

## **CHILDLINE**

UK charity providing a free, private and confidential service for anyone under the age of 19 on any issue causing concern. Counselling can be done by phone or email once initial contact is made.

**Contact:** 0800-1111

# **SERVICES FOR BABIES AND YOUNG PEOPLE**

## **National Childbirth Trust (NCT)**

We're here to support parents. We give them accurate, impartial information so that they can decide what's best for their family, and we introduce them to a network of local parents to gain practical and emotional support.

Our vision is of a world in which no parent is isolated and all parents are supported to build a stronger society.

- Support Line**

0300 330 0700

[WWW.NCT.ORG.UK](http://WWW.NCT.ORG.UK)

Or

Please contact your Health Visitor

## **SOUTHERN HEALTH NHS FOUNDATION TRUST**

***Information below is from the website:***

### **Health Visiting**

Health visitors work with parents and children from mid-pregnancy until school entry, to give every child the "best start" in life. Health visitors are all nurses or midwives who have completed additional training in public health, which includes child development.

Health visitors work in teams with Community Nursery Nurses and also work closely with a number of other services, including GPs, Midwives, Paediatricians, Children's Centre's and Hampshire Children's services. We can often signpost you to the most appropriate organisation to help you.

The [Family Nurse Partnership](#) is available in some parts of Hampshire if you are a mother under 19 years of age and expecting your first baby'.

- Contact:**

Andover Town Health Visiting Team

01962 763993

- Website:** The webpage provide health information and links to websites that may be helpful.

[www.southernhealth.nhs.uk/services/childrens-services/school-nursing/](http://www.southernhealth.nhs.uk/services/childrens-services/school-nursing/)

# **ADVOCACY FOR HAMPSHIRE CHILDREN AND YOUNG PEOPLE**

## **SPEAKEASY**

Offers advocacy to Hampshire children and Young People who have:

An allocated Hampshire County Council social worker AND who fall into at least one of the following categories:

- Looked After Children or on the edge of care
  - Care Leavers
  - Special Educational Needs with Disabilities aged 5-21 (or up to 25 if in full time education)
  - Young people in Swanick Lodge – a secure children’s home in Hampshire (even if funded by other local authorities)
  - Referrals can be taken from Hampshire Children’s Services social workers. However children and Young People, their families or other organisations can refer - subject to confirmation from Children’s Services that they are eligible for the service.
2. Contact:
  3. 01256 332795
  4. [hello@speakeasyadvocacy.org.uk](mailto:hello@speakeasyadvocacy.org.uk)

## **ChatHealth (for ages 11-19 years)**

ChatHealth is a young people’s texting service which is manned by Southern Health Specialist Community Public Health School Nurses, skilled in working with children, young people and their families. ChatHealth enables young people aged 11-19 to get evidence based health information, advice and support from a health professional.

The service is open 8.30-16.30 Monday – Friday [excluding bank holidays]. Young people are able to get support during school holidays.

**2.Contact:**

Text 07507 332160

## ENHAM TRUST

Enham Trust Provides a range of services for disabled children and young people with a physical disability and Special Educational Needs. These services support disabled children and young people in a variety of ways by giving them independence, choice and control in a safe and supportive environment.

The Trust provides innovative activity groups and intensive support services for children and young people with disabilities.

### **1. Contact:**

0845 130 7504

### **2. Address:**

Enham Place, Head Office Trust, Enham,  
Enham Alamein  
Andover  
SP11 6JS

### **3. Website:**

<https://www.enhamtrust.org.uk/our-services/children-and-young-adult-services>

## MENCAP ANDOVER

Andover and District Mencap is an independent, not for profit, community minded charity supporting and advocating for adults and children with learning disabilities, their families and carers. Mencap works with their members, their families and carers within the local community enabling children and adults with learning disabilities to live as independent a life as possible. A variety of clubs are offered including Art; drama; Zumba; IT and many more along with outings and lots of social activities.

### **1. Contact:**

2. 01264 321840

3. [enquiries@andovermencap.org](mailto:enquiries@andovermencap.org)

4. **Address:** The Wellington Centre, Winchester Road, Andover, Hants, SP10 2EG

## THE JUNCTION

The Junction is an Information, Advice and Guidance Centre for young people in the Test Valley and is part of Alabaré's Test Valley Foyer. (The Andover Foyer is an integrated learning and accommodation service for 16-21 year olds).

### Mission

To provide information, advice and guidance to young people (aged 13-25) in the Test Valley area of Hampshire, through a range of activities and development opportunities and on-site access to other agencies and support groups. To promote independence and help young people make appropriate life choices'. The Junction is also a training venue and a centre for the local community to use.

**1. Contact:**

**01264 369694**

**2. Opening Hours:**

Monday - Friday 9am - 5pm

**3. Address:**

The Junction, 45 Junction Road, Andover SP10 3QX

**4. Website:**

<http://www.alabare.co.uk/news/new-support-for-vulnerable-young-people-from-the-test-valley>

## YOUNG CARERS

Andover Young Carers is an independent Charity established to provide support to children and young people who have a caring responsibility.

A Young Carer is a child or young person under 18 who provides regular or on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances. Support includes a range of activities, trips, outings, after school clubs, life skills, homework support, whole family support and signposting to other support services.

**1. Contact:**

2. 01264 333788

3. Website: <http://www.andoveryoungcarers.co.uk/>

4. National support group: The Children's Society 0300 303 7000

# **SCHOOL NURSING -SOUTHERN HEALTH NHS FOUNDATION** **TRUST**

Every mainstream school has a named school nurse; however they are not based in the school. The School Nursing service works in partnership with children, young people and their families to ensure children's health needs are supported within their school and their community. School Nurses are qualified nurses who have a specialist qualification in children and young people's public health. They work closely with other health professionals and with schools to make sure that your child's physical and emotional health needs are met.

School Nurses are able to offer confidential advice and support should you need it. If you have a health worry and would like some help please contact your school nursing team or GP. Some schools will have a confidential health drop-in in school which you are able to access.

**ADVICE INCLUDES:** Alcohol; Asthma; Autistic spectrum conditions; Bed wetting; Daytime wetting; Children with disabilities; Children's Illnesses; Dental health; Domestic abuse; Drugs; Eczema; Emotional well being; Head lice; Growing up and puberty – boys and girls; Immunization; Healthy eating; Headaches and migraines; Long term health conditions; Sexual health; Sleep; Stopping smoking; Sun safety; Support for overweight children and their families; Threadworms; Young carers.

1. **Contacts:** Andover School Nurses: 01962 763985
2. **Website:** The webpage provide health information and links to websites that may be helpful.

*[www.southernhealth.nhs.uk/services/childrens-services/school-nursing/](http://www.southernhealth.nhs.uk/services/childrens-services/school-nursing/)*

## **NHS Stroke Services**

The primary hospital for stroke care is The Royal Hampshire County Hospital Winchester where the foundation trust has a specialist Hyper Acute Stroke Unit.

The Twyford HASU is located on Brinton Wing.

There is also an outpatient clinic at Basingstoke.

### **Rehabilitation**

Specialist in-house physiotherapy is available in the Twyford HASU. Local physiotherapist may follow up on discharge.

The Occupational Therapy Team supplies a specialist service to stroke patients and their family. They assess the patient's physical and cognitive function and suggest remedial activities in relation to daily living. They can supply a limited follow up service for patients with complex needs who are discharged home. Patients with more straightforward needs will be transferred to the community occupational therapy service.

Before a stroke patient leaves hospital they may be referred to a care manager who will discuss a range of options for the patient and their family depending on the level of need.

## **SUPPORT GROUPS**

### **Andover Stroke Club**

Welcomes membership from people affected by stroke in the Andover area. The group offers information and peer support. It is pleased to offer social and recreational activities including games outings talks and presentations by visiting speakers.

**Contact:** Ms Dean 01264 324045

**Email:** [ann.dean19@gmail.com](mailto:ann.dean19@gmail.com)

**Address:** Penton Village Hall, Penton Mewsey, Andover. SP11 0RA.

Meets on second and fourth Thursday of the month .

## **The Stroke Association**

**Website:** [stroke.org.co.uk](http://stroke.org.co.uk)

**Support line:** 0303 3033 100

## **Basingstoke Speakability Group**

Speakability groups are run by and for people with Aphasia- language -loss following a stroke, head injury or other neurological condition.

At their meetings they support each other, share experiences, make new friends rebuild self confidence and develop new skills. They do not provide therapy.

**Contact:** Mrs Rosemary Norman. 01256 843 615

**Email:** [rosemaryn1@virginmedia.com](mailto:rosemaryn1@virginmedia.com) .

## **Different Strokes**

Different Strokes specialises in helping younger stroke victims there is no support group in North West Hampshire but there are two groups in the county.

Portsmouth Group runs social and exercises classes in Portsmouth and Fareham.

**Contact:** Di Summers 02392 617139.

Southampton Group runs exercises classes in Southampton.

**Contact:** Andy Clay on 07817 874440

Ranji Parmer 07860 574863.

### ➤ **National:**

Tel 01908 317618 or 0345 130 7172

[info@differentstrokes.co.uk](mailto:info@differentstrokes.co.uk)

**Website:** [differentstrokes.co.uk](http://differentstrokes.co.uk)



# **SUPPORT GROUPS**

## **Andover Health Walk**

**Andover Health Walk (up to 60 minutes) - Tuesdays at The Lights, Andover.** The walk starts at 11.00 am (please arrive earlier to register). A Shorter beginner walk is held on the last Tuesday of the month as part of the regular Health walk, this walk will last 30-60 minutes, depending on the ability of the group, but will be at a more leisurely pace than the regular health walk. On the first Tuesday of the month we hold an 'away walk'\* for this walk, the locations for each month can be found in the Health Walks newsletter. <https://www.walkingforhealth.org.uk/>

## **BREATHEASY**

### **British Lung Foundation Network**

#### **Andover Breathe Easy Group**

Wheezy? Breathless? You are not alone. Breathe Easy Andover is your local support group for anyone with a lung condition, including carers, friends and family. You are welcome to join us at meetings, featuring guest speakers and refreshments.

**Contacts:** Keith 01264 737714

**Email:** [kbab1409@gmail.com](mailto:kbab1409@gmail.com)

**Address:** The Hayward Suite,  
Wolversdene Club  
Dene Road  
Andover

**Meetings:** 4<sup>th</sup> Thursday every month.

**National Support Group:** Helpline: 03000 030 555

[Blf.org.uk/helpline](http://Blf.org.uk/helpline)

### **Citizens Advice Service Andover**

We offer free, confidential and impartial advice and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problems they face.

**Contact:** 0344 411 1306

**E mail:** [andover@testvalleycab.org.uk](mailto:andover@testvalleycab.org.uk)

**Address:** Andover Office 35, London Street, Andover, SP10 2NU

**Website:** [www.testvalley.org.uk](http://www.testvalley.org.uk)

# **EMERGENCY MESSAGE IN A BOTTLE**

## **Lions Message in a Bottle**

The Lions Message in a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the Fridge. Whilst it is focused on the more vulnerable people in our community, anyone can have an accident at home, so this scheme can benefit anyone, including you. The system is simple; the following details outline what you need to do. The Message in a bottle pack comprises of: A Bottle, A Form, 2 Stickers. Complete the details on the form. Put it into the bottle supplied and place in the door compartment of your fridge. The Emergency Services will know to look for it in the event of being called to your home. They will be alerted by the use of the two special Green Emergency/Green Cross stickers. One is stuck on the fridge door. The other sticker is placed on the INSIDE of your front door. All Emergency Services are aware of the Lions Message in a Bottle scheme, and hospital personnel in an emergency. Bottles, which are free of charge, can usually be found in your local Chemist or Doctors Surgeries. Thanks to a number of other organisations, you may also find that you can obtain one through your nearest Neighbourhood Watch group, Age Concern, Council Offices, Housing Associations and many other places including Police stations.

**Contact:**                **08458 339502**

**Email:**                 [miabcenorder@lions.org.uk](mailto:miabcenorder@lions.org.uk)

**Website:**             [http://lions105ea.com/specialist\\_officer/miab.html](http://lions105ea.com/specialist_officer/miab.html)

# LIPREADERS

## Andover Lipreaders

Is your hearing not what it used to be? Do you turn the television up? Does everyone talk too quickly? Don't go out to eat because it's too noisy! We already help a small friendly informal and friendly group of people who have hearing loss, with sessions that are run by a qualified teacher of lipreading to adults. Come to rebuild your confidence Free sessions on Lipreading and managing hearing loss.

**Contacts:** Barrie Wickens

**Text:** 07984 721990

**Email:** [lipreadbarrie@gmail.com](mailto:lipreadbarrie@gmail.com)

**Meetings:** Tuesday Evening and Thursday mornings.

**Website:** [www.lipreading.net](http://www.lipreading.net)

**National Support Group:** Association of Teachers of Lipreading to Adults

TLA c/o Hearing LINK  
27-28 The Waterfront  
Eastbourne,  
BN23 5UZ  
Text 07426 559 602

## Macular Society

The Macular Society is a National Charity for anyone affected by macular conditions (Eyes)

No one need face macular degeneration alone. For more information and support contact our National helpline on 0300 3030 111 Support throughout central vision loss

**Contact:** Doreen on 01264 323 335

**Address:** Macular Society PO Box 1870. Andover, SP10 9AD

**Facebook:** Andover V I P (Visually Impaired People) Affiliated Macular Support Group

# MEDICAL AND MOBILITY LOANS

## British Red Cross – Andover

The Andover Branch loan equipment free of charge for up to 2 months, with a Doctors letter. you need to collect and return the equipment they can loan: Wheelchairs self propelled or transit, Commodes, Walking Frames, Crutches and Sticks, Bath Aids, Bed rests, Cradles and Boards, Bed Pans/Urinals, Cantilever Tables, Footstools, Trolleys, Chairs. Bed raisers, Upright Chairs, Perching Stools, Cushions, Sock Pullers, leg Lifters.

**Contacts:** Centre Organiser Mrs Sheila Cowap 01264 352854

**Website:** [www.redcross.org.uk](http://www.redcross.org.uk) *Southern England, Hampshire, Isle of Wight and Surrey.*

**Address:** 12 Suffolk Road  
Andover  
Hampshire  
SP10 2JD

<b>Opening Times:</b>	Monday & Tuesday	10am-12pm	2pm- 4pm
	Wednesday	Closed	
	Thursday & Friday	10am-12pm	

**Website:** [www.redcross.org.uk](http://www.redcross.org.uk)

**National Contact:** British Red Cross UK

44 Moorfields London EC2Y 9AL  
0344 871 11 11  
Fax: 020 7562 2000  
Textphone: 020 7562 2050

# MENCAP

## Andover and District Mencap

“Enabling Choice and Independence”

Andover and District Mencap actively advocate for people dealing with learning disabilities, for their families and carers and have been doing this for 50 years. They offer a range of support for adults that improve employability and increase everyday skills for more self-reliant lifestyle. They provide a range of services for children and young adults. Besides organising many club activities across all age groups, to meet new friends and improve their skills. They also have a Sensory Room the ideal place to immerse in an atmosphere of relaxation, fitted with multi-sensory equipment.

### **Contacts : General Enquiries**

01264 321840  
[enquiries@andovermencap.org](mailto:enquiries@andovermencap.org)

Adults Team  
01264 326702

Children and Young People  
01264 326703

Sensory Room Booking  
01264 321840

### **Management:**

Chris Dixon - Chief Executive

Lisa Rogers - Head of Care and Support

Angela Fyfe - Head of Charitable Activities

**Website:** [www.andovermencap.org](http://www.andovermencap.org)

**Facebook page:** <https://www.facebook.com/AndoverMencap>

**Address:** The Wellington Centre

Winchester Road  
Andover  
Hampshire  
SP10 2EG

**National Support Group:** Helpline: 020 7454 0454

Mencap Website: <https://www.mencap.org.uk/contact-us>Mencap Head office

# MULTIPLE SCLEROSIS

## Andover and Rural District Branch Multiple Sclerosis Society

Multiple sclerosis (MS) is a neurological condition which affects around 100,000 people in the UK. Most people are diagnosed between the ages of 20-40, but it can affect younger and older people too. Roughly three times as many women have MS as men. Meeting other people affected by MS can be the first step in coming to terms with and dealing with the condition. The Andover branch holds weekly gathering and therapy sessions covering Stockbridge, Tidworth, Ludgershall, Whitchurch, Hurstbourne Tarrant ( RG28, SO20, SP9, SP10, SP11 postcodes). Every week, our friendly therapy exercise leader really helps us stretch those stiff legs and every two weeks, Reflexology and Reiki specialists are also at hand. In Andover they meet every Friday afternoon at 2.00pm

**Contacts:** Local Help Line 07585793653  
Anne Wise Support Officer 01264 790644  
[a.wise690@btinternet.com](mailto:a.wise690@btinternet.com)

**Website:** [www.mssociety.org.uk/near-me/branches/andover-and-district-branch](http://www.mssociety.org.uk/near-me/branches/andover-and-district-branch)

**Facebook:** [www.Facebook.com groups/MS/Andover](http://www.Facebook.com/groups/MS/Andover)

**Address:** The Wellington Centre

Winchester Road  
Andover  
Hampshire  
SP10 2EG

**National Free MS Helpline:** 0808 800 8000

# PARKINSON'S

## Parkinson's UK Support Group Andover Branch

The Andover branch of Parkinson's UK is extremely active, offering information, friendship and support to local people with [Parkinson's](#), their families and their carers. The group also organises regular events and social activities. It provides an excellent opportunity to meet other people affected by Parkinson's in the Andover area.

**Contacts:** Jean Pittfield (Secretary)  
01264 735343  
[j.pittfield343@btinternet.com](mailto:j.pittfield343@btinternet.com)

Steve Coelha (Co-ordinator)  
01264 355644

Helen Old, Volunteer Coordinator  
0344 225 3797  
[vc.west4@parkinsons.org.uk](mailto:vc.west4@parkinsons.org.uk)

**Website:** <https://www.parkinsons.org.uk/local-support-groups/regions/south-england/andover-branch>

**Facebook page:** <http://www.facebook.com/andoversupport>

**Address:** Methodist Church  
Bridge Street  
Andover Hampshire  
SP10 1BL

**Next move to NATIONAL Support Groups**

**Parkinson's UK Helpline:** 0808 800 0303

**Parkinson's UK Website:** <https://www.parkinsons.org.uk/>

**Information & support for newly-diagnosed patients:**

<https://www.parkinsons.org.uk/information-and-support/newly-diagnosed-parkinsons>

## TEST VALLEY COMMUNITY SERVICES

TVCS offers pre booked transport and shopmobility service. Personal service to and from home by a fully vetted driver

**Contact:** Chris Daly or Zoey White on 01264 352000

**E mail:** [info@tvcs.org.uk](mailto:info@tvcs.org.uk)

### ANDOVER VIP'S

Our aim is to help blind and partially sighted people from *Andover* and the surrounding villages to have the opportunity to access appropriate support any adult who lives in the Andover area who is blind or partially sighted can join Andover VIPs

Andover VIPs provides a wide range of activities including:

- Weekly Drop-in centre at Borden Gates VIPs office
- Twice monthly meeting at St Ann's Hall – first & third Wednesday of the month
- Monday Craft Group between 2 – 4 pm at the Borden Gates office
- Home and hospital visits for club members who are house bound and lonely or in hospital
- Monthly armchair exercise classes – St Ann's Hall third Wednesday of the month
- Day excursions from April – September to places of interest

**Contact:** 01264 323335

### VICTIM SUPPORT

[www.victimsupport.org.uk/more-us/contact-us](http://www.victimsupport.org.uk/more-us/contact-us)

**Victim Support Basingstoke :** 0845 070 3002

**Support Line:** 0808 16 89 111



# **LOCAL HOSPITALS AND OUT OF HOURS**

## **Local Hospitals**

### **Andover War Memorial Hospital**

Charlton Road  
Andover  
Hampshire  
SP10 3LB

**Contact:** 01264 358811

### **Royal Hampshire County Hospital**

Romsey Road  
Winchester  
Hampshire  
SO22 5DG

**Contact:** 01962 863535

### **North Hampshire Hospital**

Aldermaston Road  
Basingstoke  
Hampshire  
RG24 9NA

**Contact:** 01256 473202

### **Salisbury District Hospital**

Odstock Road  
Salisbury  
Wiltshire  
SP2 8BJ

**Contact:** 01722 336262

## **Out of Hours**

### **Minor Injuries Unit Andover**

Andover War Memorial Hospital

**Contact:** 01264 358811

**Opening Hours:** Monday to Friday 8.30am – 7.30pm

### **Accident and Emergency Winchester**

Royal Hampshire County Hospital

**Contact:** 01962 863535

**Opening Hours:** 24 Hours a Day 7 Days a Week

### **Accident and Emergency Basingstoke**

North Hampshire Hospital

**Contact:** 01256 473202

**Opening Hours:** 24 Hours a Day 7 Days a Week

### **Accident and Emergency Salisbury**

Salisbury District Hospital

**Contact:** 01722 336262

**Opening Hours:** 24 Hours a Day 7 Days a Week

## **GP Access Hubs**

Located in Andover and Winchester, the Hubs provide pre-bookable and urgent appointments with a GP or Nurse outside standard Surgery hours. Appointments can be booked via your GP Surgery, 111 or Out of Hours.

For further information on the services offered please visit [www.midhampshirehealthcare.co.uk](http://www.midhampshirehealthcare.co.uk)

Opening Hours:	Monday to Friday	5.00pm to 8.00pm
	Saturdays	8.00am to 4.00pm
	Sundays	8.00am to 12.00pm

Locations:           Andover War Memorial Hospital  
                             (next door to Minor Injuries Unit)

                             Badger Farm Surgery, Winchester, SO22 4QB  
                             (next door to Sainsbury's)

**This Patient Guide was created by the Friends of St Mary's Surgery Patient Participation Group (PPG). For the patient's, by the patient's.**

**Information has been gathered by face to face interviews, the Internet and Organisation leaflets.**

**If you would like any services added to the Patient Guide or you would like a copy in large print or braille or if you would like more information on the St Mary's Surgery Patient Participation Group please feel free to contact:**

**Practice Administrator: Katie Mulliner  
01264 361424 [k.mulliner@nhs.net](mailto:k.mulliner@nhs.net)**

**PPG Chairperson: Jill Hannington  
[Jill.hannington@btinternet.com](mailto:Jill.hannington@btinternet.com)**