




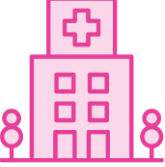









YOUR LOCAL GUIDE TO HEALTH & CARE SERVICES DURING COVID-19 PANDEMIC

Your issue	How to get help
 Covid-19 symptoms	Visit the NHS 111 Online Covid-19 symptom checker for advice or call 111. For persistent symptoms you may be referred to a special Reading GP hub for Covid-19.
 Other health issues	Contact your usual doctor's surgery. You may get a phone or video appointment, or be asked to visit in person if necessary. Don't delay seeking help for serious new issues.
 Mental health issues	Call NHS Berkshire Talking Therapies 0300 365 0200 Visit the Talking Therapies Berkshire website
 Picking up prescriptions	Contact Healthwatch Reading , who will deliver to vulnerable/isolating people. Get in touch Mon-Friday 9am-4pm. Call 07786 476257 , email info@healthwatchreading.co.uk , text 07860 018 073 or fill in an online form . We also take referrals from the council's community hub.
 Dental emergency	Contact your usual dental surgery. They can give phone advice or refer you to an urgent dental hub in Reading. Or use 111 online or call 111 if you don't have a dentist.
 Accident & emergency	For minor injuries: go to Townlands Hospital , York Road, Henley RG9 2EB, open 10am-6.30pm, tel 01865 903703. It can do X-rays. For serious injuries, or life-threatening conditions: go to A&E at the Royal Berkshire Hospital . The layout has changed to keep Covid-19 cases away from general adults & children A&E.
 Giving birth	You can bring one, healthy birthing partner if you're giving birth at Royal Berkshire Hospital. No visitors to postnatal wards. Full info: online guide from RBH and Reading Maternity Voices
 Urgent welfare needs 	Set up by Reading Borough Council to provide urgent help such as food parcels and support from local charities. Call 0808 1894 325 freephone , 10am-5pm Mon-Fri, and 9am-1pm Sat and Sun; or Reading Deaf Centre by SMS 07704 687 298 or fax 0118 950 0507. Or submit an online form to the hub
 Adults who need extra help	If you need extra help or care at home due to a disability, frailty or illness, or you or someone you know is at risk of abuse, call Reading Borough Council adult social services 0118 937 3747 . They may do assessments by phone and will only visit you if urgent.
 Hearing aid batteries or repairs	If you use the Adult Hearing and Balance service run by Berkshire Healthcare NHS Foundation Trust call 0300 365 6222 or email hearingaidrepairs@berkshire.nhs.uk . If you use the Royal Berkshire Hospital audiology department, email Audiology.Repair@RoyalBerkshire.nhs.uk
 Your baby's wellbeing	Call the Reading Health Visiting Duty line 0118 931 2111 (9am-1pm) or email HVWBRDGDuty@berkshire.nhs.uk for advice on non-Covid 19 issues such as infant feeding and sleeping.
 Still not sure?	Get in touch with Healthwatch Reading. We talk to local health and care services all the time to find out how the public can get help. Email info@healthwatchreading.co.uk or leave your name and number at 0118 937 2295 and we'll call you back.