

# DIRECTORY OF INFORMATION AND SUPPORT SERVICES



PLEASE KEEP THIS LEAFLET FOR FUTURE REFERENCE  
INFORMATION CORRECT AS OF AUGUST 2025



## HEALTH, MENTAL HEALTH AND SOCIAL CARE SERVICES

### WYE GP SURGERY

67 Oxenturn Road,  
Wye, TN25 5BE  
Tel 01233 884585

### WELL PHARMACY

126 Bridge St,  
Wye, TN25 5EA  
Tel 01233 812249

You can book an appointment at Wye Surgery using the following methods:

- *Telephone:* Phone lines are often busy so it is recommended you use one of the other available methods if possible.
- *eConsult:* Available Monday – Friday between 7am and 8am accessed via [wyesurgery.webgp.com](http://wyesurgery.webgp.com)
- *Patient Access:* Patient Access is available 24 hours a day, 7 days a week to book a telephone consultation or face-to-face appointment. If you do not have Patient Access, you can either attend the surgery with Identification (one form of photo identification and one proof of address dated within the last two months) or sign up for the NHS App and register online.
- *NHS app or website:* The NHS app and website are available 24 hours a day 7 days a week, to book a telephone consultation or a face-to-face appointment.

### URGENT TREATMENT CENTRE

WILLIAM HARVEY HOSPITAL:

The urgent treatment centre is open from 8am until midnight as a walk in service to treat urgent but not life threatening health issues.

Kennington Road, Willesborough, Ashford,  
TN24 0LZ

Tel 01233 633331

### PILGRIMS HOSPICE

HELPING PEOPLE WITH INCURABLE ILLNESSES

24 Hour 7 days a week advice.

Tel: 01233 504 133

Domiciliary support at home as well as care within the hospice.

### THE ADVOCACY PEOPLE

A CHARITY PROVIDING HELP IN ACCESSING MENTAL HEALTH SERVICES, HELP WITH NHS COMPLAINTS OR SOCIAL CARE SERVICES

e: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

Tel 0330 440 9000

### HEALTHWATCH

MAKING SURE NHS LEADERS AND OTHER DECISION MAKERS HEAR YOUR VOICE AND USE YOUR FEEDBACK TO IMPROVE CARE.

Tel: 0808 801 0102

e: [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

### SIGHT TEST (ophthalmic)

YOU'RE ENTITLED TO A FREE NHS TEST IF YOU:

- are under 16 or 16, 17 or 18 and in full-time education or 60 or over
- are registered as partially sighted or blind
- have been diagnosed with diabetes or glaucoma or are 40 or over and your mother, father, sibling or child has been diagnosed with glaucoma
- have been advised that you're at risk of glaucoma
- are a prisoner on leave from prison
- are eligible for an NHS complex lens voucher
- are on eligible means-tested benefits.

Further information can be found at:

[www.nhs.uk/nhs-services/opticians](http://www.nhs.uk/nhs-services/opticians)

### FEET (chiropody)

FREE, NHS CHIROPODY IS DEPENDENT ON THE PERSON'S MOBILITY.

Contact your GP to see if you can obtain this through the NHS.

### PATIENT PARTICIPATION GROUP

ALL PATIENTS OF WYE SURGERY ARE WELCOME TO JOIN.

Meetings are held quarterly at the surgery.

Communications secretary: Helen Ransley

e: [helenransley@hotmail.com](mailto:helenransley@hotmail.com)

## HEALTH, MENTAL HEALTH AND SOCIAL CARE SERVICES

### NHS SOCIAL PRESCRIBING SERVICES

#### PROVIDED BY CONNECT WELL EAST KENT

Social prescribing is a way to help people make positive changes in their lives by linking them to voluntary and community groups and other non-clinical services.

Please visit [www.connectwelleastkent.org.uk](http://www.connectwelleastkent.org.uk) for further information.

### CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAMHS)

Providing emotional wellbeing and mental health advice and support for young people and their families across Kent. Tel : 0808 802 5544

Open to young people between the ages of 0-18, or up to 25 in some instances. CAMHS offers advice and support for stress, low mood and depression, anxiety, self-harm or difficult to manage behaviours. [www.nelft.nhs.uk/services-kent-children-young-peoples-mental-health](http://www.nelft.nhs.uk/services-kent-children-young-peoples-mental-health)

### WE ARE WITH YOU

Age 13-25 Need to talk?

Free confidential advice

Tel: 01795 500882

### ASHFORD COMMUNITY MENTAL HEALTH SERVICES

Support and treatment in the community of adults between the ages of 18-65 who are experiencing a mental illness.

Eureka Place, Eureka Business Park, Trinity Road, Ashford, TN25 4BY

Tel 01233 658100

The team provides an assessment of an individual's current needs and provides treatment for service users with moderate to severe mental health needs. Further information and referral form can be found at: [www.kmpt.nhs.uk/our-services/ashford-community-mental-health-team/](http://www.kmpt.nhs.uk/our-services/ashford-community-mental-health-team/)

### CHILD PROTECTION AND SAFEGUARDING CONCERNS

Social Services

Tel 0300 041 1111.

Out of hours 0300 041 9199

### ADULT SAFEGUARDING

Social Services

Tel 0300 041 6161.

Out of hours 0300 041 9199

### KENT COUNTY COUNCIL SOCIAL SERVICES

Tel 03000 410410

Information and provision of domiciliary care, day and residential services for people with physical or learning difficulties and older people.

If there are concerns about the physical sexual or emotional ill-treatment of either children or adults please contact social services and ask for help with safeguarding.

### BEAT

CONFIDENTIAL HELPLINE SUPPORT AND INFORMATION FOR THOSE STRUGGLING WITH EATING DISORDERS

Tel 0808 801 0677

Further information can be found at: [www.beateatingdisorders.org.uk/](http://www.beateatingdisorders.org.uk/)

### KOOTH

FREE SAFE AND CONFIDENTIAL ONLINE SUPPORT AND COUNSELLING FOR YOUNG PEOPLE.

[www.Kooth.com](http://www.Kooth.com)

### SHOUT

Free Textline for young people. Text 85258 for 24/7 Mental Health Support.

### FINANCIAL DIFFICULTIES

#### TURN2US

National charity which helps people in financial hardship to access welfare benefits, charitable grants and support services

[www.turn2us.org.uk](http://www.turn2us.org.uk)

#### WYE FOOD BANK

Located in the church porch, Available to all to use and donate.

#### GREEN DOCTORS

Advice on fuel bills and energy saving.

Tel 07708 239908

## WELLBEING

### AGE UK ASHFORD

INFORMATION REGARDING SERVICES FOR OLDER PEOPLE, INCLUDING, MEAL SERVICES AND INFORMATION REGARDING BENEFITS. HEARING AID MAINTENANCE: 01303 269602

The Joe Fagg Community Centre, Stanhope Rd, Ashford TN23 5RF. Tel 01233 668765  
e: admin@ageukhla.org.uk

### ASHFORD COUNCIL WELFARE INTERVENTION SERVICES

FOR ADVICE REGARDING WELFARE BENEFITS,  
e: welfare@ashford.gov.uk. Tel 01233 330822

### ASHFORD BOROUGH CITIZENS ADVICE

PROVIDES ADVICE ON BENEFITS, EMPLOYMENT, CONSUMER ADVICE, DEBT, HOUSING AND HOMELESSNESS, IMMIGRATION, RELATIONSHIPS AND PARENTING ISSUES.

e: ashfordadvice@gmail.com  
Tel 01233 626185

### ASHFORD VOLUNTEER CENTRE

COORDINATES VOLUNTEER SERVICES ACROSS THE BOROUGH AND ACTS AS A POINT OF CONTACT FOR BEFRIENDING, CAR SERVICE AND CARE NAVIGATION

Tel 01233 665535  
E: contact@ashfordvc.urg.uk

### CARERS SUPPORT

SUPPORT AND ADVICE FOR CARERS.  
Tel 0300 302 0061  
e: support@carersek.org.uk

### WYE CARERS' SUPPORT GROUP

1<sup>st</sup> Tuesday of the month at Brambles Care Home. All welcome. e: admin@ourplacewye.org.uk or tel: 07395 433939

### CROSSROADS

PROVIDES SUPPORT AND RESPITE FOR PEOPLE LOOKING AFTER A RELATIVE OR FRIEND.  
Tel 0345 0956 701  
e: enquires@crossroadskent.org

### COMMUNITY NAVIGATORS

Information, advice and support on accessing community health and social care services including support for carers services.  
Tel 03003020178. e:connectwell@sekgroup.org.uk

### COMMUNITY WARDEN

Information or concerns in Wye. Richard Sinden. Tel 07969 583290

### DIGITAL KENT

WORKING TO IMPROVE DIGITAL INCLUSION AND CAPABILITIES IN THE COUNTY OF KENT.  
e: digitalinclusion@kent.gov.uk  
www.digitalkent.uk  
03000 410 950

### KENT COUNTY COUNCIL DIGITAL ASSIST AND DIGITAL DEVICES & COACHING

IMPROVING DIGITAL SKILLS IN THE COMMUNITY  
Advice and training with digital devices and provision of refurbished devices for Wye residents. Maria Cox. e: mariacox@aol.com

### KENT LAW CLINIC

Free legal advice on all aspects of law  
Tel 01227 823311  
e: kentlawclinic@kent.ac.uk

### ADDICTION

#### ALCOHOLICS ANONYMOUS

HELP WITH PROBLEMATIC DRINKING.  
Tel 0800 917 7650 e:help@aamail.org

#### AL-ANON

HELP FOR ANYONE AFFECTED BY SOMEONE ELSE'S PROBLEMATIC DRINKING.  
Tel 0800 008 6811

#### FORWARD ASHFORD

HELP WITH PROBLEMATIC DRINKING AND DRUG ABUSE.  
Tel 01233 655360  
e: ashford@forwardtrust.org.uk

#### GAMBLERS ANONYMOUS

HELP WITH PROBLEM GAMBLING.  
Tel 0330 094 0322

#### NARCOTICS ANONYMOUS

HELP WITH NARCOTICS ABUSE.  
Tel 0300 999 1212

### BEREAVEMENT

#### CRUSE BEREAVEMENT CARE

PROVIDES BEREAVEMENT SUPPORT, INFORMATION.  
Helpline: 0808 808 1677

## VOLUNTARY ORGANISATIONS

### LONG TERM CONDITIONS

#### ARTHRITIS ACTION

INFORMATION AND SUPPORT FOR THOSE WITH ARTHRITIS.

Tel 0203 781 7120

#### ALZHEIMER'S SOCIETY

INFORMATION AND SUPPORT FOR THOSE WITH DEMENTIA AND THEIR CARERS.

Tel 0333 150 3456

#### ALZHEIMER'S AND DEMENTIA SUPPORT SERVICES (ADSS) KENT

tel: 01474 533990 Co-ordinator: 0800 035 2221  
info@alz-dem.org

#### BRITISH HEART FOUNDATION

Information and support for those living with heart conditions. Helpline: 0808 802 1234

#### ADMIRAL NURSES

Specialist dementia nurses supported by dementia UK, provide advice and support to anyone affected by Dementia: 0808 802 8080

#### DIABETES UK

CONFIDENTIAL HELPLINE TEL: 0345 123 3299  
MONDAY TO FRIDAY 9AM – 6PM

#### DISABILITY ASSIST - KENT

HELPING PEOPLE WITH DISABILITIES IN KENT TO LIVE MORE INDEPENDENT LIVES.

e: info@disabilityassist.org.uk  
Tel 01233 633 187

#### MIND

INFORMATION AND SUPPORT FOR PEOPLE WITH MENTAL HEALTH PROBLEMS.

Tel: 0208 215 2243 Mon – Fri 9am – 5pm  
e: supporterrelations@mind.org.uk

#### KENT MIND AND BODY SUPPORT

For people age 13 – 25 years  
Tel: 01795 500 882

#### MACMILLAN CANCER SUPPORT

Helpline and support: 0808 800 0000

#### MS SOCIETY

MS Helpline for information and support  
South East Kent Support Group: 07767 326128  
Helpline 0808 800 8000.

#### MOTOR NEURONE DISEASE ASSOCIATION

helpline: 0808 802 6262  
e: mndconnect@mndassociation.org  
Mid Kent MND Branch: 06134 686 685  
East Kent Group  
e: maureen.wallis@mndaassociation.org

#### PARKINSON'S DISEASE

Information and support for people with Parkinson's Disease. Tel 0808 800 0303.  
Local Social and Activity Classes  
Tel 01580 764 046

#### PARKINSONS CENTRE AT THE UNIVERSITY OF KENT

e: parkinsons@kent.ac.uk Tel: 01227 8244775

#### STROKE ASSOCIATION

Providing information and support to anyone affected by stroke including family and friends.  
helpline: 0303 303 3100  
e: helpline@stroke.org.uk

### DOMESTIC ABUSE

#### NATIONAL DOMESTIC ABUSE

Helpline 0808 2000 247 or contact Ashford Borough Council on 01233 331111

#### OASIS EAST KENT DOMESTIC ABUSE SERVICE

Helps adults to build a safe, positive future free from harm.  
Helpline 0800 917 9948

### FAMILY SUPPORT SERVICES,

#### ASHFORD MEDIATION SERVICE

Confidential, impartial, independent and free mediation services.  
Tel. 01233 896 237 (Mon-Thurs 9am – 2.30pm)

#### ASHFORD FAMILY HUB

Offers information and links to a range of local support services to children, young people and their families. e: ashfordfamilyhubs@kent.gov.uk  
tel: 0300 417 567

### HOMELESSNESS

#### PORCHLIGHT

KENT'S LARGEST CHARITY FOR HOMELESS AND VULNERABLE PEOPLE.  
Free Helpline 0800 567 7699 Monday to Friday 9am-5pm