needs.

We can offer you free, confidential and local support if you live, work or are registered with a GP in Stockport.

Call: 0161 474 3141

Email: START@stockport.gov.uk

Website:

<https://www.healthystockport.co.uk/>

Life Leisure

For advice and support on physical activity

Website: www.lifeleisure.net

A Better Life (ABL) Stockport

For support quitting smoking or weight management

Call : 0161 870 6492

Email: wellness.ablstockport@nhs.net

Website: www.ablhealth.co.uk

More Life

NHS weight management services in Stockport for people with a high BMI

Call : 0113 812 5233

Email: team@more-life.co.uk

Website: www.more-life.co.uk

Blood Pressure UK

Help you to lower blood pressure to prevent disability, stroke and heart disease.

Call : 0207 882 6255

Email: info@bloodpressureuk.org

Website: www.bloodpressureuk.org

Independence:

Wellbeing & Independence at Home

Support in and around the home to help you live independently and safely.

Support includes: shopping; cleaning; gardening; safety checks; heating your home and adaptations to keep your home safe.

Run by Age UK & Stockport Homes

Call: 0161 480 1211

Independent Living in the Community

Become more socially active and involved in your community if you find it difficult to get involved because of:

- physical or emotional ill-health
- physical or sensory disability
- caring responsibilities

You'll use your own life skills and experience to help others.

We're run by Pure Innovations, Disability Stockport and Signpost for Carers.

Call: 0161 474 5946

Advocacy :

Stockport Advocacy Service

Support to voice your needs, apply for help or make a complaint.

Call: 0161 480 8979

Email: info@stockportadvocacy.co.uk

Website: www.stockportadvocacy.org.uk/

Sector3

A network of Stockport's Voluntary, Community, Faith groups and Social Enterprise

Email: lead@sector3.co.uk

Website: www.sector3sk.org/

Getting Around:

Travel Vouchers

If you cannot use ordinary buses because you're registered blind or have serious mobility problems, GMPTE sell travel vouchers for accessible bus services or taxis and free metrolink /rail

<https://tfgm.com/public-transport/travel-vouchers>

Ring & Ride

Accessible, low cost transport door-to-door for up to 6 miles in the GM area

<https://tfgm.com/public-transport/ring-and-ride-minibuses>

Local Link

a flexible bus service for local journeys. You can book your journey from 1 hour to 7 days before you travel.

<https://tfgm.com/public-transport/bus/local-link>

Stockport Car Scheme

Registered volunteers can take you shopping, to day centres, care homes or medical appointments. 9-4.45 Mon-Thurs and 9-4 Fridays

Call: 0161 476 2812

Email: info@stockportcarscheme.org.uk

Website: www.stockportcarscheme.org.uk/

Easy-Go CT

Community transport buses fitted with tail-lifts to provide a door-to-door services for those with disabilities or mobility difficulties.

Call: 0161 419 3580

Email: INFO@EASYGOCT.ORG.UK

<http://easygoct.org/>