



# Care Leavers

Health offer directory



This booklet has been created in partnership with the following organisations:



Helping you find your way to wellbeing  
NEL Mental Health Support Teams



Northern Lincolnshire  
and Goole  
NHS Foundation Trust

we are  
withyou



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# How to access a GP

Your doctors surgery is often the first place you go for confidential advice if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services.

**You need to be registered with a GP surgery in order to make an appointment.** Anyone in England can register with a GP surgery to access NHS services. It's free to register and you do not need proof of address or immigration status, ID or an NHS number.

To find and register with a GP visit the NHS information page [here](#) or scan the QR code below



**Need help finding and registering with a GP?**

scan the QR code with a smartphone camera for further information



# How to access a dentist

**You need to be registered with a dentist surgery in order to access regular check ups and routine dental care.**

If you think you need urgent care, contact your usual dentist, if you have one, as some surgeries offer emergency dental appointments and will provide care if clinically necessary.

You can also contact NHS 111, who can put you in touch with an urgent dental service.

To find and register with a dentist visit the NHS information page [here](#) or scan the QR code below



**Need help finding and registering with a dentist?**

scan the QR code with a smartphone camera for further information



# How to access an optician

It is recommended that you have your eyes tested every 2 years, though this could be more frequent if you have problems with your eyes.

Your eyes rarely hurt when something is wrong with them, so having regular eye tests is important to help detect potentially harmful conditions.

An NHS sight test may be free of charge if you're in one of the eligible groups. For further information on free eye test entitlement and how to find a local optician visit the NHS information page [here](#) or scan the QR code below.



Need help with free eye tests and finding an optician?

scan the QR code with a smartphone camera for further information



# Single Point of Access (SPA)

If it's not a 999 emergency but you need medical help fast, call the North East Lincolnshire Single Point of Access (SPA). SPA is for people who live in North East Lincolnshire or are registered with a North East Lincolnshire GP.



SPA offers confidential advice and information over the phone 24 hours a day, 365 days a year. If you are ill and have any questions about your health or if you need to see a GP during the evening, night time or weekends then ring SPA.



**No referral  
needed**



**24 hours a day  
365 days a year**



**(01472) 256256**



**Advice available  
for all ages**

# Young Minds Matter - CAMHS

Young Minds Matter supports young people who experience difficulties with their emotional wellbeing and/or mental health.

The service offers:

- Advice/coping strategies to help prevent mental health or emotional wellbeing problems escalating
- Struggling with low mood/depression
- Experiencing anxiety
- Support with being able to work through things that have caused trauma
- Support for self-harm and thoughts of suicide
- Eating difficulties
- Specialist support services for children and young people with a learning disability, autism and ADHD



## Looked After Children's Team - CAMHS

Specialist looked after children team within CAMHS offering:

- Advice and guidance to social workers, foster carers, and other professionals



- Multi-agency consultations about the child's emotional wellbeing and/or mental health and how to understand and respond to the child's needs
- Direct therapeutic work with the child (e.g. trauma therapy), or interventions informed by CBT, Dialectical Behaviour Therapy (DBT), or Compassion Focused Therapy (CFT)
- Dyadic work with the child and carer (e.g. Dyadic Developmental Psychotherapy (DDP) or Theraplay)
- Training on developmental trauma for foster carers.
- Training for residential staff
- Routine consultations and visits to the children's homes



Referrals can be made by any professional to the service, referrals can be discussed via the advice line. Referral form



[navigocare.co.uk](http://navigocare.co.uk/CAMHS)  
[/CAMHS](http://navigocare.co.uk/CAMHS)



**(01472) 252570**



[info.navigo@nhs.net](mailto:info.navigo@nhs.net)



**Monday-Friday**  
**9am-4:30pm**



**Up to 19 years**

# Compass GO...

Compass GO... Mental Health Support Team works with children, young people, families and education settings. They provide support, help and advice for pupils, students and schools for issues related to emotional and mental health wellbeing including:

- Anxiety
- Low mood
- Self-harm
- Relationships
- Exam stress
- Strong emotions

The service works with young people on a 1:1 basis offering Cognitive Behavioural Therapy intervention.

Pod sessions (group) interventions are also offered.



**No referral  
needed**



**compass-uk.org**



**(01472) 494250**



**nelincsmhst@compass-uk.org**



**24 hours a day  
365 days a year**



**5-19 years**

# Kooth online counselling

Free, confidential, and non-stigmatised way for young people to receive counselling, advice, and support online.

The service provides the following:

- A text-based chat/messaging function
- Schedule sessions with a named counsellor on a regular basis
- A range of forums which are pre-moderated, offering facilitated peer support
- Live discussion groups
- An online magazine
- Information, activities and self-care tools and resources



**No referral  
needed**



**Kooth.com**



**Website available at  
all times.  
Counselling chat:  
Mon-Fri 12pm-10pm  
Sat-Sun 6pm-10pm**



**11-25 years**

# 24/7 Crisis Support Helpline

The 24/7 support service offers advice to adults in North East Lincolnshire who are seeing their mental health affected in any way.

On hand 24 hours a day to offer guidance on any anxiety you may be struggling with. The service can also signpost and support on a range of mental health issues including depression, suicidal thoughts and self-harm. This number can also be used if you need urgent help for a mental health crisis.



**For children and young people in a crisis contact Young Minds Matter on (01472) 252570.** Out of office hours the adult 111 number can be used for children in a crisis.



**No referral needed**



**24 hours a day  
365 days a year**



**111**



**18+ years. Can be used all age outside of office hours**

# Children Looked After Health Team offer to Care Leavers

- Develop, support delivery of, monitor and review the health element of the Health Plan.
- Support transition planning to adult health services.
- Ensure all care leavers have the opportunity to receive a copy of their health history/essential health information.
- Ensure the Leaving Care Health Assessment/ health history is accessible through the young person's registered GP and a copy is retained.
- Provide Care Leavers with advice and guidance on how to access health care including primary care, dental care, mental health services and minor injuries/out of hours care.
- Offer health advice, support and signposting to all Care Leavers up to the age of 25 years old.



All children in care are eligible for this service. When children become looked after the health team are informed by children's social care.



[nlg-safeguarding  
admin@nhs.net](mailto:nlg-safeguarding.admin@nhs.net)



**03033 305383**



**Up to 19 years**



**Monday-Friday  
9am-5pm**

# How to access a midwife

If you have recently found out you're pregnant you'll need to contact your GP or a midwife and they will help you book your first appointment.

Your first midwife appointment (also called the booking appointment) should happen before you're 10 weeks pregnant. This is because you'll be offered some tests that should be done before 10 weeks.

If you're more than 10 weeks pregnant and have not seen a GP or midwife, contact a GP or midwife as soon as possible.

To more information on pregnancy visit the NHS page [here](#) or scan the QR code below



Found out you are pregnant  
and need more information?

scan the QR code with a smartphone camera  
for further information



# Perinatal Mental Health Service

The service offers interventions to pregnant people and new mums who are experiencing a moderate to severe mental health problem such as:

- Moderate to severe postnatal depression
- Anxiety disorders including OCD
- Eating disorders
- Post-traumatic stress disorder
- Severe mental illnesses including schizophrenia, schizoaffective disorder and bipolar affective disorder
- Postpartum psychosis
- Severe self-harm
- Suicidal thoughts



Referrals can only be accepted from a healthcare professional who is involved with the women's care.

If you're a healthcare professional who would like to refer someone, please visit the **Every Mum Matters website**



[navigocare.co.uk/  
what-we-do/services-  
z/perinatal-mental-health](https://navigocare.co.uk/what-we-do/services-z/perinatal-mental-health)



[info.navigo@nhs.net](mailto:info.navigo@nhs.net)



**(01472) 256256**  
option 3



**Any age person currently pregnant or has given birth within the last 12 months**

# Health Visiting

Available to all families in North East Lincolnshire who are expecting a baby, have a newborn or a child up to the age of 4 and a half years.

## Health Visitor Appointments:

- Antenatal – offered from 28 weeks pregnant, you'll meet your health visitor who will talk about our service and preparing for your baby's arrival.
- New birth visit – your health visitor will come to your home when your baby is 10 to 14 days old, you can ask any questions and talk about your first weeks with your new baby.
- Postnatal contact – your health visitor will come again 6 to 8 weeks after birth, review your baby's development and ask about your wellbeing.
- Health review – appointments at 9 to 12 months and 2 to 2 and a half years old to check up on your child's development, growth and overall wellbeing.



**(01472) 323660**



**healthvisitingadvice@  
nelincs.gov.uk**



**Monday-Friday  
9am-5pm**



**Up to 4.5 years**



# School Nursing

School Nursing service offer support for children aged 4 and a half to 16 years old, and also offer a signposting service for those age 16-19. School Nurses offer help with:

- Healthy lifestyles (e.g. sleep, smoking, growth,)
- Bladder and bowel concerns
- Relationships and sexual health
- Health issues impacting on school attendance
- School transition support
- Vulnerable children – unmet physical needs

## School Nursing Text Service

School nurses offer confidential advice and support via the text service, on many topics including:



- Mental Health
- Bullying
- Self-Harm
- Bereavement



**Office: (01472) 323660**

**Text service:  
07507331620**



**schoolnursingadvice@  
nelincs.gov.uk**



**Monday-Friday  
9am-5pm**



**4.5-16 years**

**11-19 years  
(text service only)**

# We Are With You

Free, confidential support to people who have issues with drugs, alcohol or mental health.

The service delivers the following:

- Work with the young person to achieve their own goals (e.g. whether that's cutting down your drug or alcohol use, stopping completely or just getting a bit of advice)
- Deliver intervention workshops to groups of young people to reduce the risks and harm associated with substance misuse
- Work one-to-one with young people who need specialist support and treatment

The service can also support you if you're worried about someone else's drinking or drug use.



**No referral  
needed**



**wearewithyou.co.uk**



**(01472) 806890**



**10-18 years  
(young people service)**

**18+ years  
(adult service)**

# HCRG Care Group Northern Lincolnshire Integrated Sexual Health Service (NLISH)

Free confidential sexual health and contraception service for young people. The service offers:

- Sexual health testing
- Management of sexually transmitted infections
- Contraception management
- Express testing for asymptomatic clients
- Opportunistic Cervical Screening
- Pregnancy testing
- Sign-posting to the pregnancy advisory service for termination of pregnancy
- Maternity services for ongoing pregnancy
- Immunisations and vaccination programmes for clients deemed at risk (e.g. LGBTQ+, vulnerable young people)



**No referral needed, appointments can be requested online 24/7**



[thesexualhealthhub.co.uk](http://thesexualhealthhub.co.uk)



**0300 330122**



**Raj Medical Centre  
Appointment times:  
Tuesday 3:40pm – 6:00pm**



**13+ years  
under 16 years - face to face appointments  
16+ years - face to face and postal appointments**

**Stirling Street Medical Centre  
Appointment times:  
Mon, Wed, Fri: 9:00am – 5:00pm  
Tue, Thu: 9:00am – 8:00pm  
Saturday: 9:00am - 1:00pm  
Walk in: Monday 9:00am - 4:00pm**



North East Lincolnshire Health and Care Partnership