



PROUD TO BE A **SAFE SURGERY**



Welcome to The Station Practice

Station Plaza Health Centre
Station Approach
Hastings
East Sussex
TN34 1BA

Telephone: 01424 464756

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

Useful information leaflet

➤ **Dental Services**

If in need of a dentist, urgently or to register with one, please contact the dental helpline on **0300 123 1663** or via **111**.

➤ **Emergency Dental Services**

The East Sussex Emergency NHS Dental Service offers out of hour's temporary urgent treatment to patients who reside in East Sussex. Patients contacting the service will be triaged and an appointment will be offered to those that meet the criteria.

Please note this is not a drop in service - an appointment must be made prior to attendance.

Appointment line is normally open from 6.30pm to 10.30pm with appointments between 7.00pm to 9.00pm.

Open weekends and Bank Holidays

Eastbourne 01323 449170

Appointment line live from 1.00pm to 5.30pm with appointments between 2.00pm to 4.00pm

Hastings 01424 850792 or Lewes 01273 486 444

Appointment line live from 9.00am to 1.30pm with appointments between 10.00am to 12.00pm

➤ **Health and Social Care Connect**

Health and Social Care Connect (HSCC) is the point of contact for adults and carers with health, care and support needs to access information, advice and community services in East Sussex.

Form updated May 2024. The practice strive to keep this leaflet up to date, but some services may occasionally change their details without informing the practice.

HSCC can provide advice on the types of services that are available and use One space www.eastsussex1space.co.uk or the ESCIS website at www.escis.org.uk to locate suitable services.

The service is available on;

Telephone 0345 60 80 191 from 8am to 8pm, 7 days a week, including bank holidays

Applications can be made online at www.adultsocialcare.eastsussex.gov.uk

Calls may be recorded, and charged at the phone operator's local rate.

- Minicom: 01323 466630
- Text phone: 07797 878 111
- Email: HSCC@eastsussex.gov.uk

➤ **Health in Mind**

Health in Mind is a free NHS service for anyone in East Sussex experiencing emotional or psychological difficulties such as stress, anxiety and depression.

The service is FREE and available to adults over the age of 17.5 living in the East Sussex area.

Please note this is not a priority service and it may take up to 20 working days after the referral to get in touch.

Telephone: 0300 00 30 130 Lines open Monday to Friday, 9.00am to 5.00pm

Email: spt.healthinmind@nhs.net

➤ **Health and Well-being Community Hubs**

Health and Well-being community hubs help local people and communities to improve and manage their health and wellbeing by giving them access to information, sign posting and support in one convenient place.

North East Hastings - Education Futures Trust
Phone - 01424 722 241

North West Hastings - Fellowship of St Nicholas
Phone - 01424 423 683

Central St Leonards - Fellowship of St Nicholas
Phone - 01424 423 683

Central Bexhill and Sidley - Sussex Community Development Association
Phone - 01424 576 304

➤ **Age UK – East Sussex 01273 476 704**

For people over 50. Age UK East Sussex Trading Ltd. works with Age UK to offer a range of insurance and other products.

➤ **East Sussex Community Information Service (ESCIS)**

ESCIS stands for East Sussex Community Information Service and is a computer database of local and community information developed and managed by the Library and Information Services of East Sussex County Council in association with Brighton and Hove Library Service.

It is a free resource for everyone. It is free to be listed and free to use.

ESCIS is a broad directory, encompassing all community information & events in East Sussex. For a directory of care support and wellbeing services mainly for adults, see our sister site

<https://1space.eastsussex.gov.uk/>

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➤ **Care for the Carers - East Sussex**

Care for the Carers is an independent charity that runs a range of different carers groups. We provide free practical and emotional advice and support to unpaid carers, helping them to navigate the range of services available locally. There is no need to book a place at any of the groups ...Care for the Carers. Highlight House, St. Leonards Road, Eastbourne, BN21

Call us on **01323 738390**, email info@cftc.org.uk <<mailto:info@cftc.org.uk>> or text **07860 077300**.

➤ **Hastings Advice and Representation Centre (HARC)**

Provides free confidential advice, information and representation to over 10,000 people in a typical year, raising over three million pounds in unclaimed benefits. Open: Monday - Friday 9am - 4pm. The Advice and Community Hub, Renaissance House, The Old Christchurch School, London Road, Hastings, TN37 6AN **01424 428375**

➤ **Welfare Benefits and Debt Advice**

A service to help manage the impact of welfare reforms and understand welfare benefits. Lines open Monday to Friday, 9am to 5pm **0333 344 0681** or benefitseastsussex@harcuk.com

➤ **Citizens Advice Bureau**

Supporting the people of Hastings and Rother

Citizens Advice 1066 provides advice over the telephone and face-to-face by appointment.

If you need our help you can telephone a local call-back advice line on 01424 869352 and give your details and a brief description of your enquiry. They will get back to you - usually within the day, but sometimes within 72 hours for less urgent cases.

Alternatively, you can telephone their national advice line on 0800 144 8848. Their national website too has information on the full range of issues we can help with: <https://www.citizensadvice1066.co.uk/>

➤ **Homework's (Southdown)**

For people aged 16 to 64 (a single person, a couple or a family), homeless or at risk of losing your home, and need support to live independently. It is a free service which provides flexible and tailored support to prevent homelessness. We work with you to help you keep or access safe and affordable housing that you can call home

Contact us on; referrals@home-works.org.uk or 01273 898 700

➤ **Triple P - Positive Parenting Programme**

For parents of 2-12 year olds and of teenagers. Triple P is the Positive Parenting Programme, available for free across the county. Hundreds of families in East Sussex have already benefited from their simple, practical ideas and strategies for parenting. It is based on developing strong, nurturing relationships, good communication and positive attention.

Contact the Parenting team on **01424 725800** or triplepteam@eastsussex.gov.uk

➤ **Open for Parents**

For parents of 2-19 year olds. Open for Parents offers free support in a range of areas such as bedtime routines, tantrums, nightmares, night terrors and managing children with additional needs and Autism or any behaviour that may cause concern.

A variety of support is available including one-off sessions, groups, one to one support and online courses. They offer simple practical strategies as well as the chance of meeting with other parents experiencing similar concerns.

Contact the Parenting team on **01424 725800** info@openforparents.org.uk

➤ **One You East Sussex**

One You East Sussex can help people get healthy, and give support to make simple changes towards a longer and happier life.

One You East Sussex will provide tools, motivational support and encouragement every step of the way, to help improve people's health right away by losing weight, increasing physical activity, give up smoking or have a health check to get the right advice.

Practices may have their own smoking cessation or healthy lifestyle advisors but if not feel free to direct patients to this service. More information available on the website.

Tel: 01323 404600

➤ **iROCK**

A service for people aged 14-25 year olds that offers friendly advice and support about emotional wellbeing, employment, education and housing. i-Rock offers the chance to talk, in confidence about any problems an individual may have, no matter how big or small.

No referral is needed.

Hastings:

Drop in clinic is open **3 days a week (Mon, Wed & Fri) from 11am to 7pm**. Appointments can be made online.

Based at Rock House, 49-51 Cambridge Road, Hastings, TN34 1DT

Email: irockhastings@gmail.com

➤ **Warm Home Check Service**

This free service for East Sussex residents offers telephone advice for anyone struggling to afford to keep warm at home, with money-saving advice and tips on how to stay warm for less. It also provides eligible households with a holistic home energy efficiency assessment. This can include;

1. Advice on how to keep warm and reduce energy costs.
2. Advice on financial support available to help with heating costs
3. Small home improvement measures such as pipe insulation, draught-proofing or boiler service.

To apply or for more information please ring 0800 464 7307 or visit the website:

www.warmeastsussex.org.uk/services-and-support/winter-home-check-service/

➤ **The Common Room – Temporarily Closed**

This is designed as an open living room - a welcoming space where you can relax and spend time with people from different walks of life - without having to spend money. A place where people can be alongside each other on good days and bad. Thanks to our wonderful volunteers, it is open to everyone from Tuesday to Saturday open 12 to 6pm

Form updated May 2024. The practice strive to keep this leaflet up to date, but some services may occasionally change their details without informing the practice.

There is also a schedule of regular events.

info@wrnv.org.uk

The Common Room; 27 - 29 Cambridge Road, Hastings, East Sussex, TN34 1DT

➤ **Social Prescribing**

A free service that provides one to one support for patients in the GP surgery or in the community. You must be registered with a GP in East Sussex and at least 16 years old.

Requires specialist services support from the list:

- Housing
- Benefits
- Finance and debt
- Health and Wellbeing
- Legal Advice
- Relationships and parenting

Requires community activities support including:

- Arts and culture
- Befriending and social networks
- Faith and spirituality
- Education and training
- Health and Leisure
- Volunteering and employment

Please let the surgery know should you wish to be referred.

➤ **Sexual Health Services - East Sussex**

Available in Eastbourne, Hastings, Bexhill, Seaford, Uckfield and Crowborough. The main services are based at Avenue House in Eastbourne and at the Station Plaza Clinic in Hastings. **Open all week from 8:30am with clinic sessions running from Monday to Friday** and offer the full range of sexual health services from screening for any STIs and HIV to treating all infections and providing all Contraception Methods. Also have a number of clinic sessions in different venues across the area. For details of your nearest clinic call us on:

- **East Sussex Downs & Weald areas 01323 416100 (option 1)**
- **Hastings & Rother areas 01424 464750**
- **Chlamydia Screening 0800 0612668**

➤ **STAR - Drug and Alcohol Service**

If you would like to talk to them please get in touch to find out more:

- Phone: **03003038160**
- Email: **EastSussex.Firststep@cgl.org.uk**

➤ **MSI Reproductive Choices Termination of pregnancy**

In many areas of the country we are able to see women under the NHS (free of charge). We do not require a letter from your doctor or clinic you can self-refer.

Call direct on: 0345 300 8090

Open 24 hrs / 7 days

Calls from mobiles are free as part of your inclusive minutes.

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From landlines they're charged at a local rate.

Our services include:

- Pregnancy testing
- Choice of counselling
- Supportive consultation
- Choice of medical or surgical abortion
- One visit only
- Contraception
- Aftercare advice (24 hrs / 7 days)

www.maristopes.org.uk

➤ **Maternity Self- Referral**

Please see below the link to access the maternity self-referral form:

<https://www.esht.nhs.uk/service/maternity/your-pregnancy/maternity-self-referral/>

If you need to call the maternity ward please ring Conquest Switchboard and ask for Maternity Department on 0300 131 4500

➤ **Conquest Hospital**

Address: The Ridge, Hastings, Saint Leonards-on-sea TN37 7RD

Phone: 0300 131 4500

➤ **Bexhill Hospital**

Address: Hollier's Hill, Bexhill-on-Sea TN40 2DZ

Phone: 0300 131 4500

➤ **Hastings Food Bank**

Helping local people. They operate a referral system so please speak with the surgery for a referral to be done.

Visit website on www.hastings.foodbank.org.uk

➤ **East Sussex County Council – advice on council services and related subject.**

www.eastsussex.gov.uk

Contact centres telephones are open 8.30am to 5pm (4.30pm on Fridays) unless stated otherwise:

- **Switchboard** – 0345 608 0190 (8am to 5pm, Monday -Thursday, and 8am to 4.30pm on Friday)
- **Adult social care** – 0345 608 0191 (8am to 8pm, seven days a week)
- **Children and families** – 0345 608 0192 (10am to 2pm, Monday to Friday)
- **Highways: roads, pavements and paths** – 0345 608 0193 (24 hours a day)
- **Buses** – 0345 608 0194 - Press 1
- **Waste** – 0345 608 0194 - Press 2 (9am to 4pm, Monday to Friday)
- **Library enquiries** – 0345 608 0196 (10am to 5pm, Monday to Saturday)
- **Trading Standards** – 0345 608 0197
- **Registration service** – 0345 608 0198

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- **Switchboard from overseas** – +44 (0)1273 336 000

➤ **Hastings Borough Council**

Address: Muriel Matters House, Breeds Pl, Hastings TN34 3UY

Phone: [01424 451111](tel:01424451111)

➤ **Hastings Library**

Address: Brassey Institute, 13 Claremont, Hastings TN34 1HE

Phone: [0345 608 0196](tel:03456080196)

IT FOR YOU - contactless computer support sessions. To ensure social distancing, we cannot use your laptop, tablet or smartphone and will provide a PC in the Library. Call on 01323 463759

- Pick up bus pass forms for older people
- Find out about bus travel discounts for young people
- Study space is available
- Free computers with Internet access
- Free WiFi

Ukrainian Sanctuary Café – Hastings Trinity Hastings

- **Mondays | 11.00am - 1.30pm | HTH Cambridge Hall (opposite ESK)**
- A place to meet and make new friends, feel part of the community and to be supported - **all Ukrainians welcome** for a free cafe with English lessons, drinks, food, conversations & crafts.
- For more info please email jac.williams@hthchurch.org

HVA- Hastings Voluntary Action projects and useful information

The Links Project is a multi-agency support and advice project for asylum seekers, refugees and migrant communities living in East Sussex. The project provides access to support and advice in a range of areas including asylum support (NASS), EU Settled Status scheme, accessing healthcare, general immigration advice, housing and welfare benefits. The project offers a number of time limited personal development projects such as English classes.

Come along to a drop-in session:

Hastings: **Wednesdays** between 11am-3pm Central Hall, 6B Station Road, Hastings. TN34 1NG.

Eastbourne: **Fridays** between 10am and midday (12pm). Sanctuary Cafe, All Souls Church Hall, Wellesley Road, Eastbourne. BN21 3RJ

For more information, head to: <http://www.hastingsvoluntaryaction.org.uk/project/links-project> or contact Marc Turczanski on 01424 444010 / email: marc@hastingsvoluntaryaction.org.uk.

The Refugee Buddy Project will match local volunteer Buddy's with Ukrainian refugees arriving in Hastings, Rother and Wealden.

- We can 'match' you with a Buddy to help you get to know your new community and your

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surroundings.

- Match you with a buddy to practice conversational English. Practice your English with your buddy.
- Employment preparation support - computer skills, CV writing, and interview skills. Our employment support is tailored to your aspirations and needs.

Join the Refugee Buddy Project network to take part in Welcome Workshops, get support with organising your own social events, share food and come along to social gatherings in your area.

For an appointment and to register, email: Chelsey@therefugeebuddyproject or call: 07763841600 (Wednesday/Thursday/Fridays 9-12pm)

The Association of Ukrainians in Great Britain East Sussex Branch has been created as a response to the war in Ukraine, to unite Ukrainians living in East Sussex and to support Ukrainian Refugees. The group would like to fundraise for Ukraine, to help Ukrainian refugees settle in Britain, and to promote Ukrainian culture, history, and language. Join the Facebook group here: [Association of Ukrainians in Britain East Sussex Branch \(being formed\) | Facebook](#)

The Association of Ukrainians in Great Britain East Sussex Branch organises fortnightly meetings for new Ukrainian arrivals, meetings are held at 2pm at the Common Room, 27 Cambridge Road (across the road from ESK shop) **every other Sunday**.

To find out details of the next meeting: [Association of Ukrainians in Britain East Sussex Branch \(being formed\) | Facebook](#)

Holy Trinity Hastings - Safehaven Women. Thursday / 12.30 - 2.30pm /TERM TIME Claremont Entrance

Safehaven Women is a peaceful, cosy, comfortable space for women of our town to relax and enjoy. We hope that this safe space is a chance for women to feel supported and loved, to hang out, to chat and to be listened to over a hot drink and a piece of cake.

We offer hot tasty food, drinks, a clothing bank, sanitary products and other 'giveaways', when available. For more info: <https://www.hthchurch.org>

Holy Trinity Hastings - Tots & Me Friday /10.30 - 12pm /TERM TIME /Claremont Entrance

A group for parents/ carers and babies (0-4) in Hastings . A place where kids can play safely and parents get to know each other. For more info check their website: <https://www.hthchurch.org>

His Place Church run a weekly café meet up for Ukrainian guests and their host families. **Tuesdays**, 2pm – 4pm, His Place Community cafe, Robertson Street, Hastings TN34 1HL.

For more info: <https://www.hisplacehastings.co.uk/>

Hastings & Rother YMCA offer access to Youth Clubs and discounted rates for roller skating to Ukrainian young people living in Hastings and St Leonards.

Find out more at: <https://www.ycentre Hastings.org.uk/>

Holiday Activities and Food programme - The Department for Education funds a programme which provides enriching activities and healthy meals for eligible young people over the school holidays. Ukrainian guests within East Sussex can access the programme.

- A full list of provision is available at <https://eequ.org/escchaf>

- A map of the county showing provision in each area is available <https://shorturl.at/smhzj>

If you are unable to book via the online forms you can contact the HAF team at ESCC by email on HAF@eastSussex.gov.uk

Citizens Advice can support Homes for Ukraine guests who are struggling with food and essential items, while they wait for their Universal Credit applications to be processed. For more info: www.citizensadvice1066.co.uk or call 01424 869352

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ETC are offering Ukrainian guests free English classes, currently on Mondays and Fridays but will expand with demand.

- classes range from complete beginner to intermediate level
- conversational & social groups
- students will need to attend an assessment prior to allocating them a class

Please email: etc.english@btinternet.com to find out more and to book a place or call 01424 444691 to leave a message.

Free Counselling funded by Homes for Ukraine

Counselling Plus has been awarded funding to support Ukrainians now living in Hastings & St Leonards, or their hosts. Please ring 01424 428300 to request an assessment.

Funding is limited currently. www.counsellingplus.org

Hastings & Rother Mediation Service

Free mediation and conflict coaching support is available for Ukrainian refugees and those hosting refugees

under the Homes for Ukraine Scheme. This service is provided by partners within the Sussex Mediation Alliance, covering East Sussex, funded by East Sussex County Council.

For more information contact: Hastings and Rother Mediation Service on neighbourhood@hrmediation.co.uk / 01424 446808

For more information, see East Sussex County Council's welcome guide for people arriving from Ukraine:

[Welcome to East Sussex | East Sussex County Council](#)

East Sussex County Council also have a guide for hosts in the Homes for Ukraine scheme:

[Welcoming Ukrainian guests to East Sussex | East Sussex County Council](#)

You can also find out about other charities and community groups here:

East Sussex Community Information Service: [Home | ESCIS](#)

HVA's member directory: [Find A Group | Hastings Voluntary Action](#)

When the surgery is closed



**when it's less
urgent than 999**

Hastings Primary Care Hub

The nearest NHS walk-in centre is located on the ground floor of Station Plaza Health Centre. The Station Plaza walk in centre telephone number is 01424 884410 and the opening hours are now Monday

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– Friday 08:00-18:30 and weekends and BH 08:00-20:00. NHS walk-in Centres provide advice and treatment for a range of minor illnesses and injuries.

Please note this is not a drop in service - an appointment **must** be made prior to attendance.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

[Need to see a doctor? NHS 111 can help](#)

NHS 111 directs patients to the service that is best able to meet your needs taking into account your location, the time of day you are calling and the capacity of local services. 111 is free to call at all times. You can go online to www.111.nhs.uk 24 hours a day.

[Experiencing a mental health problem?](#)

If you are affected by a mental health issues over the bank holidays you can contact

- **Staying Well Space for MENTAL HEALTH CRISIS:**
The Staying Well Space is an out-of-hours mental health crisis prevention service, provided at our St Leonards Wellbeing Centre. Open 7 days a week, the service provides recovery-focused support to help you manage your mental health, stay well and prevent crisis from 6pm to 10.30pm on weekdays and 3pm to 10.30pm at weekends.
Please contact Staying Well by calling 0800 023 6475 or emailing stayingwell.hastings@southdown.org <<mailto:stayingwell.hastings@southdown.org>>
- **Samaritans** 0330 094 5717 whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.
- **MENTAL HEALTH HELPLINE** provide telephone support on 0800 030 7500

[Emergency care](#)

If you or someone you are with finds themselves in a life-threatening situation call 999 and ask for an ambulance.

Please go to A&E Department if it is a life-saving emergency.

Local A&E Department address; Conquest Hospital, The Ridge, St Leonards-on-Sea, East Sussex
TN37 7RD.

Please remember that A&E is for true accidents and emergencies. If you attend with a minor illness you will wait for a long time to be seen and also delay care to those who need it. If you are unsure whether you should go to A&E out of hours please call 111.