

Essex Health and Social Care Signposting Service

MEDIA RELEASE

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A new easy way to find details of local NHS and Social Care services

A new signposting service has been launched in Essex.

If you need to find details of an NHS or social care service and don't know where to look, you can now call a new telephone helpline.

Essex Signposting is free and can give you details of all local NHS and social care services including dentists, GPs, opticians, pharmacies.

The service can be contacted on freephone **0300 0032125** or email Essex.HSCSS@nhs.net, Monday to Friday between 9.00 am and 5.00 pm.

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Editor's Notes

Essex Signposting covers services in the Essex County Council area. If you are looking for services in Southend or Thurrock, you can contact:

- Southend Signposting, please call: 01702 220104
- Thurrock Signposting, please call: 01375 389883

The Essex Health and Social Care Signposting Service is run by NHS Central Eastern Commissioning Support Service on behalf of Essex County Council and Healthwatch Essex. It is a new service introduced in April 2013, following Government reforms to the NHS and social care which saw the introduction of a new local and independent consumer champion for users of health and social care, called Healthwatch. In some parts of the country, local authorities have commissioned their local Healthwatch organisation to provide a signposting service for users of health and social care. In Essex, the County Council has commissioned NHS Central Eastern Commissioning Support Service to provide the service in 2013-14.

Healthwatch Essex is the new local and independent consumer champion for users of health and social care. It will play a role at national and local level and will make sure that the views and experiences of the public and people who use NHS and social care services are heard and are taken into account when decisions about the design and delivery of those services are made.

More information about Healthwatch Essex can be found on their website at: www.healthwatchessex.org.uk

The number **0300 0032125** is free to call from both landlines and mobile phones.