Health services in
MILDENHALL
INTRODUCTION

This guide has information about health services and some of the other related services which are on offer in Mildenhall. It has been produced by the NHS West Suffolk Clinical Commissioning Group (which plans and buys healthcare for 241,000 people in west Suffolk) in partnership with Forest Heath District Council.

Thanks to all the people who have contributed to this booklet. All possible efforts have been made to make this information accurate at the time of going to press. If you notice anything that is incorrect, please telephone 01284 758 016 or email: getinvolved@westsuffolkccg.nhs.uk

An up to date electronic version of this guide is available at: www.westsuffolkccg.nhs.uk

MILDENHALL HEALTH CENTRE

A number of different clinics are run from Mildenhall Health Centre, which is run by Suffolk Community Healthcare (SCH).

You can contact SCH 24/7 on 0300 1232 425.

MILDENHALL HEALTH CENTRE

Chestnut Close
Mildenhall
IP28 7NL

Telephone: 01638 583 200

Opening hours: Monday-Thursday 9am-12.30pm and 1.30pm-5pm. Friday 9.30am-12.30pm and 1.30pm-4.30pm.
### AAA Screening
All day once a month on a Thursday, by appointment
Provider: Addenbrooke’s Hospital
**Men will be invited for screening during the year they turn 65.**

- At this clinic, men aged 65 and over are screened for abnormal aortic aneurysm (AAA). The ultrasound scan, which takes around 10 minutes, is given as part of an NHS screening programme which aims to reduce deaths from AAA by up to 50%.

### Alcohol Counselling
Various times
Provider: Norfolk and Suffolk NHS Foundation Trust
**Self referral**

- This service helps people with alcohol problems to begin to address their issues and receive supportive counselling. You can refer yourself through the drop-in session from 10am-12pm on Tuesdays at Bloomfield House Health Centre in Bury St Edmunds. Call: 01284 775 220.

### Antenatal Clinics
Wednesday am
Thursday all day
Provider: West Suffolk Hospital

- The West Suffolk Hospital community midwives are responsible for arranging antenatal care for mums-to-be after they have been referred by the doctor. The midwives will also look after the mother and her baby for the first fortnight after the baby has been delivered.

### Continence Clinic
First and third Monday
Provider: Suffolk Community Healthcare
**Referrals from Suffolk Community Healthcare Coordination Centre, GPs, patients and medical professionals**

- This clinic helps promote healthy bladders and bowels, provides care and advice for people with bladder and bowel problems and improves people’s quality of life while promoting dignity and independence.

### Dental Services
**Wednesday and Friday**
Provider: Community Dental Services
**Referrals from General Dental Practitioner, GP, Health Visitor, School Nurse, healthcare professionals and self referrals**

- This specialist clinic offers community dental services to a variety of patients, including people with learning disabilities or complex medical conditions, people who use mental health services, the homeless or those with physical and sensory impairments.

### Health Visiting Team
Monday-Friday
**Clinic - Tuesday 9.30am-12pm and last Thursday of the month 5pm-6.30pm.**

- The health visiting team and the school nurses are based at the health centre. Call 01638 583 210 for the health visiting team and 01638 583 222 for the school nurses.

### Leg Ulcer Clinic
Tuesday am, Thursday pm and Friday am
Provider: Suffolk Community Healthcare
**GP, Medical Professional and self referral**

- A clinic for people who are suffering from leg ulcers, providing treatment and advice.

### Mental Health Service
Occasional
Provider: Norfolk and Suffolk NHS Foundation Trust
**GP referral**

- This clinic gives people support, advice and treatment within the community.
## SERVICES RUN FROM MILDENHALL HEALTH CENTRE

<table>
<thead>
<tr>
<th><strong>ORTHOPATIC CLINIC</strong></th>
<th>This clinic sees both children with a variety of eye problems, including eye alignment and eye movement (strabismus), lazy eye (amblyopia), double vision (diplopia) and how the eyes work together (binocular vision).</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OUT OF HOURS</strong></td>
<td>The out of hours GP service uses Mildenhall Health Centre at weekends and the occasional evening.</td>
</tr>
<tr>
<td><strong>PAEDIATRIC PHYSIOTHERAPY CLINIC</strong></td>
<td>Children aged up to 18 years can be referred to this clinic for rehabilitation from a team of specialist paediatric physiotherapists who are experienced in assessing and treating children to help them fulfil their potential.</td>
</tr>
<tr>
<td><strong>PHLEBOTOMY CLINICS</strong></td>
<td>Blood clinics which take place each morning before the blood is taken to the hospital lab. Call 01638 583 200 for an appointment.</td>
</tr>
<tr>
<td><strong>PODIATRY</strong></td>
<td>Patients can receive assessment and treatment of foot problems at this clinic, which places an emphasis on prevention and self-management. You can refer yourself to this service using a form that is available from the health centre.</td>
</tr>
<tr>
<td><strong>SEXUAL HEALTH CLINICS</strong></td>
<td>This clinic provides confidential help with sexual health issues, including screening for sexually transmitted infections, contraception, pregnancy testing, as well as information, advice and counselling. You can refer yourself to this service. To find out more, call 0300 123 3650 or visit: <a href="http://www.suffolksexualhealth.com">www.suffolksexualhealth.com</a></td>
</tr>
<tr>
<td><strong>PAEDIATRIC SPEECH AND LANGUAGE THERAPY</strong></td>
<td>Pediatric speech and language therapists assess and treat speech, language and communication problems to children up to the age of 18 years to help them better communicate.</td>
</tr>
<tr>
<td><strong>WELL BABY CLINICS</strong></td>
<td>An opportunity to see a member of the health visiting team for advice about your baby’s wellbeing and to weigh your baby.</td>
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</tbody>
</table>

**ORTHOPATIC CLINIC**

Third Thursday monthly
Provider: West Suffolk Hospital
GP, Health Visitor and School Nurse referral

**OUT OF HOURS**

Weekends and evenings
Provider: Care UK

**PAEDIATRIC PHYSIOTHERAPY CLINIC**

Wednesday pm
Provider: Suffolk Community Healthcare
GP or other medical practitioner referral

**PHLEBOTOMY CLINICS**

Monday to Friday am
Provider: Suffolk Community Healthcare
Self referral

**PODIATRY**

Monday, Tuesday, Wednesday and Fridays
Provider: South Essex Partnership NHS Trust

**SEXUAL HEALTH CLINICS**

Tuesday 1pm-2pm
Provider: Cambridgeshire Community Services NHS Trust
Drop in clinic

**PAEDIATRIC SPEECH AND LANGUAGE THERAPY**

Monday to Friday
Provider: South Essex Partnership NHS Trust
GP, Health Visitor and School Nurse referral

**WELL BABY CLINICS**

Tuesday am
Self weigh: Friday 1.30pm-2.30pm.
Evening clinic for children up to the age of 5 years, last Thursday of the month 5pm-6.30pm.
Provider: Suffolk County Council
MEET THE TEAM

General practice is developing and changing all the time and staff are regularly updating and acquiring new skills. Here you will find more information on who’s who and when they can treat you.

Receptionists: Are trained to help you choose the right appointment with the right health expert. Sharing the reason why you need to come to the surgery will help them find the right appointment for you.

Phlebotomists: Run blood test clinics, which usually take place each morning before the blood is collected by courier and taken to the hospital lab. Please bring any forms with you and remember to fast if necessary.

Health care assistants: Support the practice nurses by carrying out blood pressure checks, NHS health checks, ECGs, hearing tests, basic dressings and taking new patient details. They can also take blood and test urine.

Practice nurses: Provide a range of services such as complex dressings, annual health checks, ear syringing, vaccinations (including baby vaccinations) and travel advice. They can also advise on contraception, stopping smoking and managing long term chronic conditions.

Nurse practitioners: Run minor illness clinics and are often a good alternative to seeing the doctor. Nurse practitioners can prescribe medication and can therefore see patients with a variety of minor illnesses including ear ache, stomach pain, urinary infections, chest infections, sore throats and sexual health problems. They can also provide emergency contraception.

DID YOU KNOW?

Minor injuries and surgery: Surgeries provide a full range of minor injury and surgery services during office hours. This includes: injections, cauterisation, aspiration, removal of foreign bodies, joint or muscle sprains, cuts and bruises, minor head injuries and eye injuries.

NHS 111: This free telephone number will give you advice on where to go for your healthcare needs when an emergency 999 call is not necessary. After dialing 111, you will be assessed, given advice and directed straight away to the local service that will help you best. That could be a dentist, out of hours GP, community nurse or A&E.

MARKET CROSS SURGERY

7 Market Place
Mildenhall
IP28 7EG

Telephone: General enquiries and emergencies - 01638 713 109
Prescription enquiries - 01638 713 213
Fax: 01638 718 615
www.marketcross-surgery.co.uk/

Opening hours: Monday-Friday 8am-6.30pm. Prescription opening hours are 8.30am-5.30pm. Extended hours appointments are available from 6.30pm-8.30pm on Mondays and Tuesdays and 7am-8am Wednesdays.

Out of hours: If you call the surgery outside of the opening hours you will be redirected to the out of hours service provider Care UK, who you can also call on 111 for urgent medical advice 24/7.

Phone advice: You can call reception and arrange to speak to a doctor, who will then call you back at an arranged time during the morning. For 24/7 medical advice, call 111. In an emergency, call 999.

Prescriptions: For repeat prescriptions you can:
• order online (speak to reception to set up)
• enclose a stamped self-addressed envelope with your slip for it to be posted to you
• fax or phone the dispensary.

Allow two working days for your prescription to be processed. If you live over a mile away from a pharmacy you may be entitled to have your prescription dispensed to you.

Test results: Phone back between 10am-12.30pm or 2.30pm-4.30pm (press option 4).

Disabled access: All areas of the surgery are wheelchair accessible. Please ask for assistance if required.

Home visits: If you are unable to visit the surgery due to medical reasons, call reception before 10am to request a home visit, providing details of your problem and address.
WHITE HOUSE SURGERY
10/10A Market Place
Mildenhall
IP28 7EF

Telephone: 01638 718 177
Fax: 01638 718 901
Email: admin@gp-d83078.nhs.uk

Opening hours: Monday-Friday 8am-6.30pm. Prescription opening times are Monday-Friday 8.30am-12pm and 3pm-6pm. Extended hours appointments are available on Tuesdays from 7.15am-8am and Wednesdays 7am-8am.

Out of hours: If you call the surgery outside of the opening hours you will be redirected to the out of hours service provider Care UK, who you can also call on 111 for urgent medical advice 24/7.

Phone advice: You can call reception and arrange to speak to a doctor, who will then call you back at an arranged time during the morning. For 24/7 medical advice, call 111. In an emergency, call 999.

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Home visits: If you are unable to visit the surgery due to medical reasons, call reception before 10am to request a home visit, providing details

Clinics and services available at both surgeries:
Child Immunisation: Appointments with nurses are made available each week to ensure child immunisation programmes are kept up to date.

Elderly Health Check: An annual health check is offered to all patients aged over 75.

Maternity: Initially a GP will make a referral to hospital. Thereafter, until the birth, care will be the responsibility of the community midwife. Regular checks on development are scheduled through the pre-school years and the assessments are shared with health visitors.

Minor Ops: Nurses and/or doctors are able to carry out some minor operations such as excisions and cautery at the surgery.

NHS Health Checks: Checking up on your health and wellbeing.

Post Natal Clinic: It is advised that all mothers arrange for an examination with the GP 6 weeks after the birth of their baby.

Travel Vaccinations: The nurses are happy to advise you on your requirements for necessary vaccinations.

Well Woman and Well Man Clinics: Appointments are available with one of the nurses for checks to be carried out.

Contraception: Advice and services are available by appointment with either a GP or a nurse.

WHAT CAN YOU EXPECT?
When you call 111, your details will be taken and you will be asked a series of questions so an initial assessment of how serious your problem is can be made.

You will then either be:
• Redirected to 999 immediately;
• Offered a call back by a doctor or nurse within 20 minutes if the problem is classified as ‘urgent’. You will be offered a call back within 60 minutes if your problem is classified as ‘routine’. You may be offered an appointment within one hour (emergency), two hours (urgent) or four hours (routine), depending on the doctor or nurse’s assessment of your illness.

The opening hours and contact numbers for your nearest community pharmacy are detailed on page 13.

Anyone who needs urgent dental attention when their usual dentist is closed should call the out of hours dental service on 0300 130 3065.
The school nursing service aims to promote the physical, mental and emotional health and well-being of the school age population, thereby enabling them to achieve their full potential in life.

This confidential service can be accessed by parents and children/young people directly or by referral, by telephone or regular drop ins at schools.

**Telephone:** 01638 583 222

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Health visitors are qualified nurses or midwives with specialist training in public health for children, young people and families. They work with local communities, the whole family and individual children in different settings, such as homes, children’s centres, schools and GP surgeries. Health visitors lead and deliver the Healthy Child Programme for newborns to five year olds, offering support to all families from pregnancy up to when children are five.

The health visiting team in Mildenhall is based at:

Mildenhall Health Centre
Chestnut Close
Mildenhall
IP28 7NL

**Telephone:** 01638 583 210

**Working hours:** Monday-Friday
9am-5pm

See page 5 for times and details of clinics.

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Pharmacists are experts on medicines and are able to offer advice about minor ailments such as coughs, colds, cold sores and general aches and pains. There are many medicines and treatments that you can buy over the counter from a pharmacy or some shops and supermarkets.

A range of other services are also available at pharmacies, such as asthma checks, stop smoking advice and treatment, chlamydia testing and treatment, flu vaccinations, and the ‘morning after pill’ if you have had unprotected sex.

Ask your pharmacist if you have any questions about your medicines.

**LLOYDS PHARMACY (Market Place)**

27 Market Place
Mildenhall
IP28 7EF

**Telephone:** 01638 712 109
www.lloydspharmacy.com

**Opening hours:** Monday-Friday
9am-6pm, Saturday 9am-5.30pm, closed Sunday.

**LLOYDS PHARMACY (Manor Court)**

2 Manor Court
Mildenhall
IP28 7EF

**Telephone:** 01638 712 540
www.lloydspharmacy.com

**Opening hours:** Monday-Friday
8.30am-6pm, closed weekends.
In Suffolk there are local standards in place to make sure everyone can access good dental care.

They are:

- Patients should not have to travel more than 12 miles in rural areas and five miles in towns, or have to wait longer than six weeks for a routine dentist appointment.

- Urgent treatment should be available within 36 hours and within a 20 mile radius.

**DENTISTS IN MILDENHALL**

**THE THATCH DENTAL PRACTICE**

1 King Street
Mildenhall
IP28 7ES

**Telephone:** 01638 717 070
**Fax:** 01638 510 264
**Email:** info@thethatchdentist.com
www.thethatchdentist.com

**Opening hours:** Monday-Friday 8.30am-5pm. By appointment only on Saturdays.

**Parking:** Free car parking at the front.

**ADP MILDENHALL**

8 The Churchyard
Mildenhall
IP28 7EE

**Telephone:** 01638 712 925
www.idhdentistmildenhallchurchyard.co.uk

**Opening hours:** Monday, Wednesday, Thursday and Friday 8.30am-5.30pm. Tuesday 8.30am-7pm. One Saturday per month 9am-1pm.

**COSTS**

There are different levels of NHS charges for dental treatment, which are set out below. These charges were correct at the time of print.

For details of the most up to date charges, visit www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/nhs-dental-charges.aspx

Many dentists also run dental payment plans to spread the cost of the dental care.

Some people do not have to pay and treatment is free, for example, if you are under 18 years old. For further information visit: www.nhsbsa.nhs.uk

**Band 1 course of treatment**

= £18.50

This covers an examination, diagnosis (such as x-rays), advice on how to prevent future problems, a scale and polish if needed, and application of fluoride varnish or fissure sealants. If you require urgent care, regardless of how many appointments the care takes to complete, you only need to pay one band 1 charge.

**Band 2 course of treatment**

= £50.50

This includes everything listed in band 1 above, along with any further treatment, such as fillings, root canal work or removal of one or more teeth.

**Band 3 course of treatment**

= £219.00

This covers everything listed in bands 1 and 2 above, plus crowns, dentures or bridges.
You qualify for a free NHS-funded sight test if you:

- Are aged under 16;
- Are 16, 17 or 18 and are in full-time education;
- Are aged 60 or over;
- Are registered as partially sighted (sight impaired) or blind (severely sight impaired);
- Have been diagnosed with diabetes or glaucoma;
- Are 40 or over, and your mother, father, brother, sister, son or daughter has been diagnosed with glaucoma;
- Have been advised by an ophthalmologist (eye doctor) that you are at risk of glaucoma;
- Are eligible for an NHS complex lens voucher - the optometrist (optician) can advise you about your entitlement.

You are also entitled to a free NHS sight test if you receive a range of benefits, including income support, income-based Jobseeker’s Allowance or pension credit or, are named on a valid NHS tax credit exemption certificate or a HC2 or HC3 certificate.

DOMICILIARY SIGHT TEST

Some people are entitled to an NHS-funded mobile sight test (also known as a domiciliary sight test) in their own home, at a care home with or without nursing, or at a day centre. If you qualify for a free NHS sight test, you may be entitled to mobile services if you are unable to leave home unaccompanied because of physical or mental illness or disability, or have difficulty communicating your health needs without help.

JOLLY GIRAFFE

All children can get free NHS sight tests before starting school, which can help diagnose conditions such as squints and reduced vision. Children can continue to get free tests until the age of 16 years. Look out for a Jolly Giraffe poster in your optometrist’s window, pop in and get an appointment for your child.

OPTICIANS IN MILDENHALL

BOOTS OPTICIANS

1 New Street
Mildenhall
IP28 7EN

Telephone: 01638 713 017
www.boots.com/en/Opticians

Opening hours: Monday-Saturday, 9am-5.30pm.

Provides both private and NHS sight tests and contact lenses.

SCRIVENS OPTICAL AND HEARING

25 Market Place
Mildenhall
IP28 7EF

Telephone: 01638 716 383
Email: customercare@scrivens.com
www.scrivensopticians.com
www.scrivenshearing.com

Opening hours: Monday-Friday 9am-5.30pm, Saturday 9am-4.30pm.
FEELING DOWN? STRESSED OUT? OVERWHELMED? ANXIOUS?

For most of us there are times when many of life’s demands affect how we feel. A little pressure can be good and helps to keep us motivated, but too much all at once can make us feel stressed, anxious, depressed, overwhelmed, or we may just find it difficult to cope. We can be affected by many different things: our physical health, our job (or difficulties finding employment), our relationships and friendships, where we live, money problems, and more.

The Suffolk Wellbeing Service can help you to recognise the signs and symptoms of stress, anxiety or depression, and give you ideas on how to make changes to improve your wellbeing.

If you are registered with a GP surgery in Suffolk you can access the Suffolk Wellbeing Service in three ways:

Option 1: by telephone
Telephone 0300 123 1781. Lines are open Mondays to Fridays (excluding bank holidays), 9am-4.30pm. Calls are charged at the local rate from mobiles and landlines.

Option 2: self-refer online
Visit: www.readytochange.org.uk to complete and submit the self-referral form.

Option 3: self-refer by post
Copy, print and complete the self-referral form found on the website and send to:
Suffolk Wellbeing Service
Mariner House
43 Handford Road
Ipswich
IP1 2DG

Once your referral has been received, someone from the team will contact you and talk through your options.

FAMILY CARERS

When you are looking after someone, who is looking after you?

Suffolk Family Carers is a charitable organisation that offers free information and support to family carers of all ages.

The charity has a GP link worker who works closely with the GP surgeries in Mildenhall to ensure family carers are accessing the support services available to them.

For more information about Suffolk Family Carers or to find out about your local Family Carer group, call the information line on 01473 835 477 where you can talk to a trained adviser. Alternatively, email enquiries@suffolkfamilycarers.org

PREGNANCY SUPPORT

The charity Perspectives is a listening and support service providing free confidential support for those experiencing unplanned pregnancy, pregnancy loss, post abortion stress and post adoption grief.

Sensing Change is a social work practice that supports people with sight and/or hearing loss living in Suffolk. Services include specialist assessment, rehabilitation, equipment and communication support. You can refer yourself directly to Sensing Change by calling 01473 260 030 or email info@sensingchange.org.uk. Visit www.sensingchange.org.uk to find out more.

Sensing Change
214b Sidegate Lane
Ipswich
IP4 3DH

Telephone or text: 07540 635 236
Email: office@perspectives.freeserve.co.uk
www.pregnancyadviceipswich.org.uk

Opening hours: Tuesday 6pm-8pm.
Friday 10am-2pm.
HEADWAY SUFFOLK

Headway Suffolk is a charity that supports people with acquired brain injuries /neurological conditions and those who care for them.

Website: www.headwaysuffolk.org.uk

Day service in Bury St Edmunds
Rehabilitation activities to improve cognitive abilities, skills and independence. Based in Northgate Street Business Park.

Opening hours: Monday-Friday, 9.30am-4pm.

Contact: Sue Tate on 01284 702 535.
Email: suetate@headwaysuffolk.org.uk

Community Support service
Bespoke individual support with daily living tasks and partaking in leisure activities.

Contact: Ali Arbon on 01284 702535.
Email: aliarbon@headwaysuffolk.org.uk

Clinical Therapies
Access to counselling, physiotherapy, occupational therapy and speech and language therapy is available at Headway’s service based in Ipswich.

Contact: Helen Fairweather on 01473 712 225.
Email: helenfairweather@headwaysuffolk.org.uk

Brainy Dogs
Access to the unique Brainy Dogs companionship project is available at the Ipswich-based service.

Contact: Helen Fairweather on 01473 712 225.
Email: helenfairweather@headwaysuffolk.org.uk

LiveWell Suffolk helps anyone who wants to kick unhealthy habits and start living a healthier life. They give friendly, practical advice, encouragement and support that will bring about lasting changes to people’s future health and happiness.

QUIT SMOKING
Trained advisors will support people through the hardest part of quitting with tips, advice and nicotine products or other medication on prescription. They also run a specialist clinic for pregnant women. You can access the free service through your GP or by calling 01473 22 92 92.

CHILD WEIGHT LOSS
Lose Weight with Live Well Suffolk (for children)
This is a free 10-week session course for two to 18 year olds, helping families to make healthy choices to manage their child’s weight. This can be accessed in one-to-one sessions with a practitioner or group activities with other families.

To access the service, talk to your surgery or call 01473 229 292.
HEALTH WALKS

Stepping out in Suffolk is a programme of free health walks which are open to everyone, but ideal for those recovering from illness or who need to improve their exercise levels. Walks last up to 90 minutes and are informal and sociable.

For more details call Live Well Suffolk on 01473 22 92 92 or visit: www.livewellsuffolk.org.uk

HEALTH IMPROVEMENT PROGRAMME

Community health coaches help people develop personal health plans and provide follow up support on practical lifestyle improvements, which will have a positive impact on health. The service is specially tailored to the needs of the individual but can include advice on:

- healthy eating
- quitting smoking
- doing more exercise
- improving confidence

As well as providing one-to-one support, the coaches also offer a range of free group activities to give everyone the chance to take practical steps towards a healthier lifestyle in a supportive environment. This includes cooking and eating classes, breathing and relaxation sessions, and light aerobics.

GET HEALTHY, GET INTO SPORT!

‘Get healthy, get into sport’ is a scheme to help people become healthier and more active. It provides practical support to those that need it most. The scheme is accessible through Live Well Suffolk’s community health coach programmes, quit smoking support and weight management courses. The support is varied and depends entirely on the individual’s needs. Possible methods could include funding initial sessions at a sports club, subsidising transport or childcare, or even a representative from Live Well Suffolk attending the first session with the client.

For more information contact Jimmy Rushworth at jimmy.rushworth@livewellsuffolk.org.uk or call 07985 438 583.

EXERCISE ON REFERRAL PROGRAMME

Personalised programmes for people whose doctor feels they would benefit from a more active lifestyle.

You can speak to your GP, practice nurse, community psychiatric nurse or physiotherapist if you feel you would benefit from the scheme. Your referral will start with an initial assessment, and following this you will be invited to attend twice a week and complete a 12 week programme. Throughout the subsidised scheme you will have access to support, expert advice, help to increase your activity and to improve your health and wellbeing. Payment will vary between sites and activities and is payable each time you attend a session.

Positive Steps, fitness studio, aqua gym, powerplate mobility, water exercise, low impact aerobics, aqua aerobics, chi ball, gentle circuit and specialist classes are all available for referral.

MILDENHALL DOMES LEISURE CENTRE

Bury Road
Mildenhall
IP28 7HT

Telephone: 01638 717 737
Fax: 01638 583 943
Email: dlc@angcomleisure.com
www.angcomleisure.com

Opening hours: Monday-Friday 7am-10pm, Saturday and Sunday 8am-3pm.

The leisure centre offers a wide variety of activities and membership options. It is run by Anglia Community Leisure.

There are numerous classes available in addition to a fitness studio, multi-games area and soft play area, with courts for squash, badminton, netball and basketball, and a five-a-side football court and gymnasium too.
Sue Ryder supports local people with dementia, their families and friends through the 24-hour Suffolk Dementia Helpline.

**MEMORY WORRIES?**

Sue Ryder can help by providing a listening ear 24 hours a day. During office hours you can telephone for further practical support and information about dementia, along with details of other services in your local area that can help. The Dementia Helpline is open to anyone living in Suffolk. All calls are confidential. The Dementia Helpline is run by Sue Ryder, working in partnership with Suffolk County Council, Suffolk Family Carers and the Alzheimer’s Society. Contact Sue Ryder on 01473 353 350.

**DEMENTIA FRIENDS**

Age UK Suffolk is currently working to develop befriending schemes in Forest Heath. This is a free service which sees older people who feel lonely matched with a volunteer who will visit them or phone weekly so that a friendship can develop. You can refer yourself, a relative or friend can refer or a health professional can too.

www.ageuk.org.uk/suffolk/how-we-can-help-you/dementia-services/
Email: dementia@ageuksuffolk.org

**ST NICHOLAS HOSPICE CARE**

Hardwick Lane
Bury St Edmunds
IP33 2QY

Telephone: 01284 766 133
Fax: 01284 715599
Email: enquiries@stnh.org.uk
www.stnicholashospice.org.uk/

St Nicholas Hospice Care offers medical, emotional and practical support for people facing long-term or life-threatening illnesses such as cancer, motor neurone disease, Parkinson’s and end-stage heart failure.

Support is also available for families, carers and loved ones.

Many services are offered in people’s own homes or wherever they feel safe. Support is also offered at the main hospice building in Bury St Edmunds.

For more information about how you or someone you know could benefit from hospice nursing care, physiotherapy, occupational therapy, bereavement support or one of the many other services available, please contact the Hospice using the details above.

**MEALS ON WHEELS**

The Royal Voluntary Service delivers meals seven days a week throughout the year. It is a two course meal, a main course and a pudding for £5.85 per day, delivered to you. The charity can also deliver a tea pack to you on the same day if you wish.

Telephone: 01473 749 927
Email: Suffolkcommunitymeals.ipswich@royalvoluntaryservice.org.uk
### MILDENHALL PARISH COUNCIL

The local authority consisting of elected members that represent the town.

Mildenhall Parish Council Office
The Pavilion
Recreation Way
Mildenhall
IP28 7HG

**Telephone:** 01638 713 493
(24 hour answerphone)
**Fax:** 01638 711 453
**Email:** info@mildenhall.suffolk.gov.uk
**Opening hours:** Monday-Thursday 9am-5pm, Friday 9am-4.30pm.

### ALLOTMENTS

Lark Road - there is a waiting list.
Riverside, Sheldrake Avenue - there is a waiting list.
Gravel West Row - no waiting list, currently 1 available, although it would need to be cleared.

This information was correct at the time of going to print.

For further information please contact the parish council. Other allotment sites are available outside of the town.

### LIBRARY

Chestnut Close
Mildenhall
IP28 7NL

**Telephone:** 01638 713 558
**Email:** help@suffolklibraries.co.uk
**Opening hours:** Tuesday 10am-7pm. Wednesday, Thursday and Friday 10am-5.15pm. Saturday 10am-4.45pm. Sunday 10am-4pm. Closed Monday.

A number of family and children’s events are held at Mildenhall Library, which offers a number of books and other entertainment material to rent along with computer and internet access.

### POLICE

Mildenhall Police Station
Kingsway
Mildenhall
IP28 7HS

**Opening hours:** 9am-5pm Monday to Friday (excluding bank holidays).

To report an emergency call 999. To report a non-urgent crime call 101.

### VICTIM SUPPORT

This is an independent charity based in Ransomes Europark in Ipswich.

**Telephone:** 0845 4565 995
**Email:** VCU.EastofEngland@victimsupport.org.uk

### FOREST HEATH DISTRICT COUNCIL

Forest Heath District Council
District Offices
College Heath Road
Mildenhall
IP28 7EY

**Telephone:** 01638 719 000
**Fax:** 01638 716 493
**Email:** customer.services@westsuffolk.gov.uk
**Opening hours:** 8.45am-5pm.

Forest Heath District Council is the locally elected authority that covers Forest Heath. You can contact them for information about bin collections, council tax, benefits, and more.

In the event of an emergency when you need to get hold of the council out of hours, telephone 01284 763 252.

**West Suffolk**
**working together**
THE LARK CHILDREN’S CENTRE

The Lark Children’s Centre provides a variety of services for families with children aged 0-5 years. Services include family support, antenatal and postnatal services, breastfeeding support and lots of activities for parents and children to enjoy together.

Jubilee Centre
Recreation Way
Mildenhall
IP28 7HG

Telephone: 01638 582 820
For referrals telephone: 0808 800 4005
www.suffolk.gov.uk

Opening hours: Monday-Friday 9am-5pm. See timetable for weekend activities.

Children’s centre services are free, however there may be a small cost towards some activities for equipment, food or drink.

SUFFOLK COUNTY COUNCIL

Suffolk County Council is headquartered in Ipswich. Its nearest office is at the Forest Heath District Council offices in Mildenhall (see p.27 for details).

Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

Telephone: 0808 800 4005
www.suffolk.gov.uk

PATIENT TRANSPORT

The non-emergency patient transport service is a free service available to some people. Call 0845 850 0774 to see if you qualify. The service is available from 8am to 6.30pm on weekdays and 8am to midday on Saturdays. If patients experience any problems they can get assistance and advice by contacting the Patient Advice and Liaison Service (PALS) on 0800 389 6819.

MILDENHALL BUSES

Buses run from Mildenhall to a number of nearby towns including Newmarket, Brandon, Red Lodge, Bury St Edmunds and Thetford.

For full details of all the buses that run from Mildenhall, visit www.suffolkonboard.com/buses/timetables-by-area/brandon-mildenhall-surrounding-areas

TRAVEL VOUCHERS

You can apply for travel vouchers if you are eligible for a bus pass and live in a remote area, or cannot benefit from free bus travel because of a disability. Travel vouchers can be used to help pay for most community transport, taxis or private hire vehicles. The value of these vouchers is £100 per year and you can apply by calling 0845 600 0659. You cannot hold both travel vouchers and a free travel bus pass - you would need to choose between your bus pass or vouchers. If you are on pension guarantee credit you can claim necessary travel costs to receive NHS treatment whilst under the care of a consultant or, in some cases, following a referral for tests by a GP or dentist.

If you are not on pension guarantee credit but your income is low and your savings are less than £16,000, you can apply for help with travel costs to hospital under the NHS low income scheme. Call 0845 850 1166 for an application form.

COMMUNITY TRANSPORT

Dial-a-ride bus: This is a member scheme which provides transport 9am-4.30pm weekdays. This does not provide transport to West Suffolk Hospital or Addenbrooke’s Hospital but does to Newmarket Hospital.

Telephone: 01638 608 080.

Community cars: Providing transport from volunteer drivers who will wait for appointments of up to 90 minutes. This does take people to hospitals. The cost of this service is 54p per mile.

Telephone: 01638 608 049.
ROYAL VOLUNTARY SERVICE
COMMUNITY TRANSPORT

Volunteers running trips at a rate of 45p per mile. Drivers stop and wait for no extra charge besides parking charges.

Telephone: 01473 749 927
Email: Suffolkcommunitymeals. ipswich@royalvoluntaryservice.org.uk
If you would like this information in another language or another format, including audio tape, braille or large print, please call 01473 770 014.

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Jeigu jums reikia suprasti šią, informaciją, kita kalba prašom skambinti šiuo numeriu apačioje

Kung kailangan mo ng tulong para maunawaan and inpormasiy on sa pamamagitan ng ibang salita, maaaring tumawag sa

এই লেখাটি যদি অন্য ভাষায় বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

如果你需要其他语言来帮助你了解这些资讯，请拨以下电话。