

1 EMERGENCY NUMBERS

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Updated 05/08/08

Emergency Numbers

In a life threatening emergency:

Telephone: Police 999 and give your location.

To get help with mental health:

Telephone your **GP** (see *Section 2: GP Services*)

Or

Social Services Referral Co-ordinator:

Telephone: Torquay (01803) 219700

Or

NHS Direct 0845 4647

Out of Hours:

Telephone your GP (see *Section 2: GP Services*)

If no assistance available:

Telephone:

Devon Doctors: 01392 824600

Emergency Duty Team:

0845 056 8032 or (01803) 524519(Torbay)

or 0845 6000388 (Devon)

Or

Go to, or take the patient, to the **Accident and Emergency Department** at Torbay Hospital.

Accident and Emergency Department South Devon Healthcare Trust

Location: (Torquay Map Ref: F5)
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Telephone: (01803) 614567

Purpose of the service:
To provide emergency medical treatment.

Accessed by :
Drop in 24 hours per day.

Other services:
On call Psychiatrist

Updated 15/06/07

Crisis Resolution Home Treatment Service (Inpatient Urgent Care Team) Devon Partnership NHS Trust

Location: (Torquay Map Ref: F5)
Haytor Unit, Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Telephone: (01803) 616606

Fax: (01803) 616606

Purpose of the service:

To work intensively with clients who are in crisis and who are in an acute phase of their illness (mental health). To provide an alternative to hospital admission by utilising existing resources effectively and developing new initiatives. We will work closely with clients, their families and Carers.

Accessed By:

Referral from GP and Mental Health Teams
Police, Social Services and other health care professionals. 24 hour service. updated 31/07/08

Emergency Duty Team (Out of Hours)

Torbay Care Trust-Social Services

Devon Partnership NHS Trust

Location:

Torbay

Telephone: (01803) 524519

Fax: (01803) 313941

Purpose of the service:

All Social Service issues, out of hours, including evenings, nights, weekends and public holidays. We also cover child care, mental health, older people services and Homelessness

Accessed by:

Telephone only

Updated 23/10/07A

Devon Doctors

NHS Funded

Location:
Help line only

Telephone: 01392 824600

Purpose of the Service:

To provide out of hours

GP service/mental health emergency service for Devon and Torbay.

The on-call doctors work closely with minor injury units and emergency departments and ambulance service.

Accessed by: Telephone

When you telephone, the operator will ask you for:

The patient's name

The patient's date of birth

The telephone number

The name of the patient's GP or Community

Mental Health Team

Details of their health problems

Other services:

Emergency prescription issue.

Updated 08/08/08

NHS Direct
National Health Service

Location:
National Helpline

Telephone: 0845 4647

Website: www.nhs.direct.co.uk

Purpose of the service:
To give free advice and guidance on medical issues and services of the NHS.

Accessed by : Telephone and Internet

NHS Urgent Dental Service

Torbay Care Trust

Location: (Torquay Map Ref: G6)

Castle Circus Health Centre

Abbey Road

Torquay

TQ2 5YH

Telephone: (01803) 217777

Purpose of the service:

To provide emergency dental treatment for the patients who do not have a regular dentist. For the relief of dental pain only.

Accessed by: Patients in Pain

Telephone: by appointment only

Updated 18/07/08

Devon and Cornwall Police Service

Location:

Torquay Map Ref: G6	Paignton Map Re:D9
South Street	Southfield Road
Torquay	Paignton
TQ2 5AH	TQ3 2SP

Brixham Map Ref:J14
Reabarn Close
Brixham

Telephone: In an emergency 999

Non-urgent enquiries:

0870 5777444
0845 2777 444

Updated 03/08/07

Torbay Social Services

Torquay, Paignton and Brixham

Torbay Care Trust

Location: (Torquay Map Ref: G6)

Union House,

Union Street

Torquay

TQ1 3YA

Telephone: (01803) 219700

Text Phone: (01803) 219792

Purpose of the service:

To co-ordinate all enquiries to the Social Services

adult teams including mental health.

-Accessed by:

Drop-in, telephone, self-referral

The Samaritans

Charity

Location; (Torquay Map Ref: G7)

21 Warren Road

Torquay

TQ2 5TQ

Telephone: (01803) 299999

Helpline: 08457 90 90 90

Email: jo@samaritans.org.uk

Website: www.samaritans.org.uk

Purpose of service:

Offers confidential emotional support 24 hours a day for those who are experiencing feelings of distress or despair, including those that may lead to suicide.

Accessed by:

Telephone, visit, email, internet

Updated 18/07/08

Notes