

East Quay Medical Centre

East Quay, Bridgwater, Somerset TA6 4GP

Telephone: 01278 444666

Prescriptions: 01278 446006

www.eastquaymedicalcentre.com

We are on Facebook: [East Quay Medical Centre@Bridgwater NHS](https://www.facebook.com/EastQuayMedicalCentre@BridgwaterNHS)

Information Booklet

Please contact reception to register for on-line services to allow you to:

- Order your repeat prescriptions
- Access your test results

Cancel any appointments you no longer need at:

<https://eastquaymedicalcentre.com/cancel-appointment/>

Dr Peter Aird – Dr Alexandra Glendinning - Dr Nicola Power
Dr Sophie Wood – Dr Jennifer Powell – Dr Sally Silsby – Dr Tim Horlock
Dr Nick Jestico – Dr Ali Bateson – Dr Jess Dungworth – Dr Coral Stark

Practice Manager: Rachel Stark

Don't 'Google it', instead look at the websites the GPs trust:

www.nhs.uk

www.patient.co.uk

Welcome to East Quay Medical Centre

East Quay Medical Centre is an innovative and forward thinking practice. We constantly strive to provide up-to-date appropriate services for our patients.

Since 1st April 2015 the NHS has formally adopted the personal list system. Now all patients are allocated a named GP - we have always done this so there is no change for our patients and we really value the continuity of care this enables us to offer.

We have been a GP training practice since 1979. We usually have up to five hospital doctors training to become GPs. They stay for up to 18 months to gain experience in primary care.

In 1992 we founded East Quay Health Limited, which is a non-profit-making organisation providing vasectomies and other minor operations for patients of East Quay and other GP practices. Due to NHS funding changes we closed this in 2020 but continue to offer vasectomies from East Quay Medical Centre using the same team.

In 1995 we were the first GP partnership in England to purchase a pharmacy. The pharmacy is now owned by Rowlands who continue to provide chemist services to the local community. Rowlands Pharmacy and MyDentist have suites of rooms to base their services at the East Quay Medical Centre.

In 2009 we opened East Quay Vision, the new optometrists at East Quay Medical Centre. This offers NHS and private eye testing, fashionable and classic frames, contact lenses for all and a dry eye clinic. We also see and treat patients with acute eye problems - as a CCG service (ACES) this is free to patients. We offer a private glaucoma monitoring service to save hospital appointments. We also screen patients for glaucoma and hope to develop more services in the future. Visit www.eastquayvision.co.uk or call 01278 440 440.

THE PRACTICE TEAM

THE DOCTORS

We are a group practice with three male and eight female GP partners.

Dr Peter Aird

Dr Alexandra Glendinning

Dr Nicola Power

Dr Sophie Wood

Dr Jennifer Powell

Dr Sally Silsby

Dr Tim Horlock

Dr Nick Jestico

Dr Ali Bateson

Dr Jess Dungworth

Dr Coral Stark

PRACTICE MANAGER

Rachel Stark, Practice Manager, is responsible for all aspects of running the Medical Centre.

SURGEON

We currently have visiting surgeons who perform vasectomies on-site patients registered with a GP in Somerset.

GP RETAINERS, GP RETURNERS, GP REGISTRARS, F2 DOCTORS MEDICAL STUDENTS AND NURSE STUDENTS

We are an approved GP and Nurse training practice. Doctors who wish to specialise in family medicine join the practice for periods of up to 18 months. We also provide placements to doctors who have already worked in practices before but who have had some time out (for example working in a hospital) and want to return to working in a practice again. All of these are fully qualified doctors and are with us to gain additional experience.

We also host foundation doctors and medical students. All are supervised by one of our GP partners. We like to encourage more doctors to become GPs as a way to secure the future of General Practice. We are also a training practice for student nurses via Plymouth University

NURSE PRACITITONERS

We have three Nurse Practitioners. Two work with the GPs in the on-call urgent care team and one undertakes holistic reviews for patients who are frail, vulnerable or have complex needs.

PRACTICE NURSES

Our team of practice nurses are available for routine consultations, by appointment, Monday to Friday.

They carry out a wide range of services such as dressings, vaccinations, cervical smears, treatment room and also run many of the health clinics.

We also have a nurse-run minor illness service which offers fast access to advice on the following minor illnesses:

- * **Flu**
- * **Colds, sore throats and earache**
- * **Upper respiratory tract problems**
- * **Rashes**
- * **Urgent children's complaints**

The nurses have had extensive training and are supported by a GP every day who they can ask for further opinions if needed.

The Care Quality Commission (CQC) recently highlighted the excellence of this service and a recent audit showed that 89% of all patients seen by this service were diagnosed and treated in a single appointment and did not need to return due to complications. We are confident that our nurses correctly diagnose and manage minor illness. So you can help the GPs by using this service when appropriate, enabling more GP appointments to be available for complex problems.

HEALTH CARE ASSISTANTS

Our health care assistants undertake a number of procedures including blood tests, ECGs, blood pressure readings, audiograms, some injections and dressings.

SELF CARE

Avoiding contacting the practice for minor illnesses that you can manage yourself means that we can increase our availability for more serious conditions and can expand the range of services we offer.

You do not usually need to contact the practice for a simple cough and other minor ailments. If you need advice on minor ailments, log on to www.nhs.uk or www.patient.co.uk - these are the websites the GPs trust.

In Somerset there is also a new service called the Community Pharmacy Referral Scheme which refers you to a pharmacy for an appointment about your minor illness. This works in a similar way to the service our Practice Nurses run and we recommend its use to patients who are appropriate for the service. If we offer it to you, please accept as it means we can focus our resources on patients that only we can help.

RECEPTIONISTS AND OTHER ADMINISTRATION STAFF

Our receptionists will arrange appointments and answer your queries in complete confidence. Where possible, it is helpful to offer the receptionists an indication of your problem when making an appointment. This information will help ensure that you are given the correct type of appointment with the correct medical professional.

LINKED HEALTH CARE PROFESSIONALS

We have a number of health care professionals linked to our practice. Some still see patients in the practice but most have offices outside of the practice. Their contact details are:

East Quay Vision Optometrists - 01278 440 440

Health Visitors - 0300 323 0116

NHS Counsellors/Talking Therapies - 01278 435854

Mental Health Team - 01278 720220

Smoking Cessation Service - 01823 356222 / 0303 033 9840

NHS Podiatry/Chiropodists - 01278 436733

NHS Physiotherapists - 01278 436733

Carers Support - 0800 3168600

OPTOMETRISTS

East Quay Vision - 01278 440440

In 2009 the GPs set up an Optometrists Practice with optometrists Sarah and Edward Farrant. The optometrists offer NHS and private sight tests to all patients – not just those registered at East Quay. They also have a wider range of frames, sunglasses and contact lenses. They also offer the NHS acute community eye care service (ACES) for patients with a new eye problem – this service is free to patients. Private glaucoma monitoring is also provided at the practice. The Service is now Led by Optometrists Gareth Dunn and Coraley Dunn. Find out more at

www.eastquayvision.co.uk

OPENING HOURS

Our opening hours are:

Monday to Friday 8.00am to 6.30pm

Appointments can be made at the surgery or by telephoning 01278 444666 between 8.00am and 6.30pm.

If you work away all week, please ask at reception for more information on our evening and Saturday appointments. In August 2008 the practice started a pilot scheme of longer opening hours. The pilot to offer longer opening hours ran until June 2011 and was then replaced. We continue to participate in the pilot. If you are unable to attend the surgery in normal hours, for example if you work away all week, please ask reception for more information.

WHEN THE SURGERY IS CLOSED

When the surgery is closed, please contact Somerset Out-of-Hours Medical Service on 111 for urgent medical attention outside of surgery hours. A nurse will deal with your call and either provide telephone advice or pass your information to an appropriate healthcare professional who may arrange to see you in a treatment centre or at your home if appropriate.

APPOINTMENTS

In January 2009 we developed our appointment system to include more face-to-face consulting as well as continuing our timed telephone consulting. The system offers many benefits to patients such as shorter waiting times, the choice to just speak to the doctor on the phone rather than visiting the surgery etc. The receptionist will ask you to choose whether you want to be seen by the doctor or have a telephone call. If you feel you need to be seen please ask for a face-to-face consultation. When you call, our receptionists will ask you to provide a very brief indication of the problem so that they can find the best appointment for you in our new system.

If you are unable to attend your appointment, we need you to contact the surgery to cancel your appointment.

You can also do this online at <https://eastquaymedicalcentre.com/cancel-appointment/> or by calling on 01278 444666.

TEXT MESSAGING

We are now using text messaging as a routine way to inform patients of key information and call patients in for routine care and immunisations.

We will also be using this to send test results and other key messages from your GP. If you are unhappy for us to do this, please contact us to let you know.

CAR PARKING

We have a car park for patients calling at the surgery. There is considerable pressure on parking spaces at busy times, so please avoid leaving your car for longer than is strictly necessary. A limited bus service operates to and from the medical centre.

CERTIFICATES

Illnesses that last seven days or less do not need a medical certificate from the doctor. Self-certificate (SC2) forms are available from your employer or online at www.direct.gov.uk. If you are ill for seven days or more (including Saturday and Sunday) and you intend to claim sickness benefit, you will need to speak to your doctor or another authorised Health Professional for a medical certificate. The new 'Fit note' also changes the rules about returning to work before your sick note runs out. Log on to www.direct.gov.uk for more information.

COMPLAINTS PROCEDURE

If you are unhappy with the service we provide, please tell us. We have a full in-house complaints procedure as part of the NHS system for dealing with complaints. You can obtain information about this by contacting Practice Manager Rachel Stark. The details for Health watch in Somerset are: 01278 264405.

If you wish to make a complaint but want assistance to do so and don't feel able to seek that from us, please contact the Complaints Advocacy Service at NHS Complaints, Advocacy Birmingham, Voice Ability, 3rd Floor, Cobalt Square, 83 Hagley Road, Birmingham B16 8QG.

If you have raised a complaint with us but are unhappy with how we have responded please contact the Health Service Ombudsman on 0345 015 4033 or

<https://www.ombudsman.org.uk/>

COMPLIMENTS

We also like to receive compliments! If you are impressed with any aspect of our service or a particular member of staff please let us know by letter, telephone or by popping in to see Rachel, the Practice Manager.

FRIENDS AND FAMILY TEST

The NHS is now adopting the 'Friends and Family' test. This is a simple question which we ask you to answer each time you have an appointment. We collate the results on a monthly basis and use this to see what we are doing well, where we need to improve and what is important to you. Please fill one in each time you visit. You can also do this online – it is really easy – here:

<https://eastquaymedicalcentre.com/friends-and-family-test/>

DISABLED PATIENTS

Our premises have been designed to meet all current requirements as established under the Disability Discrimination Act. If you feel improvements can be made please let Rachel Stark, Practice Manager, know.

HOME VISITS

Home visits are reserved only for those patients who, in a doctor's opinion, are unfit to travel to the surgery. This is because we have access here at the surgery to specialist equipment and investigations and this is where we are able to provide you with the best care. If you do think you need a home visit, please call the surgery before 10.00am. You will be asked to leave your telephone number so that the doctor can contact you if necessary. If you think an urgent visit is required, you will be asked to speak with a doctor who will assess your problem.

HOSPITAL PRE-ADMISSION FORMS

Prior to any hospital operation or procedure, the hospital will send you a form to be completed by your surgery. This form asks for details of your present medication etc. A GP appointment is not required – the receptionists are able to print off the information needed from your medical record.

SUMMARY CARE RECORD (SCR)

We also participate in the Summary Care Record (SCR). If you haven't opted out, it means your medications and allergies will be updated on a national database each

time we make a change. The local hospitals use this system so they can log on to your record to check your latest medication. If you want to opt out of this service, or have previously opted out and want to opt in, please write to the practice manager.

MEDICAL EXAMINATIONS AND REPORTS

Fees are charged for examinations and reports that are not covered by the National Health Service. At a time when the NHS is facing the biggest financial pressures ever, we cannot use NHS resources to fund private reports and so on. Examples of these are:

- Insurance and life assurance policy reports
- HGV licence medicals
- PSV licence medicals

You are able to view any report written about you, within the limitations of the law, but you need to tell us that you wish to see it. Some of these reports are now subject to VAT. Ask at reception for more information.

MEDICAL RECORDS

Your medical records typically contain information from almost all consultations and contacts you have had with health professionals in the practice and information sent to the practice about you from others, such as hospital letters.

The information they contain usually includes:

- Why you saw a health professional;
- Details of clinical findings and diagnoses, investigations, tests and scans;
- Any options or recommendations for care and treatment, including evidence that you agreed;
- Details of actions health professionals have taken and the outcomes.

Please contact the Practice Manager for the Data Privacy Notice.

RESEARCH

East Quay is a member of the Peninsula Primary Care Research Network and the Medical Research Council's General Practice Framework. These are national and local groups of general practices interested in research. If the practice takes part in a study we might like to pass on your name, address and age, as recorded on our practice computer. If we do, the information will remain confidential and be used only to select a sample of patients whom we would then contact to ask whether they would consider helping with some research. If we contacted you, you would be free to refuse to help without your medical care being affected.

To choose the best sample, it is important that we are able to pass on everyone's details. However, you are free to refuse permission for us to pass on your details; if you wish to do so, please see your doctor.

NEW PATIENTS

If you want to register at East Quay Medical Centre, please collect a new patient form from reception, complete it and return to the practice. If, for any reason, your registration is not accepted or if we need further information to process it, we will contact you. As a new patient, you will be assigned a named GP and we will text or write to you to confirm who this is. You can also find this on prescriptions or on letters we send you.

PATIENTS' CHARTER

We aim to provide patients with the best quality care available. Our charter is a statement of what you can expect from the practice and what we feel we can expect from you in return.

1. You will be greeted in a polite manner at all times by the doctors, nurses and other members of the practice team.
2. The surgery will be clean and comfortable as far as facilities allow.
3. You will be referred to a consultant acceptable to you when the doctor thinks this is necessary.
4. You have the right to confidentiality at all times.
5. The doctors aim to see patients within 45 minutes of their appointment time. If there is likely to be an additional delay, however, you will be told the reason by the receptionists.
6. You can expect to be given an urgent appointment with a doctor where you have a medically urgent need - although probably not your registered GP – Nurse Practitioner, or practice nurse within one working day.
7. You may have a copy of this booklet which contains information on the services we provide for our patients.
8. You are able to see your medical records subject to the limitations of the law.
9. Complaints will be dealt with by the practice manager or her deputy.

WITH THESE RIGHTS COME RESPONSIBILITIES

1. To treat all practice staff with the same courtesy you expect of them.
2. Ensure that you attend your appointment on time.
3. If you need to cancel your appointment, give as much notice as possible and always let the practice know (remember you can do this online at our website)
4. Requests for help or advice on non-urgent matters should be made during surgery hours.
5. Do not request a home visit if you are fit to travel to the surgery. Home visits are made at the doctors' discretion.
6. You should work with the practice to keep yourself as healthy as possible by following advice from the doctors and staff.
7. You should not expect a prescription at every consultation.
8. If you feel you will need longer than a single appointment, please ask for a double appointment.
9. Tell us if you change your address, e-mail address or telephone number.
10. After leaving hospital, ensure the doctor receives the discharge note given to you by hospital staff as soon as possible.
11. We try not to keep you waiting, but emergencies do arise and have to be given priority. We hope that in such an event you will understand and we are always happy to make a further appointment if this is more convenient.
12. Do not DNA your appointment. If you are unable to attend please let us know. - remember you can do this online on our website.

PATIENT GROUP

In 2004 we formed a patient group that helps us to highlight and 'troubleshoot' problems and informs of the development of new services and resources. We meet every six to eight weeks in the evenings. We welcome new members. If you would like to join, or know more, please contact Rachel Stark, Practice Manager.

REPEAT PRESCRIPTIONS

If your GP has authorised repeat prescriptions for you, please set up online ordering so you can order online.

Please ask at reception for your personal log in details. We really recommend this service as it is now available 24 hours a day, 7 days a week and is really easy to use. You just tick the medication you need.

You don't need to waste time trying to get through on the prescription line.

If you can't use this service, you can order in these alternative ways:

- 1) By placing the tear-off portion of your last prescription in the prescription box in reception
- 2) By posting the tear-off portion of your last prescription to the surgery
- 3) By telephoning the prescription desk on 01278 446006 weekdays only between 10.30am and 5.30pm.

Note that this line is very busy - especially on Mondays and Tuesday morning.

ELECTRONIC PRESCRIPTION SERVICE

We are now operating an electronic prescription service. This means that your repeat prescription is sent to your nominated pharmacy electronically. This reduces errors and delays. If you haven't yet nominated your pharmacy, visit them and nominate now.

Prescriptions can be collected from the reception desk, or you can have them sent to a pharmacy so that you can collect your medication directly from there. To do this, tell us when ordering which pharmacy you would like the prescription to go to. We will record this on our computer and all future prescriptions will be marked for that pharmacy until you tell us otherwise. We can pass your prescription through to our on-site pharmacy if you ask us to, but for other pharmacies, you need to ring the shop and ask them to collect them for you.

We recommend you leave 7 working days between ordering and collecting your medication. If you do this, when you come to collect your items they will be ready for you.

PRESCRIPTION REVIEWS

At the bottom of your slip is a 'review date'. This is when the GP needs to review your on-going medication. This will often mean arranging the routine blood tests you need around your medication review date and then your GP can update your review, sometimes they can do this without an appointment, other times you need an appointment with your GP or the Nurse. Please follow the GP or Nurse advice on organising your medication review - especially if you have a long-term condition such as asthma or diabetes.

TEST RESULTS

We do not contact every patient with the result of each test. Unless there is a reason for the doctor to contact you, your GP will ask for the result to be filed in your electronic notes. We recommend getting set up for online access so you can view your results 24/7 – this includes the comments the Doctor has made on your results. You can also also telephone the reception for your results, as specified by the nurse or health care assistant, usually after seven days. To protect your confidentiality we will not give your results to anyone other than you, unless you have already given your permission for us to do so.

We do strongly encourage you to access your results online if possible. If you look online, you will be able to see the results and the comments from the doctor who has checked your results (all results are seen by a doctor). If you want to be set up for this please e-mail, call or ask at reception.

Please be guided by the comment that the doctor has made. The doctor will have reviewed the result and applied their medical knowledge and their knowledge of you to tell you what is OK and what may need further tests or treatment. The doctor will take into account a number of things such as:

- What is an acceptable abnormality. It is rare that tests are completely normal and we do not want you to be worried unnecessarily. Whilst numbers are exact things, in terms of results, numbers outside the “normal range” are not always important.
- What is normal for you individually taking into account your previous results and the effects of any treatment you are taking or medical conditions you may have.
- How your result may be affected by any illness at the time of the result.

If your doctor has said your test results are normal, satisfactory or stable, you can be reassured. If you have further questions and have an appointment planned, please discuss this at this appointment.

If your doctor wants you to book an appointment or have treatment, they will ask this on the comments on the results. Please follow these instructions. If the doctor wants you to have any tests or treatment urgently, they will tell you this. All other requests aren't urgent and should be the next available routine appointment. Hopefully this has been helpful. If you have further queries please discuss these with your GP or Nurse routinely.

SERVICES

HEALTH COACHING

Our aim is to keep our patients fit and healthy. Prevention is far better than cure, and many conditions can be prevented or improved by a healthy lifestyle. We have Health Coaches, funded by the NHS and provided by SASP, working from the surgery. They offer one to one as well as group sessions – really listening to you and helping you make improvements in your health, wellbeing and lifestyle. Refer yourself here: <https://www.sasp.co.uk/forms/view/hwc>

FIRST CONTACT PHYSIOTHERAPISTS

We also have First Contact Physiotherapists working in the surgery. They are here to see adults with new musculoskeletal pain or problems. The aim being that prompt assessment and treatment is successful to resolve the symptoms. If you are suitable for this service, reception will offer this to you when you call.

PATIENTS OVER 75 YEARS OF AGE

If you are 75 or over you are welcome to book for a health check. Please call reception and ask for a routine appointment with your own GP.

CERVICAL SMEARS

Smear tests are a form of cancer prevention. We advise all women aged 25 to 49 to have this test every three years, and those aged 49 to 65 to have one every five years.

FAMILY PLANNING

We are happy to offer full family planning services including long-acting reversible contraception such as coils and implants and the contraceptive pill. We also offer pre-conceptual advice.

MATERNITY CARE

Your doctor and the community midwife provide maternity care. A separate leaflet is available on maternity care; please ask at reception.

CHILD HEALTH SURVEILLANCE

Please contact the health visitor for the current policy.

EAST QUAY VISION 01278 440440 www.eastquayvision.co.uk

In 2009 we launched the new service within East Quay Medical Centre to offer both private and NHS eye examination, a selection of frames and contact lenses. We have developed new services such as our dry eye clinic. We also see and treat patients with acute eye problems and those who need screening for glaucoma – as Clinical Commissioning Group services, these are free to patients.

We believe in providing the best level of care and attention, individually tailored to you.

TRAVEL VACCINATIONS

If you are planning to travel, ask for a travel form from reception and complete, returning it to the practice nurses at least 8 weeks before you travel. If you need vaccinations, please ensure your appointment is at least 4 weeks before travel. We now only offer NHS travel advice and vaccinations and if you need other travel vaccinations you are advised to contact a private travel service. If you travel at short notice we may not be able to offer you an appointment and will refer you to other services.

VIDEO RECORDING

As a training practice there are times when you may be asked to allow your consultation with a doctor to be recorded. This is done discreetly for training purposes only. The tapes are confidential and will be destroyed after use. They are required as part of a GP's training programme and assessment. We hope that you will feel able to allow your consultation to be recorded, but you may of course refuse either before, during or after a consultation is recorded, in which case any material will be deleted immediately.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Ask our Practice Manager for information.

ZERO TOLERANCE

We strongly support the NHS policy of zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises. This will mean that you are removed from routine NHS care and enter the Violent Patient Scheme.

NHS CONTRACTS

We hold our contract for NHS Services with NHS England, Wynford House, Lufton Way, Yeovil, Somerset BA22 8HR. We are also members of the Somerset Integrated Care Board (ICB) which commissions and oversees all NHS care in Somerset.

TRANSPORT

Sedgemoor Community Transport is a non-profit-making organisation which provides low cost transport to the surgery for people who are elderly or mobility impaired. A caring volunteer will pick you up at your home at an agreed time, take you to your appointment and return you at your convenience. To book a journey telephone 01278 434881, giving as much notice as possible. A list of charges is also available from this number.

BRIDGWATER BAY PRIMARY CARE NETWORK

The Bridgwater Bay Health Federation has formed a co-operative organisation in Bridgwater and the surrounding area in 2007. It is now Bridgwater Bay Primary Care Network and consists of 9 practices in the area and together we have a history of leading clinical service development. We want services in the area to protect what is best about general practice in the town, to assure patients continue to benefit from good patient care. We also want to move from an illness-based service towards a focus on health and independence and see disease prevention and health promotion as a fundamental tool in achieving sustainable improved health and lifestyles in the town.

SOMERSET PRIMARY HEALTHCARE LIMITED

The practice, along with all other GP practices in Somerset, is a shareholder in Somerset Primary Healthcare Ltd (SPH). This was set up in 2014 to enable practices to work together as one organisation where new services cannot be managed in single practices.

WEBSITE

Our website features a number of online services to save you time.

Visit www.eastquaymedicalcentre.com to:

- Cancel your appointment
- Complete our Friends and Family test

And sign up for the online access to your record to order repeat prescriptions online and view your test results.

Please note that communication to the surgery by e-mail is not secure and we cannot therefore guarantee confidentiality. For this reason we will not provide sensitive information by e-mail and will, instead, respond by letter or telephone.

USEFUL TELEPHONE NUMBERS

East Quay Medical Centre 01278 444666
Repeat Prescriptions 01278 446006
East Quay Vision 01278 440440
Vasectomy Service at East Quay 01278 440409
Rowlands Chemist 01278 423015
Dental Practice 01278 411141
Health visitors 0300 323 0116
Counsellors/Talking Therapies 01278 435854
Mental Health Team 01278 720220
Smoking Cessation Service 0303 033 9840
Podiatry/Chiropodists 01278 436733
Physiotherapists 01278 436733
Compass Disability 01823 282823
NHS Direct 111
Somerset NHS and Somerset ICB 01935 384000
Bridgwater Hospital 01278 436555
Musgrove Park Hospital 01823 333444
Samaritans 01823 288998
Citizens Advice Bureau 0344 488 9623
Somerset Direct 0300 123 2224