

For frontline service providers **Peterborough**

Stop Smoking Support

Solutions4Health

Healthwatch Peterborough

Exercise, Fitness & Physical Activity

Dementia Resource Centre

NHS Health Checks

Adult Learning Opportunities

Pre/Post Natal services

Mental Health & Wellbeing

Drug & Alcohol services

Sexual Health services

Domestic & Sexual Abuse services

Pharmacy Services

General Help & Support



Stop Smoking Support



Half of all long-term smokers will die early from smoking related diseases. Smoking increases your risk of cancer, heart disease and respiratory problems. This is true whether you smoke cigarettes, bidi or shisha (also known as a water pipe or hookah).

The good news is that Smoking is one of the biggest modifiable factors that can lead to a huge improvement in your overall health & wellbeing.

What is involved in a Stop Smoking programme?

- A Stop Smoking programme is offered by Specialist Smokefree Advisors who are trained to a high standard to support clients to quit smoking
- A stop smoking programme is an evidenced based, structured intervention consisting of an initial assessment of a client's readiness to make a quit attempt followed by setting a quit date.
- In line with NICE Guidance, the client will be prescribed appropriate medication which could include NRT (Nicotine Replacement Therapy) or Champix. This will be done in discussion with the client.
- The client will then meet with their Specialist Smoking Advisor on a weekly basis for up to 12 weeks and given 1:1 behavioural support. This will include giving you help to remain smokefree.

For more information about local Stop Smoking services contact:

Telephone: 01733 590064/0800 376 56 55 (Mon-Fri 9am–5pm)

Email: healthy.peterborough@nhs.net

Website: www.healthypeterborough.org.uk



Healthy Peterborough is a friendly and impartial service that offers everyone free help and support for any healthy change you want to make in your life. This could be getting your family fitter, doing some regular exercise, dealing with stress, kicking a habit, or simply improving your general wellbeing.

Funded by Peterborough City Council, Solutions4Health are the provider that delivers services which improve the health and wellbeing of local communities. Talk to our friendly Wellness Coaches about the changes you would like to make and they will help you to access services near to you.

At Healthy Peterborough we:

- Empower people to adopt healthier behaviours
- Develop community capacity tackling the wider determinants of health
- Offer cost effective approaches
- Provide local leadership and technical expertise
- Offer creative solutions to engage communities, families and individuals in managing their health and wellbeing

Our Services in Peterborough:

- NHS Health Checks and health MOTs
- Falls Prevention
- Wellness Coaching
- Weight Management For your child
- Let's Get Moving for adults
- Adult Weight Management
- Health Trainers
- Stop Smoking Support

For more information about Solutions4Health contact:

Phone: 01733 590064/0800 376 56 55

(Mon-Fri 9am-5pm) Voicemail is in operation outside of these times.

Email: healthy.peterborough@nhs.net

Website: www.healthypeterborough.org.uk

Solutions4Health - Falls Prevention Service



Healthy Peterborough Falls Prevention Service:

Healthy Peterborough Falls Prevention Wellness Coaches are part of Cambridgeshire and Peterborough Falls Prevention Services. We work with the NHS to support older people to maintain a high quality of life, remaining active and independent and enabling you to continue doing the things you want to.

We offer:

- Falls Multi Factor Risk Assessments at community venues and GP surgeries
- Falls Action Plans to help reduce risk of future falls.
- Personalised evidence-based home Strength and Balance programmes
- 26 weeks of 1:1 support.
- Signposting to other services and community exercise classes.
- You can contact us on the number below to complete a self referral or ask your GP or Health Care Professional to refer you on your behalf. Our team can also come along to any local community groups or services who come into contact with Peterborough residents aged 50+ to discuss preventing falls.

For more information about Solutions4Health contact:

Phone: 01733 590064/0800 376 56 55

(Mon-Fri 9am–5pm) Voicemail is in operation outside of these times.

Email: healthy.peterborough@nhs.net

Website: www.healthypeterborough.org.uk



Healthwatch Peterborough

We are the independent champion for people who use health and social care services in Peterborough. Our job is to make sure that those who run local health and care services understand and act on what really matters to people.

We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen. We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.

- Tell us where care is good and what could be improved with the health and care services that you use
- Contact our free Information Service if you have any questions about local health or care services, including how to raise a concern. We can put you in touch with local services or let you know what your rights are
- Get involved as a volunteer and help us listen to the experiences of people in Peterborough. You get training, support and out of pocket expenses.

For more information about Healthwatch contact:

Telephone: 0330 355 1285 | Text: 07520 635 176

Email: enquiries@healthwatchcambspboro.co.uk

Website: www.healthwatchpeterborough.co.uk

Twitter @HWPeterborough | Facebook @HealthwatchCambsPboro



Vivacity's Health classes:

Improve your quality of life with Vivacity's gentle exercise classes. If you are living with a long standing health condition, aged 16 or over and currently lead an inactive lifestyle Vivacity's exercise referral scheme aims to help you get back on your feet and into regular exercise.

There are a host of classes available throughout the week which are tailored to specific health conditions including; Diabetes, Hypertension, Cancer, Dementia. Classes cost £3 each for non-Vivacity gym members.

To find out more about Vivacity's health classes visit:
www.vivacity.org/healthservices

Lifestyle:

Vivacity's Lifestyle gym membership is a three month programme that your GP or healthcare professional can refer you to. If you are inactive and/or at risk of chronic illness this membership is ideal. For £85, Vivacity's lifestyle membership includes;

- A 3 month programme of specialist support and guidance
- The Vivacity Voyage which is a three step introduction to the gym, tailored to your needs
- Full access to 3 pools, 6 gyms and over 200 classes
- Access to all GP referral health classes
- Peak membership at all Vivacity sites

To sign up – speak to your GP or healthcare professional to see if you are eligible. Take your stamped referral card to any Vivacity and your journey to fitness can begin.



Walking for health :

Walking provides an enjoyable, low-impact exercise that can be done easily in a friendly and relaxed atmosphere. Vivacity runs weekly walks for people of all ages.

Five benefits of walking more include:

- It's an enjoyable low impact activity
- It increases heart and lung fitness
- It can reduce the risk of heart disease and stroke
- It helps to reduce high blood pressure and lower cholesterol
- It's a fun way to socialise with like-minded people

To find out more about Vivacity's Walking for Health visit vivacity.org/walks

Nordic walking:

Nordic walking is a fantastic way to burn 46% more calories than ordinary walking. It requires a specific fitness technique where walking poles are used to propel the body forward, increasing the use of your upper body compared to regular walking.

Vivacity runs weekly Nordic walks which are free to individuals that become Nordic members*. Your Nordic membership includes the cost of the compulsory Nordic walk course and all weekly walks. So if you're looking for a way to get more active that will reduce pressure on your knees and joints, helps you tone up and is a fun way to socialise, Nordic walking is the thing for you.



Join our

Nordic Walks

**Call to book
your place
today**

and make the most of our NEW Nordic membership

Nordic membership

Nordic walk course **FREE**
All weekly walks included
£16 per month

OR

Pay as you go

Nordic walk
course **£16**
£4 per walk

Visit vivacity.org/walks

Call 01733 864 738





If you are concerned about your memory, the first step is to see a GP.

The word dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. Dementia is caused when the brain is damaged by diseases such as Alzheimer's disease or Vascular Dementia. Dementia is progressive, which means the symptoms will get worse.

Dementia Resource Centre

There is a wide range of support available in Peterborough for people with dementia, including dementia advisers, dementia cafés, activities, information and peer support. We commission Alzheimer's Society to run the resource centre on our behalf.

The service offers advice, information and support to any resident affected by dementia in Peterborough

This is me - this tool, provided by Alzheimer's Society, is for people with dementia receiving professional care.

It can be used to tell staff about their needs, preferences, likes, dislikes and interests, enabling health and social care professionals to see the person as an individual and deliver person-centered care tailored to the individuals needs.

For more information about the Dementia Resource Centre contact:

441 Lincoln Road, Millfield, Peterborough, PE1 2PE

(free parking on-site at 5 York Road, PE1 3BP)

Contact: 01733 893853 • Email: peterborough@alzheimers.org.uk

Website: www.alzheimers.org.uk

If you are aged 40-74yrs, don't have a long-term condition and have not already had one in the last 5 years, you might be eligible for a free NHS Health Check.

We know that your risk of developing heart disease, stroke, type 2 diabetes, kidney disease and dementia increases with age. There are also certain things that will put you at greater risk such as:

- Being overweight
- Being physically inactive
- Not eating healthily
- Smoking
- Drinking too much alcohol
- High blood pressure
- High cholesterol

The good news is that these conditions can often be prevented even with a history of them in your family. NHS Health Checks are available to anyone aged between 40-74 and they are completely **FREE OF CHARGE!** You can contact your GP direct to book in your appointment.

What happens at the check?

- The check will take about 20-30 minutes
- You will be asked some simple questions, for example about your family history and choices which may put your health at risk
- Your height, weight, age, sex and ethnicity will be recorded
- Your blood pressure and cholesterol will be assessed
- If over 65, you will have a simple dementia test
- Some people, may need to be checked for type 2 diabetes

After the check you will be taken through the results and given personalised advice on how to improve your health & wellbeing and any treatment needed.

You can find more information by contacting your local GP surgery or at www.nhs.uk/nhshealthcheck.



Working together, learning together

City College Peterborough was founded in 1944 and has been providing adult learning ever since. At City College Peterborough you will receive exceptional support from the College and today we have expanded our offer to include the following courses and learning opportunities:

Apprenticeships – Ranging from Intermediate, Advanced and Higher-Level apprenticeships for learners aged 16 and over

16+ Choices – Designed to help learners aged 16-19 to study up to and including a Level 2 qualification and a recognised qualification in English and Maths

Qualifications for the Workplace – A wide range of programmes and courses to help employees learn new skills and achieve qualifications which will support their personal and career development

Get that Job - Employability – Free programmes to help you gain new skills and get back into work which are designed to meet the needs of local employer

Learning in your community – Free community courses ranging from Mental Health Awareness, Basic First Aid, CV Writing and Cooking

ESOL – English for Speakers of Other Languages

National Careers Service – Free, confidential, 1-2-1, information, advice and guidance to help you make decisions on learning, training and work.

Supported Adult Learning – Working in partnership with specialist groups the College offers a range of courses for individuals with learning disabilities

English & Maths - Work towards a national-recognised qualification in English and Maths, ranging from Entry Level 1 through to GCSE

Leisure Courses - Courses to suit all interest and abilities, from Arts and Crafts, Cooking, DIY, Counselling, Computing, Languages, Music and Photography

For more information about any of our courses please contact:

T: 01733 761361 E: admin@citycollegepeterborough.ac.uk

Website: www.citycollegepeterborough.ac.uk

Pre/Post Natal services: Baby Café's



Welcomes all mums who are breastfeeding or expressing and pregnant women to drop-in for free qualified support and social time.

Baby Café's are at the following locations:

Mondays 1-2.30pm

Brewster Avenue School Family Centre, Woodston PE2 9PN

Tuesdays 1—2.30pm

East Baby Café, East Children's Centre, Durham Road, PE1 5JU

Wednesdays 10—11.30am

Honeyhill Baby Café, Honeyhill Children's Centre, Paston PE4 7DH

Thursdays 11.45—1.45pm

Serpentine Green Baby Café, Tesco Community Room,
Serpentine Green Shopping Centre, Hampton Way, PE7 8BD

Find us on Facebook to stay up to date locally:

www.facebook.com/PeterboroughBreastfeedingSupport



Bumps to Booties Antenatal Classes

Delivered by the midwifery team—offers information about feeding options. Runs on a three week rolling programme at a variety of venues across Peterborough

NCT helpline

NCT National Helpline: 0300 330 0700

Infant Feeding Workshops

Provides women and their partners with the opportunity to learn more about breastfeeding. The sessions focus on the importance of building relationships, feeding cues and night feeds.

Contact: Infant Feeding Specialist Midwife: 01733 677219

Breastfeeding Clinics

Community Clinics are dedicated to offering mums specialist support and advice if they have gone home but may need a bit more help with breast-feeding (until the baby is 4 weeks old). This service is by appointment only and are held at the following locations:

- Hampton Children & Family Centre— Mondays 9.30-2.30
- Eye Children & Family Centre—Thursdays 9.30 –2pm

For bookings telephone: 01733 677219

Children's Centre

There are four Children's Centre hubs across Peterborough where you can get support or signposting to other services:

Orton	Telephone 01933 417438
Honeyhill, Paston	Telephone 01933 417040
First Steps, Dogsthorpe.....	Telephone 01733 295860
East	Telephone 01733 894028

Mental Health & Wellbeing

Cambridgeshire & Peterborough

KeepYourHead

Keep Your Head Strong & Your Heart Happy

The Keep Your Head website: www.keep-your-head.com, is a 'one stop shop' for information on wellbeing and mental health for people of all ages across Peterborough and Cambridgeshire. The Keep your Head website also has dedicated areas, providing information targeted at children and young people as well as adults including older people.

You don't need to be a service user to access the site as the information is available to anyone who feels that they need some support with their mental health.

The site provides a wealth of information on looking after your mental Health as well as self-help resources and services, both local and national that can help when you need further support. There are also dedicated pages for professionals which hold information on referral options and key contacts for specific services.

First Response Service

The First Response Service is a 24- hour service for people experiencing a mental health crisis. The service is for anyone, of any age who is registered with a GP practice within the Peterborough and Cambridgeshire CCG area.

STOP Suicide website

The phone will be answered by a trained Mental Health professional who will be able to listen to your concerns and help you get the support you need.

Phone: 111 and Select option 2



Since October 2017 the Cambridgeshire and Peterborough NHS Foundation Trust has been smoke-free. Smoking has been banned inside buildings for many years, but being smoke-free now means smoking is also prohibited within the grounds of our Trust sites. The aim is to protect the health and wellbeing of all patients, service-users, staff and visitors.



Cambridgeshire and
Peterborough
NHS Foundation Trust

Psychological Wellbeing Service (IAPTS)

This service is set up to help those aged 17 and over who are suffering from mild to moderate depression and anxiety disorders including generalised anxiety, social anxiety, post traumatic stress, health anxiety, panic, phobia or obsessive compulsive disorder

All of the talking therapies offered as part of our Psychological Wellbeing Service work by helping you understand what is happening to you, help you to work through your difficult feelings and learn new ways of coping in order to improve your wellbeing.

We have teams throughout the county, made up of people with different skills who offer a range of ways to help. We offer appointments throughout the day, from Monday to Friday. As well as face to face appointments there are online and telephone options

Phone: 0300 300 0055

Self referral email: selfreferIAPT@cpft.nhs.uk

Lines are open from 9am to 5pm, Monday to Friday, excluding Bank Holidays.

STOP Suicide website

The STOP Suicide website provides online information about what to do if you are feeling suicidal or you are worried about someone.

Website: www.stopsuicidepledge.org

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Mental Health & Wellbeing



CHUMS Mental Health and Emotional Wellbeing Service

CHUMS offers support to children and young people with mild to moderate mental health difficulties, such as anxiety and low mood as well as those with significant emotional wellbeing difficulties arising from life events such as bereavement and bullying. Support may include advice, group or one to one support or therapeutic interventions through football or music.

The service works with children and young people from 4 years old to 18 in Peterborough and up to 25 in Cambridgeshire. Referrals can be made by the young person themselves or by a professional or parent/carer.

Contact

Peterborough: 0330 0581 657

Cambridgeshire: 0330 0581 659

Website: www.chums.uk.com/cambs-referral-forms

Samaritans

Samaritans offer a safe place for you to talk any time you like, in your own way - about whatever is getting to you. You don't have to be suicidal to access the service. It is free to call the Samaritans and they are available 24 hours a day, 365 days a year.

Telephone: 116 123 (UK)

Email: peterborough@samaritans.org

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Cambridgeshire, Peterborough & South Lincolnshire Mind

Cambridgeshire, Peterborough and South Lincolnshire (CPSL) Mind aim to offer effective, accessible and co-produced services that support those recovering from mental health challenges, promote positive mental health and tackle mental health-related stigma and discrimination.

CPSL Mind offers a range of services locally, including mental health training, The Sanctuary (support for those in mental health crisis) and Wellbeing Services. Peer Support groups and Wellbeing workshops are also available as well as courses designed for mums during the perinatal period.

For more information visit: www.cpslmind.org.uk/

Books on Prescription

Reading Well Books on Prescription helps you to understand and manage your health and wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries.

The books provide helpful information and step-by-step self-help techniques for managing a variety of common mental health conditions including, depression and anxiety.

They can be found in the local library and specific books are available for both adults and young people. There are also a selection of 'mood boosting books' selected by other readers and reading groups.

For more information visit: www.reading-well.org.uk/books/books-on-prescription

Mood boosting books: www.reading-well.org.uk/books/mood-boosting-books

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About change, grow, live (cgl)

Change, grow, live is a social care and health charity that works with individuals who want to change their lives for the better and achieve positive life-affirming goals. Our goal is to help you regain control, change your life, grow as a person and live life to its full potential.

What the Aspire service does

We provide advice, guidance and support and a clear pathway to recovery if you are affected by drugs or alcohol misuse. Our team of doctors, nurses, recovery coordinators, family support workers, recovery champions, volunteers and peer mentors are dedicated to supporting you to change your behaviour, reduce your drug or alcohol use, and create a healthier safer lifestyle.

We encourage you to plan your own individual recovery journey and to participate in local support networks and recovery communities that can help develop your confidence, relationships and your commitment to change.

What we offer

- Advice, guidance and support
- Harm reduction, needle exchange and overdose prevention
- Assessment and recovery planning
- Specialist prescribing and medically assisted recovery
- Drug and alcohol detox
- BBV screening and Hep B vaccination
- Health & Wellbeing clinics
- Counselling
- Access to mutual aid (AA, NA and SMART recovery)
- Support for those in the criminal justice system (including DRRs and ATRs)
- Support for those engaged with children and adult safeguarding teams
- Peer mentoring and volunteering opportunities
- Parent, family and carers support groups
- Psychosocial interventions including the Foundations of Recovery programme



How to access us

Self-referral by dropping in to see one of the Engagement Team. Professional referrals welcome from GPs, safeguarding teams, housing teams, criminal justice teams, any many other supporting professionals and organizations.

Where to find us & contact information

Peterborough City Centre: 102-104 Bridge Street, Peterborough, PE1 1DY
Telephone: 01733 895634 • Freephone 0800 111 4354 • Fax 01733 349221

Opening times:

Monday 9:30am-4:30pm • Tuesday 9:30am-7:30pm • Wednesday 9:30am-4:30pm
Thursday 9:30am-7:30pm • Friday 9:30am-4:00pm

Aspire @ Bretton

Unit 4 Bretton Centre, Rightwell East, Bretton, Peterborough, PE3 8DU
Telephone: 01733 269461 • Fax: 01733 262394

Opening times:

Tuesday 9:30am-4:30pm • Wednesday 11:00am-4:30pm • Friday 9:30am-1:00pm

Aspire @ Orton

Unit 26 Herlington Centre, Orton Malborne, Peterborough, PE2 5PW

Telephone: 01733 237853 • Fax: 01733 230060

Opening Times:

Monday 11:00am-4:30pm • Thursday 9:30am-4:30pm



Integrated Contraception and Sexual Health services

iCaSH Peterborough provides all aspects of sexual health, including sexually transmitted infection (STI) testing & treatment, contraception, and HIV care and treatment, available from an easily accessible single location.

Anyone can self refer to our service. The clinic is totally confidential.

Our service in Peterborough will provide support, information, treatment and care for all sexually transmitted infections and onward referral to specialist services where appropriate. We provide contraceptive advice and supplies including long acting methods implants and intrauterine devices (IUDs) and emergency contraception.

We run specialist clinics for complex contraception problems including implant removals or difficult insertions or removals of IUDs.

For more information about Sexual Health services contact:

Address: 39-41 Priestgate, Peterborough PE1 1JL

Website: www.icash.nhs.uk/where-to-go/kings-chambers

For appointments Telephone: 0300 300 3030.

Cambridgeshire, Huntingdon and surrounding areas

Address: The Lime Tree clinic, 351 Mill Road, Cambridge CB1 3DF

Clinic 6, Oak Tree Centre, 1 Oak Drive, Huntingdon, PE29 7HN

Contact: 0300 300 3030 for appointments



Domestic & Sexual Abuse

Peterborough Women's Aid

Peterborough Women's Aid provides safe, temporary accommodation for women and their children who are experiencing domestic violence/abuse. Peterborough Women's Aid offers free & confidential support by providing:

- Assistance/Advice on benefits, legal issues, housing etc.
- Emotional support
- Weekly workshops
- Family groups

Referrals to the refuge can be made by any agency and through self referral.

Contact: 08454 103 123

Cambridge Women's Aid (Cambridge City & South Cambridgeshire)

Telephone: 01223 361214 Web site: www.cambridgewa.org.uk

Refuge (East Cambridgeshire, Fenland & Huntingdonshire)

Telephone: 07787 255821

You can also call the National Domestic Violence Helpline on 0808 2000 247. This is a Freephone 24 Hour helpline, run in partnership between Women's Aid and Refuge.

Sexual Violence

The Elms Sexual Assault Referral Centre | 0800 193 5434

The Elms SARC offers free support and practical help to anyone in Cambridgeshire who has experienced sexual violence and/or sexual abuse. The service is completely confidential.

It is available 24/7 on 0800 193 5434 or a message can be sent via the website: www.theelmsarc.org Email: theelms.sarc@nhs.net

Rape Crisis

Peterborough Rape Crisis Centre | 01733 852578

Cambridge Rape Crisis Centre | 01223 245888

Pharmacy Services



What does your local Pharmacy offer?

Your local pharmacy is the place to go to get any prescription, medicine and Clinical advice for minor health concerns. But they do a lot more than that! As well as helping with common illnesses like sore throats, coughs, colds, tummy troubles and aches and pains, pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception. Many pharmacies are open until late and at weekends. You don't need an appointment - you can just walk in.

ASDA PHARMACY

Rivergate Shopping Centre, Viersen Platz,
PE1 1ET Telephone: 01733 556310

BOOTS THE CHEMIST

Unit 2, The Bretton Centre, PE3 8DN
Telephone: 01733 262555

YOUR LOCAL BOOTS PHARMACY

8-10 High Causeway, Whittlesey, PE7 1AE
Telephone: 01733 205278

YOUR LOCAL BOOTS PHARMACY

New Queens Street Surgery, Syers Lane,
Whittlesey, PE7 1AT Telephone: 01733
203531

YOUR LOCAL BOOTS PHARMACY

21 High Street, Eye, PE6 7UP
Telephone: 01733 222125

BOTOLPH BRIDGE PHARMACY

Unit B, Sugar Way, PE2 9QB
Telephone: 01733 895974

THECHEMIST SHOP

4 Rectory Lane, Glington, PE6 7LR
Telephone: 01733 253433

DOGSTHORPE PHARMACY

54 Central Avenue, Dogsthorpe, PE1 4LH
Telephone: 01733 565423

GRAHAM YOUNG CHEMIST

Lincoln Road, Peterborough PE1 3HA
Telephone: 01733 554778

HALLS THE CHEMIST

14A Church Street, Thorney, PE6 OQB
Telephone: 01733 270111

HALLS THE CHEMIST

92 Peterborough Road, Farcet, PE7 3BN
TE: 01733 311611

HALLS THE CHEMIST

57 Napier Place, Orton Wistow, PE2 6XN
Telephone: 01733 233666

HAMPTON PHARMACY

14 Stewartby Avenue, Hampton Vale,
PE7 8NJ • Telephone: 01733 248371

LLOYDS PHARMACY

Sainsbury Superstore, Flaxland, Bretton,
PE3 8DA • Telephone: 01733 264733

LLOYDS PHARMACY

3 Bushfield Centre, Orton Goldhay,
PE2 5RQ • Telephone: 01733 235026

LLOYDS PHARMACY

Sainsbury Superstore, Oxney Road,
PE1 5NG • Telephone: 01733 349346

LLOYDS PHARMACY

Nene Valley Medical Centre, Clayton,
Orton Goldhay, PE2 5SD
Telephone: 01733 234244

MI PHARMACY

12B Skaters Way, Werrington, PE4 6NB
Telephone: 01733 578277

NETHERTON PHARMACY

57 Ledbury Road, Netherton, PE3 9RF
Telephone: 01733 261121

NEWBOROUGH PHARMACY

42-46 School Road, Newborough,
PE6 7RG • Telephone: 01733 811917

ODEDRA RC

Rectory Gardens, Old Fletton, PE2 8HN
Telephone: 01733 342081

ROWLANDS PHARMACY

New Primary Care Centre, Craig Street,
PE1 2EJ • Telephone: 01733 319398

ROWLANDS PHARMACY

The Health Centre, Landsdowne Road,
Yaxley, PE7 3JL • Telephone: 01733242580

ROWLANDS PHARMACY

178A Mountsteven Avenue, Walton,
PE4 6HN • Telephone: 01733 322776

TESCO IN-STORE PHARMACY

Serpentine Green, Hampton Hargate,
PE7 8BD • Telephone: 01733 462847

THOMAS WALKER PHARMACY

Thomas Walker Medical Centre, 87
Princes Street, PE1 2QP
Telephone: 01733 313130

WELL PHARMACY, MILLFIELD

303-307 Lincoln Road, Millfield, PE1 2PH
Telephone: 567208

WELL WESTWOOD

2-6 Hampton Court, Westwood, PE3 7JA
Telephone: 01733 262854

WELL PHARMACY (PASTON)

Chadburn Centre, Paston, PE47DG
Telephone: 01733 322907

WERRINGTON PHARMACY

97 Church Street, Werrington, PE4 6QH
Telephone: 01733 322322

WEST TOWN CHEMIST

63-65 Mayors Walk, West Town, PE3 6EX
Telephone: 01733 564144



Citizens Advice Peterborough (CAP)

CAP is a member of the national Citizens Advice network, a company limited by guarantee and a local registered charity.

We provide an advice service for all in the city but a disproportionate number of our clients are vulnerable individuals, including people facing language barriers, mental and physical disabilities, health problems or simply those who are struggling or facing a crisis.

We operate a wide range of services from our office in the city centre, offering free and impartial advice on topics such as housing, benefits, immigration and debt. You will find more information about these various services on the CAP website.

The work we do

Citizens Advice Peterborough opened in 1967, and moved to its current based premises in 1998. The service provides advice on a wide range of issues via drop-in assessments; pre-arranged appointments; telephone and email advice, web-chat, and outreach.

During 2016/17, we helped over 11,000 people (8,339 people helped face-to-face, by phone, by email or on web-chat and 2,987 visits to our digital advice) with more than 16,527 issues, including:

- **Welfare benefits and tax credits:** e.g. helping to challenge decisions that stop benefits payments or information about eligibility
- **Housing:** problems with landlords, bonds, poor conditions, homelessness
- **Immigration:** support on a person's right to stay in or enter the UK
- **Debt:** e.g. multi debt problems, bailiffs, repossession
- **Employment:** e.g. unfair dismissal, minimum wage, bullying, redundancy



How we help people

Problems don't happen in isolation, and can have a severe effect on people's lives. Solving them stops these situations escalating. The wider impact of advice, what we achieve as a result of solving problems and providing support, is just as important. 4 in 5 people said advice improved their life, including improving their health and finances.

Other benefits include:

- 3 in 5 people we advised found it easier to manage day-to-day
- Nearly 50% felt they had better relationships with other people
- 2 in 5 people had a more secure housing situation
- 3 in 10 people found it easier to find or maintain a job
- 2 in 3 people felt more confident to handle a similar problem in future
- 3 in 4 people felt more knowledgeable regarding their rights

For more information about CAP contact:

In person: 16-17 St Mark's Street, Peterborough, PE1 2TU

(Mon – Fri, 9am – 12 noon and 1pm – 4pm)

Phone: Adviceline 03444 994120 (Mon – Fri, 10am – 4pm)

Website : www.citapeterborough.org.uk/



Peterborough Council for Voluntary Service (PCVS) is an important member's organisation to Peterborough's voluntary and community sector and provide a range of support services to our members.

PCVS is a registered charity set up by local organisations in 1980 as an umbrella and network organisation to the voluntary sector in Peterborough.

Our services include:

- Providing a Direct Payment Service to ensure choice and control over how services are delivered to those in need
- Practical support with office services and administration
- Sage payroll service from as little as £10.00 per month
- Monthly network newsletter 'MEMO'
- Free information and advice on a range of relevant community issues
- Identifying new needs and developing initiatives for meeting them
- Promoting partnership between statutory and voluntary sectors in the delivery of welfare and other services
- Supporting innovation, accountability and good practice
- Encouraging local organisations and groups to put forward their views on Local and National policies/decisions

For more information about PCVS contact:

PCVS, 32-34 Cromwell Road, Lincoln Road, Peterborough PE1 2EA

Registered Charity Number: 299823 Company Ltd by Guarantee: 2119687

Telephone: (01733) 342683 • Email: pcvs@pcvs.co.uk • Website: www.pcvs.co.uk



Age UK Cambridgeshire and Peterborough provide a wide range of services and support for older people, their families and carers both in their homes and the community. This includes:

- information and advice - for people aged 60 or over and their carers. This includes: welfare benefit entitlements, consumer, family and personal health & disability, housing, transport, leisure activities. Signposting and navigation to other services.
- practical support - help with housework and garden maintenance.
- older carers support – assistance to establishing 'what if' emergency plans and connecting to the carers hub. Location: Gladstone Community Centre, Peterborough
- day club - providing opportunities for older people and their carers to socialise, enjoy activities, entertainment and a meal. Location: Steve Woolley Court, Orton Malborne.
- friendship clubs - 12 clubs across the Peterborough and surrounding area, meeting once a week offering a place to enjoy company, a home cooked meal, and access to information and advice and other community activities such as day trips and outings
- Sharing time - home visits by a volunteer providing company and conversation once a week for about an hour, to help prevent feelings of loneliness.

For more information about Age UK contact:

Telephone: 0300 666 9860 | 9am to 3pm

Email: infoandadvice@ageukcap.org.uk

Website: www.ageukcap.org.uk

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