



Bexhill Primary Care Network Veterans Welcome Pack



A Warm Welcome to Our Armed Forces Community

Whether you are a Veteran of the British Armed Forces or currently serving, we would like to extend our sincere gratitude for your service - and a very warm welcome to your local NHS services in Bexhill.

This Welcome Pack has been created by **Bexhill Primary Care Network (PCN)** to support you in accessing the care, support and respect you rightfully deserve. Bexhill PCN is a collaboration between GP practices in Bexhill. Together, we are working towards a healthier community. If you are registered with a GP surgery in Bexhill, this pack is for you.

What you'll find inside:

- Information on Local Charities & Support Groups, Including those specifically for veterans, mental health support, housing, employment advice and family services.
- Details of Local Clubs & Monthly Meetups, Meet others in the Armed Forces community, share experiences, or simply enjoy a cuppa and some company.
- Your NHS Benefits & Entitlements, Learn more about the priority treatment and specialist services available to you as a veteran or serving member.

Our Promise to You

We are here to listen; support and provide the care you need. Your experiences matter and your needs will be met with understanding and respect.

Reasonable Adjustments & Individual Support

If you need extra support with appointments, communication, mental health, or physical access - we are committed to making reasonable adjustments so you can get the care you need, comfortably and with dignity.

You Are Not Alone

At Bexhill PCN, we are proud to support those who have served our country. You have looked after us now let us look after you.

We are here to help. We are here to listen. We are here to care.

Our Commitment to the Armed Forces Community

Bexhill Primary Care Network: Proud to Be Armed Forces Veteran Friendly Accredited

This means we are trained and committed to understanding the needs of veterans and serving personnel, ensuring you receive the healthcare you deserve with dignity, speed and compassion.

We understand that military life is unique and so are the challenges that may come from it. Whether physical, emotional, or social, we are here to support you through it all.

Aims of This Welcome Pack

This pack has been created to offer clear, accessible and relevant information for the Armed Forces community registered at any GP practice in Bexhill.

It brings together NHS services, local charities, support groups and practical help for both patients and their families.

By providing a single, easy-to-navigate resource, this pack aims to improve access to care, ensure members of the Armed Forces community are fully informed about the support available to them and help close the gaps that can exist between military and civilian healthcare.

Our Main Aims as a Network Are To:

✓ **Support Vulnerable and Complex Cases**

We recognise that some veterans and serving personnel may have complex medical, psychological or social needs. Our aim is to identify and support these individuals early, offering tailored and holistic care.

✓ **Provide Faster Access to Care When Needed**

If your health issue is related to your service, you may be entitled to **priority treatment**, subject to clinical need. We aim to ensure that referrals and appointments are made swiftly and appropriately.

✓ **Deliver Holistic, Person-Centred Support**

We look beyond your symptoms to understand the whole picture, mental, emotional and physical. Our care considers all aspects of your wellbeing, including housing, relationships and financial pressures.

✓ **Support Families, Carers and Loved Ones**

Service life impacts not just the individual but also their family, spouse and carers. This Welcome Pack includes support and guidance for those who stand alongside our veterans - because they deserve care and recognition too.

You Served. Now It's Our Turn to Support You

We are here for you - not just as patients but as valued members of the community. Let this Welcome Pack be a first step in finding the right care, connections and support for you and your family.

Bexhill GP Practices

Bexhill is served by a number of GP practices that work together in collaboration as part of Bexhill Primary Care Network (PCN). By working as a network, these practices share services, and expertise to improve access to care and support better health outcomes for local residents, including veterans. If you are a veteran, reservist, or serving member of the Armed Forces, please let your GP practice know so your veteran status can be recorded on your medical record.

Little Common Surgery



82 Cooden Sea Road
Bexhill-on-Sea,
East Sussex,
TN39 4SP
 01424 847575

Old Town Surgery



13 De La Warr Road,
Bexhill-on-Sea,
East Sussex,
TN40 2HG
 01424 739420

Sidley Medical practice



44 Turkey Road,
Bexhill-on-Sea,
East Sussex,
TN39 5HE
 01424 230025

Albert Road Surgery



24 Albert Road,
Bexhill-on-Sea,
East Sussex,
TN40 1DG
 01424 230025

Vita – Collington Surgery



23 Terminus Road,
Bexhill,
East Sussex,
TN39 3LR
 01424 320222

Vita – Pebsham Surgery



119 Seabourne Road,
Bexhill-on-Sea,
East Sussex,
TN40 2SD,
 01424 320222

Vita – Sea Road Surgery



39–41 Sea Road,
Bexhill,
East Sussex,
TN40 1JJ
 01424 320222

Vita – Ninfield Surgery



High street,
Ninfield,
East Sussex,
TN33 9JP
 01424 892256

Veterans Welcome Pack – Feedback & Support Request Form

We value your feedback and want to ensure that all members of the Armed Forces community receive care that is accessible, respectful, and tailored to individual needs. Please take a few minutes to complete this form. You can email it to: sxicb-esx.hi.bexhillpcn@nhs.net or return back to your GP practice reception.

1. About You (Optional)

- **Name:** _____
 - **Date of Birth:** ____ / ____ / ____
 - **GP Practice:** _____
 - **Are you a:**
 - Veteran
 - Serving Personnel
 - Reservist
 - Family Member / Carer
-

2. Feedback on the Welcome Pack

1. Did you find the Veterans Welcome Pack useful?
 - Yes
 - Somewhat
 - No
2. What was most helpful?

3. Is there anything missing you would like us to include?

4. Do you have any other comments or suggestions?

3. Do You Require Any Additional Support or Adjustments?

To help us provide the best possible care, please let us know if you need any of the following:

Communication Support:

- Easy Read documents
- British Sign Language interpreter
- Hearing loop
- Large print materials
- Braille
- Help understanding medical information
- Please do not contact me from an unknown or withheld phone number
- I have specific communication preferences (please describe below)

Language Support:

- Translation service (please state preferred language):

Physical Access:

- Wheelchair-accessible entrance
- Accessible toilet
- Mobility support when visiting the practice
- Home visits (where appropriate)

Other Adjustments or Support Needs:

- I have specific sensory needs
- I need longer appointments
- I feel anxious about attending appointments – please contact me beforehand
- Other (please describe):

4. Confidentiality

All information provided will be kept confidential and used only to improve your care and accessibility at your GP practice. Thank you for helping us improve our services for veterans and their families.

Directory Page List

This directory serves as a valuable resource that enables veterans and their families or carers to easily access information about available support and services, both within the local area and beyond. This includes contact details and brief descriptions of services. By presenting this information in one convenient place, the directory helps veterans identify the right support when needed, fostering greater confidence, connection, and a sense of belonging within the community.

Mental Health and Wellbeing – *Pages 9 - 10*

Physical Health – *Pages 11 - 12*

Employment and Education – *Page 13*

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Families and Carers – *Pages 15 - 16*

Discount Cards – *Page 17*

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Local Health Services – *Pages 20 - 21*

Mental Health and Wellbeing

1. [Find NHS talking therapies for anxiety and depression - NHS](#)

An online link where you can find local NHS talking therapies for anxiety and depression, can self-refer, 18 or over.

2. [Home | NHS Veterans' Mental Health South East](#)

Op Courage: Veteran's mental health and wellbeing service. Supporting veterans and their families with mental health care during the transition to civilian life. Offering treatment for early and advanced mental health issues, including trauma, addiction and helps access NHS services like talking therapies. Also works with charities supporting wider needs i.e. housing, finances and relationships and offers dedicated help for families.

Call 0300 365 2000 (Op 4) or email: gateway@berkshire.nhs.uk

3. [How we help | SSAFA](#)

Supporting serving personnel, veterans, including reserves and those who completed National Service and their families. Offering practical, emotional and financial help. Understanding the unique challenges of military life and transition to civilian life, including issues like PTSD, depression, injury, addiction, debt and homelessness.

Call: 0800 260 6780 or send a message using a form on the website.

4. [Veterans | The Warrior Programme](#)

Enabling individuals to manage their emotions and to develop the resilience, focus and motivation to succeed in today's world. They run both online courses which run for 5 days and residential courses which run for 3 days.

Call: 0808 801 0898 or email enquiries@warriorprogramme.org.uk

5. [UK Veteran Charity | Walking with The Wounded](#)

Offering veterans fast access to private, evidence-based therapy for mental health issues like depression, anxiety, PTSD and adjustment disorder. Working with NHS and charity partners providing up to 12 sessions of accredited therapies such as CBT and EMDR, usually within 10 days of referral.

Contact via their website and complete a "request a call back form", they aim to get back to you within one working day.

6. [About us | Combat Stress](#)

Helping veterans with complex mental health conditions needing specialist, coordinated care.

Veterans and their families can access confidential advice 24/7 via our Helpline on - 0800 138 1619 or email helpline@combatstress.org.uk

7. [UK Armed Forces and Military Veterans Charity | Help for Heroes](#)

Supporting veterans and their families across the UK with personalised care that addresses physical and mental health, welfare, and social wellbeing. Includes tailored counselling, financial grants, rehabilitation support, help navigating healthcare and benefits systems, and access to inclusive sport and social activities. They also assist those who served under UK command, including interpreters and embedded civilians.

Call: 0300 303 9888 email: getsupport@helpforheroes.org.uk Alternatively through their website enquiry form.

8. [Service Dogs UK - Service Dogs UK](#)

Service Dogs UK is a charity that trains and provides specially selected rescue dogs as assistance dogs for veterans of the Armed Forces and Emergency Services living with PTSD, at no cost to the veteran. Also raises awareness of PTSD as a serious issue among veterans and conducts research into the therapeutic benefits of human-dog relationships.

For enquiries email: getintouch@servicedogsuk.org

9. [Care after Combat | Help for Veterans in the Justice System UK](#)

Dedicated to supporting former British Armed Forces personnel in the justice system and their families, helping them navigate the challenges of reintegration into civilian life, particularly when involved with the justice system.

Call: 0300 343 0255 or email enquiries@careaftercombat.org

10. [Fighting With Pride: The Armed Forces LGBTQ+ Charity](#)

A lived-experience LGBTQ+ charity supporting LGBTQ+ Veterans, serving personnel and their families, especially those affected by the former 'gay ban' lifted in 2000.

Call: 0203 981 3810 or online and complete a form.

Physical Health

1. [RNID - National Hearing Loss Charity](#)

The Royal National Institute for deaf People (RNID) offer information and support for people who are deaf, have hearing loss or tinnitus and for people who supports someone with these issues. They also offer help with maintaining NHS hearing aids.

Call: 0808 808 0123 or email: contact@rnid.org.uk Alternatively, use SignLive to arrange a free BSL video call.

2. [How we help | Blesma, The Limbless Veterans Charity](#)

BLESMA are the only national Service charity that supports limbless veterans for the duration of their lives, offering financial and emotional support to them and their families.

Call: 020 8590 1124 or email: info@blesma.org

3. [Home | The Ripple Pond - Injured UK Veteran Family Support](#)

Supporting anyone caring for a loved one in the Armed Forces community with a physical or psychological injury. Spouse, parent, sibling or chosen family member, they offer a safe, understanding community and a range of free services.

Call: 0333 900 1028 or email help@theripplepond.org

4. The Chavasse Clinic

The Chavasse Clinic is a specialist musculoskeletal clinic for service personnel (regular or reserve) and veterans. The clinic is held monthly within the fracture clinic at the Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE. You will need to complete a Chavasse clinic referral form and contact the appointments team at the booking hub.

You can contact them on GP queries to suh.outpatients.bookingcentre@nhs.net or email referrals to bsu-tr.outpatientbookings@nhs.net

5. [Op RESTORE](#)

Op RESTORE is a specialist NHS service hosted by Imperial College Healthcare NHS Trust, offering support to veterans, service leavers, and reservists with physical health conditions related to their time in the UK Armed Forces. Working with both military and civilian medical professionals, the service provides expert care and ongoing support, regardless of when the injury occurred or how long ago the individual left the forces. Referrals must come from a GP and once received, a multidisciplinary team will review the case within around eight weeks to develop a tailored care plan.

GP required to complete the Op RESTORE referral form and email it to imperial.oprestore@nhs.net

6. [Home - Armed Forces Support - DMWS](#)

The Defence Medical Welfare Service (DMWS) providing specialist medical welfare support to the Armed Forces community, including serving personnel, reservists, veterans, their families, and The Merchant Navy. DMWS is dedicated to supporting those who serve on the frontline during their most critical times of need.

Call: 0800 999 3697 or email referrals@dmws.org.uk

7. [Blind Veterans UK, Rebuilding lives after sight loss - Blind Veterans UK](#)

Providing rehabilitation, training, practical advice and emotional support to vision-impaired ex-Service men and women of all generations helping veterans rebuild their lives after sight loss, offering a bespoke and holistic service tailored to individual needs. Also support carers, offering guidance and assistance to those looking after loved ones with sight loss.

Call: 0800 389 7979 or go online and complete a support application form.

8. [East Sussex out of hours dental helpline – East Sussex Healthcare NHS Trust](#)

If you need urgent dental help and cannot find a dentist, the Dental Helpline can book you an urgent appointment with an NHS dentist. For up to date information and support on getting urgent dental care, call them on 0300 123 1663 Mon-Fri 8am to 4pm. alternatively you can email kcht.dentalhelpdesk@nhs.net

Employment and Education

1. [We support veterans | Forces Employment Charity](#)

RFEA and the Officers' Association providing life-long, life-changing support, jobs and training opportunities to veterans, irrespective of circumstances, rank, length of service, or reason for leaving. Offering empathetic and empowering guidance through a wide range of tailored programmes, including support for families, wounded personnel and those in the criminal justice system. Services include advice on career choices, researching the job market, job matching, training guidance, course and education recommendations, CV writing support, interview preparation, expert industry insights and access to employment events and job fairs.

Call: 0121 262 3058 or email info@forcesemployment.org.uk

2. [Ex-Forces Career Advice | How We Help | Lifeworks](#)

Lifeworks programme helps veterans and Armed Forces family members build successful civilian careers by providing tailored support, training, and guidance based on individual goals. Open to all ex-Service personnel and families of those currently serving, offering free 4–5 day courses both online and at garrison locations across the UK.

Call: 0800 319 6844 or email on lifeworks@rbli.co.uk

3. [Injured Veterans Employability Help in the UK - Poppy Factory](#)

Supporting veterans on their journey to employment by offering tailored job advice, help with CVs, applications, and interview preparation, as well as assistance applying for training or qualification grants (though it does not directly fund courses). Maintaining regular contact after veterans start work, helps address workplace challenges and works with partner organisations to ensure consistent support.

Call: 0208 940 3305 or email support@poppyfactory.org

Housing

1. [Get housing help if you're leaving or have left the armed forces - Citizens Advice](#)

Access to a range of housing support services. Before leaving the military, individuals have the right to receive help finding civilian accommodation. If already homeless or at risk of homelessness, veterans are encouraged to contact their local council and should mention their service history and any related disabilities or mental health conditions, as this may affect the support they're entitled to. Disabled veterans may also be eligible for accessible social housing, which can include features like step-free access, stair lifts, wider doorways, or lower kitchen worktops. Councils may have an accessible housing register, and veterans can apply to multiple areas. Additionally, older or disabled veterans may be able to access dedicated care homes and support with mobility aids or home adaptations is available through organisations such as the Royal British Legion.

2. [Op FORTITUDE- Riverside Care and Support](#)

Providing a central referral pathway for veterans at risk of or experiencing homelessness. Supports individuals by helping them sustain their current housing or access suitable veteran-specific supported accommodation. Designed for those without adequate support networks or struggling to engage with local services. The service prioritises veteran choice and may involve tenancy sustainment, support referrals, or access to supported housing, aiming to prevent homelessness while maintaining community connections.

Call: 0800 952 0774 or online and complete the referral form.

3. [Mais House | Dementia Care Homes | Royal British Legion](#)

Mais House is a dedicated care home for the Armed Forces community offering a warm and supportive environment where shared military experiences create a strong sense of community and lasting friendships.

Call: 01424 215871 or email MaisHouseAdmin@britishlegion.org.uk

Families and Carers

1. [Army Families Federation - Supporting Army personnel and families worldwide](#)

An independent organisation that supports Army personnel and their families by offering confidential advice and working to improve their quality of life. AFF highlights issues to the chain of command and service providers, influencing policy changes and improving support services. It also provides signposting, useful resources and local-level support through direct engagement with families and welfare officers.

Call: 01264 554004 or email contact@aff.org.uk alternatively complete an online enquiry form.

2. [Support For Royal Naval & Marines Families | NFF](#)

Giving Royal Navy and Royal Marines families a voice and representation to the Ministry of Defence, government, the Chain of Command and civilian service providers. Offering support and guidance on issues affecting the daily lives of Naval Service families and advocates to resolve complex problems. Includes guides on family separation and wellbeing, strengthening families through charity support, parental absence strategies and transitioning to civilian life.

Call: 023 9265 4374 or email contactus@nff.org.uk

3. [Support for RAF personnel and families < RAF Families Federation](#)

The Royal Air Force Families Federation supports RAF personnel and their families by providing confidential help, reliable information and practical guidance on issues affecting Service life, both in the UK and overseas.

Call: 01780 781650 or complete the contact form online.

4. [Home - Little Troopers](#)

Supporting children with one or both parents serving in the British Armed Forces, regular or reserve. These children often face unique challenges, including repeated separations from their serving parent(s) and frequent moves due to military life. Providing essential resources to help children cope with these challenges, offering self-sufficient support accessible from anywhere. Little Troopers helps maintain the parent-child connection during separations and fosters a strong community that celebrates the resilience of military children.

Email: info@littletroopers.net alternatively online and complete a form.

5. [Royal Air Force Benevolent Fund](#)

Providing wide-ranging support to help individuals and families manage financial, practical and emotional challenges. Financial assistance is available for essential living costs, priority bills, home care and care-home fees, with means-tested grants and benefits advice also offered. Welfare breaks, including care breaks and accessible holidays through the Disabled Holiday Trust, give families time away from daily pressures. Support for partners and young people includes Thrive workshops, the Airplay programme and its digital platform, Airplay Connect. Emotional wellbeing services range from access to Headspace to counselling for adults and young people, while relationship support includes the Building Stronger Families course and confidential counselling. Older people experiencing loneliness can join Telephone Friendship Groups or receive help from Community Engagement Workers to access social activities. To promote independent living, the organisation also assists with home adaptations, essential repairs, advocacy for housing and care issues, and resources and respite for carers.

Call: 0300 102 1919 or email welfarenavigators@rafbf.org.uk alternatively complete the online form.

6. [Home - Addiction Family Support](#)

Forces Family Support is a specialist service provided by Addiction Family Support, assisting armed forces communities affected by a loved one's harmful use of alcohol, drugs, or gambling. Recognising challenges faced by military families—such as deployment pressures, frequent relocations and the emotional strain of mental health difficulties. Supporting currently serving personnel, veterans, reservists and their families, as well as carers, colleagues and friends.

Call: 0300 222 5747 alternatively complete the online form.

Discount Cards

1. [Veterans Rail Discount | Railcard | National Rail - Veterans Railcard](#)

The Veterans Railcard gives 1/3 off most rail. You can also nominate a companion to get 1/3 off when travelling with you and up to 4 children travelling with you get 60% off. If you have served for at least one day in His Majesty's UK Armed Forces (Regular or Reserve) or have been a UK Merchant Mariner who has seen duty on legally defined military operations, you may be eligible. You can apply for this online or via Post, but you will need to fill in their application form. **(A form is included in the pack)**

2. [Official Armed Forces Veteran's Discount Card](#)

Defence Discount Service provides those in the Armed Forces, Veterans and the Defence Community with discounts both online and in store. Defence Privilege Card is the official recognition card that can be used on the high street to obtain a discount. It allows those not currently serving in the Armed Forces to obtain discounts and gives them a card to show that they were in the Armed Forces or are currently in the Defence Community, as a spouse/partner of someone currently serving.

Online to register and apply.

3. [Blue Light Card | Discounts for NHS & Emergency Services](#)

Blue Light Card provides discounts for those working in the emergency services, NHS, social care sector, teaching community and Armed Forces.

Register online.

4. [Veterans Oyster photocard - Transport for London](#)

The Veterans Oyster photo card is available to those receiving ongoing payments under the War Pensions Scheme or Guaranteed Income Payment through the Armed Forces Compensation Scheme, including widows, widowers, and dependants. It offers free travel on buses, Tube, tram, DLR, London Overground, Elizabeth line and most National Rail services in London, as well as discounts on river services and Santander Cycle Hire.

Call 0343 222 1234 for an application form.

Local Services

1. [Bexhill and District Veterans Association \(BDVA\)](#)

The BDVA is a members Association for military veterans from all three services (British Army, Royal Navy and RAF) living in the Bexhill and local district. Meetings are on the first Thursday of each month at 1pm at the Town Square Social Club 4 London Road, Bexhill TN39 3JU. All retired service personnel and their partners, spouses are welcome to join.

2. [The Blue Van - Ex Forces Veterans' Drop-In](#)

The Eastbourne District Ex-Forces Veterans Breakfast Club meets twice a month and welcomes anyone who has served in the Armed Forces - regardless of country. Meetings are held on the 1st and 3rd Sundays of each month from 0900 to 1100 at the Cumberland Hotel, 34-36 Grand Parade, Eastbourne BN21 3YT. Joining the breakfast club is completely free, there are no fees or subs.

Call or WhatsApp on 07570193811 or email on edafvbc@yahoo.com

3. [Home | East Sussex Veterans' Hub](#)

Offering tailored programs and support services that empower veterans, their families and the wider military community to achieve their goals and reach their full potential. Providing a reliable drop-in service with access to a community café, a bi-weekly well-being and coping group and a range of events designed to support service users. The Hub is open Monday to Friday from 09:30 to 12:30 at 45 Robertson Street, Hastings, East Sussex, TN34 1HL.

Call: 0330 1077 or 01424 446292 or email esvh99100@btinternet.com

4. [PTSD Therapy: Veterans Growth](#)

Committed to supporting ex-service personnel dealing with mental health issues by providing horticultural therapy and related support services. Through hands-on work with plants and nature, the organisation offers a therapeutic environment that promotes healing, personal growth and well-being. Based at Rocks Farm Oast, Cottage Lane, Westfield, TN35 4RS.

Call: 07379435513 or email fundraising@veteransgrowth.org

5. [Albatross Club](#)

The Royal Air Forces Association (RAFA) support serving and ex-serving RAF personnel. Providing essential welfare support to RAF veterans and their families, through a dedicated network of welfare officers. Hosts regular weekly events which can be found on their website.

Call: 01424 212916 or email steward@bexhillrafa.co.uk

Apps

1. [About the NHS App - NHS](#)

The NHS App provides a simple and secure way for people aged 13 or over, who are registered with a GP in England or the Isle of Man, to access a wide range of NHS services on a smartphone, tablet, or through a web browser. Users can order repeat prescriptions, book and manage appointments, view their GP health records, arrange COVID-19 vaccinations, record their organ donation decision, manage NHS data-sharing preferences, view their NHS number, and use NHS 111 online for advice or medical help. Before proving their identity, they can still search trusted NHS information and locate nearby services. Depending on their GP surgery or hospital, users may also be able to message health professionals, submit online forms, access services on behalf of someone they care for, manage hospital and other healthcare appointments, view useful links shared by clinicians, and manage care plans.

2. [Region Selection - Forces Connect](#)

The Forces Connect app was developed by Forces Connect South East, a cross border partnership of local authorities, tri-service armed forces, health and service charities using a grant from the Armed Forces Covenant Fund Trust with the sole aim of making it easier for the armed forces community (serving, ex-service and their families) to access direct information on the local services available to them.

Local Health Services

1. [Bexhill Primary Care Network](#)

Bexhill Primary Care Network (PCN) bring together Bexhill GP practices with other local services—such as community care, mental health services, social care, and the voluntary sector—to provide more coordinated care for local populations. PCNs aim to join up services at a community level, tailoring care to the specific needs of their patients, while ensuring continued access to routine GP appointments. In Bexhill, local GP practices have come together to form a Primary Care Network. Within this network, surgery teams collaborate closely, sharing expertise and resources to develop new services that improve the quality of care in line with the needs of the population. Their collective goal is to build a healthier community by offering a wide range of services to the people of Bexhill.

Call: 01424 231480 or email sxicb-esx.bexhillpcn@nhs.net alternatively online for an enquiry form.

2. [Bexhill Community Diagnostic Centre – East Sussex Healthcare NHS Trust](#)

A purpose-built, patient-friendly environment where they undertake a range of diagnostic tests. Services available at the centre include cardiac diagnostics, x-rays, echo-ECGs, ultrasound, lung function and phlebotomy, as well as MRI and CT scans on a rotational basis. All services will require a referral prior to being seen by a health professional.

Call: 0300 131 4500.

3. [Bexhill Hospital – East Sussex Healthcare NHS Trust](#)

Services include ophthalmic day surgery, a wet age-related macular degeneration (AMD) follow-up service and diabetic retinal screening. Also on the Bexhill Hospital site are the Irvine Unit, a short stay rehabilitation unit and Bexhill Health Centre, a community clinic where a range of maternity, paediatric, heart failure and dietetic clinics are held. Please note they do not have an Accident and Emergency department.

4. [Conquest Hospital – East Sussex Healthcare NHS Trust](#)

Conquest Hospital has a 24-hour emergency department, it is centre for trauma and surgical services. They have a full range of diagnostic and therapy services, as well as consultant-led maternity unit.

5. [Eastbourne District General Hospital – East Sussex Healthcare NHS Trust](#)

Eastbourne District General Hospital has a 24-hour emergency department, is our centre for urology, acute stroke services and day surgery and has a midwifery-led maternity unit.

6. [One You East Sussex | Free Health & Wellbeing Service](#)

Fully funded lifestyle service to help you stop smoking, lose weight and move more. We've teamed up with leading wellbeing providers, gloji and MAN v FAT, to offer tools and support to guide you every step of the way. This service is funded by East Sussex County Council and provided by Thrive Tribe.

Call: 01323 404600 or email hello@oneyoueastsussex.org.uk

7. [Should I Ring 111 or 999?](#)

Calling 111 is appropriate when someone thinks they may need to go to A&E but the situation is not life or limb-threatening. A trained operator can provide urgent care and assessment over the phone for issues such as suspected broken bones, sprains, burns or cuts. Through 111, a person may receive a telephone or video consultation with a clinician, or be booked into A&E or a Minor Injuries Unit, helping them avoid long waits and reducing pressure on emergency departments. The service is particularly helpful when GP surgeries are closed or when someone is not registered with a surgery.

Calling 999 is essential in a life-threatening medical emergency - when someone is seriously ill or injured and their life is at immediate risk. This includes situations such as a suspected heart attack, severe chest pain, breathing difficulties, stroke symptoms, fits, loss of consciousness, severe bleeding, rapid swelling, allergic reactions, severe burns or major trauma caused by incidents like traffic accidents or serious head injuries. If a heart attack or stroke is suspected, 999 must be dialled straight away, as every second is critical.

Need urgent medical help? East Sussex

Help us help you make the right choice

NHS Sussex

<p>1</p> <p>Lewes Urgent Treatment Centre</p> <p>Mon - Sun 8am - 8pm</p>	<p>2</p> <p>Uckfield Minor Injuries Unit</p> <p>Mon - Sun 8am - 8pm</p>	<p>3</p> <p>Crowborough Minor Injuries Unit</p> <p>Mon - Sun 8am - 8pm</p>
<p>4</p> <p>Eastbourne Urgent Treatment Centre</p> <p>Mon - Sun 10am - 10pm</p>	<p>5</p> <p>Hastings Urgent Treatment Centre</p> <p>Mon - Sun 10am - 9.30pm</p>	<p>6</p> <p>Folkstone Urgent Treatment Centre (Kent)</p> <p>Mon - Sun 8am - 8pm</p>

Not sure where to go? Visit 111.nhs.uk or call 111

Injured or unwell? Use the right service



<p>Self-care</p> <ul style="list-style-type: none"> Grazed knees Sore throat Coughs & colds <p>Visit nhs.uk for self-care advice</p>	<p>Pharmacy</p> <ul style="list-style-type: none"> Headaches Upset stomach Aches & pains Bites & stings 	<p>111</p> <p>NHS 111</p> <p>Visit 111.nhs.uk or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p>GP</p> <p>Call your GP for symptoms that won't go away</p>	<p>Minor Injury Unit</p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> sprains fractures burns 	<p>999</p> <p>A&E</p> <ul style="list-style-type: none"> Unconscious Breathing difficulties Stroke Heart attack Heavy bleeding Severe burns
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#ChooseWell