



Useful Christmas Information

Emergency contact numbers

Police, fire and rescue service and coast guard: 999

NHS 111: Call 111 when you need medical help fast but it's not a 999 emergency

Covid Helpline: 119 (open Monday to Friday 9:00am - 5:30pm, closed weekends and Bank Holidays)

Electrical problems: 0800 011 3332 or 105

Gas leaks: 0800 111 999

Floodline: 0345 988 1188

Mental Health Initial Response Service: 0303 123 1145

Police: 101 (for non-emergency enquiries)

South Tyneside Hospital: 0191 404 1000

South Tyneside Council: 0191 427 7000 (out of hours emergencies: 0191 455 6111; out of hours Social Care and Health emergencies: 0191 456 2093)

Samaritans: 116 123

South Tyneside Talking Therapies: 0191 283 2937

South Tyneside Homes: 0300 123 6633 (If you need to report an emergency repair that could cause danger to life or property if not attended to immediately report it using this 24 hour contact number)

Water leaks: 0800 393 084

Age Concern South Tyneside: 0191 456 6903

Alzheimer's Society Dementia Support South Tyneside: 0191 427 5443

Citizens Advice Bureau Advice Line: 0808 2787824

National Domestic Violence Helpline: 0808 2000 247

Northumbria Victim & Witness Service: 0800 011 3116

Op COURAGE: The Veterans Mental Health and Wellbeing Service: 0300 373 3332

South Tyneside Adult Recovery Service: 0191 917 1160

South Tyneside Sexual Health Service: 0191 402 8191

The Silver Line: 0800 470 80 90 (helpline for older people)

Wellbeing Info: wellbeinginfo.org

Action Fraud: 0300 1232040

South Tyneside Urgent Care for Children

This service is open every day from 9am until 9pm at South Tyneside District Hospital. The vast majority of children will be seen and treated by the nurse-led urgent care service. This is available for children from birth up to the age of 16, who attend hospital with urgent, but not life threatening, problems. Children with any major, life threatening problems will be cared for at Sunderland Royal Hospital.

www.southtyneside.gov.uk/abetteru

📞 0191 424 7773 ✉ abetteru@southtyneside.gov.uk

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Pharmacy Opening Times

You are advised to telephone the pharmacy prior to attending.

If you require advice out of hours, please contact: 111.

<https://www.southtyneside.gov.uk/article/14394/Christmas-Pharmacy-opening-times>

Christmas Day (Thursday 25th December)

10:00am - 1:00pm - Biddick Hall Pharmacy

47 Gaskell Avenue, South Shields, NE34 9TQ

Tel: 0191 536 3060

10:00am - 1:00pm - S Fleming Limited

Metro Pharmacy, 79 Ellison Street, Jarrow, NE32 3JU

Tel: 0191 483 3005

2:00pm - 4:00pm - Boots UK Limited

Unit 1, 49-61 King Street, South Shields, NE33 1DA

Tel: 0191 456 0616

2:00pm - 5:00pm - D.L.Carter and Son Limited

Flagg Court Pharmacy, Flagg Court Health Centre, South Shields. NE33 2LX

Tel: 0191 456 5412

Boxing Day (Friday 26th December)

10:00am - 1:00pm - S Fleming Limited

Metro Pharmacy, 79 Ellison Street, Jarrow, NE32 3JU

Tel: 0191 483 3005

10:00am - 4:00pm - Asda Pharmacy

Coronation Street, South Shields, NE33 1AZ

Tel: 0191 275 8030

10:00am - 4:00pm - Asda Pharmacy

North Road, Boldon Colliery, NE35 9AR

Tel: 0191 537 4700

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New Year's Day (Thursday 1st January)

10:00am - 1:00pm - Kalia Pharmacy

2 St Johns Precinct, Hebburn, NE31 1LQ

Tel: 0191 483 2297

10:00am - 4:00pm - Asda Pharmacy

Coronation Street, South Shields, NE33 1AZ

Tel: 0191 275 8030

10:00am - 4:00pm - Asda Pharmacy

North Road, Boldon Colliery, NE35 9AR

Tel: 0191 537 4700

Injured or unwell? Use the right service **NHS**

 Self-care - Grazed knees - Sore throat - Coughs & colds Visit nhs.uk for self-care advice	 Pharmacy - Headaches - Upset stomach - Aches & pains - Bites & stings	 NHS 111 Visit 111.nhs.uk or call 111 for advice and support 24 hours a day 7 days a week	 GP Call your GP for symptoms that won't go away	 Minor Injury Unit Urgent but not life-threatening - sprains - fractures - burns	 A&E - Unconscious - Breathing difficulties - Stroke - Heart attack - Heavy bleeding - Severe burns
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#ChooseWell

Can the Pharmacist help with your symptoms?

The pharmacist is an excellent source of advice for many common ailments, such as: Low Back Pain, Eczema, Heartburn and Indigestion, Fever in Children, Constipation, Headache, Coughs in Adults, Acne (spots), Sprains and Strains, Sore Throat, Ear Ache, Common Cold and Sinusitis.

Community pharmacy teams are highly trained healthcare professionals including clinical pharmacists who work as part of a skilled team. They can advise on a range of common ailments and provide further support to keep you and your family safe and healthy during winter.

www.southtyneside.gov.uk/abetteru

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Food banks

Food banks provide for individuals & families in crisis for example sudden unemployment, delays in benefit payments, benefits sanctions and financial problems. They supply food parcels to people while they get help to resolve their crisis. To receive a food parcel, you will need to be referred to a food bank by a professional such as a housing officer, social worker, CAB advisor, doctor or health advisor. For details about food banks contact:

Hospitality and Hope on 0191 420 3336

Hebburn Helps on 0191 489 9707

Key to Life Foodbank on 07833 613393 (Closes on Wednesday 24th December at 1pm, closed 25th and 26th December, open Monday 29th & Tuesday 30th Dec 11am-2pm, Wednesday 31st December 10am-1pm then reopens 11am-2pm on Friday 2nd January 2026).

Bede's Helping Hands Food Bank: 0191 816 3021 (Open Mon 22nd Dec 10am- 2pm, Tues 23rd Dec 10am-1pm, Tues 30th Dec 11am-1pm, Mon 5th Jan 11am-2pm then normal hours from 6th Jan 10am-2pm)

Boldon Village Hall Food Bank: 0191 536 6977 (Open 22nd & 23rd December 10am-12pm, 29th & 30th December 10am-12pm, then 2nd January 10am-12pm)

Restart

The Restart Integrated Domestic Abuse Service is South Tyneside's specialist service offering support for everyone impacted by Domestic Abuse in South Tyneside. They can be contacted on 0800 254 5087 and their opening times over the festive period are:

Wednesday 24th December 10am - 3pm

Thursday 25th & Friday 26th December Closed

Monday 29th and Tuesday 30th December 10am - 6pm

Wednesday 31st December 10am - 3pm

Thursday 1st January Closed

Outside of these times please call the National Domestic Abuse Helpline 0808 2000 247 (24Hour) or in an emergency call 999.

Feeling low or worried this Christmas season?

You're not alone.

If you have feelings of loneliness, anxiety or feel down over this Winter period, talk to someone who can help. Contact your GP or telephone South Tyneside Talking Therapies on 0191 283 2937 or check out their website <https://www.stsftmentalhealth.nhs.uk/ST-Talking-Therapies>

If your enquiry is urgent call: 0303 123 1145

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