

Top-to-toe care at Alfred Bean Hospital

A guide to health and wellbeing clinics
for people of all ages



Alfred Bean Hospital
Bridlington Road
Driffield
YO25 5JR

Service	What day?	What time?	Who will I see?	Service Provider	Who buys the service?	How do I access the service?
Abdominal Aortic Aneurysm (AAA) Screening: AAA screening is a way of checking if there's a bulge or swelling in the aorta, the main blood vessel that runs from your heart down through your tummy.						
Abdominal Aortic Aneurysm Screening	Monthly	9 am to 5 pm	Screening Technicians	Hull University Teaching Hospitals NHS Trust	Public Health England/NHS England	Referral by GP / clinician
Addictions (drug and alcohol) Service: The team provides support to service users and to carers, family members and professionals seeking advice or signposting to other services.						
Addictions (drug and alcohol) Service	Weekly	By appointment	Social workers/Nurse Prescribers	The East Riding Partnership	East Riding of Yorkshire Council	https://www.humber.nhs.uk/Services/east-riding-partnership.htm
Adult Mental Health Services support: The Mental Health Advice and Support Line is available 24 hours a day for anyone in the Hull and East Riding of Yorkshire area who requires information, advice and support with their mental health. You can also contact this line if you are worried about family or friends who may be struggling with their mental health. If you are experiencing an emergency or feel that you are at risk of suicide or self-harm, please contact NHS 111 or 999 for emergency services.						
Adult Mental Health Advice and Support	Telephone 24/7	Telephone 24/7	Hull and East Yorkshire Mind professionals	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Self-referral 0800 138 0990
Audiology: Audiologists treat those with hearing loss and proactively prevent related damage.						
Audiology (hearing clinic)	Monday Friday	9 am to 4 pm	Audiologist (a hearing specialist)	Hull University Teaching Hospitals NHS Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician
Dementia Support: When you're affected by dementia, finding the right services can feel daunting. Dementia Advisers can help you find exactly what local practical advice and emotional support is best for you. On-site appointments can be made, and support via telephone calls or home visits can also be arranged.						
Dementia Support	By appointment Alternate Wednesday	By appointment	Dementia Adviser	Alzheimer's Society	East Riding of Yorkshire Council	Phone: 01482 211255 Email: hulleastriding@alzheimers.org.uk
Emotional Wellbeing Service: The service offers a number of different therapies to help support you with your emotional wellbeing.						

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Emotional Wellbeing Service (Including IAPT)	Wednesday	am/pm	Trained Therapist	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Phone: 01482 335451 Email: hnf-tr.abservice@nhs.net Website: https://humberews.co.uk/

Social Prescribing – Health and Wellbeing, Advisor and Connector Service

The YOURhealth team are ready and waiting to help you become healthier and support your lifestyle change with motivation and guidance. They offer confidential help and advice with: • Healthy eating and maintaining a balanced diet • Losing weight in a fit and healthy process • Physical activities to help improve overall health • Loneliness and isolation • Stopping smoking • Alcohol addiction • Mental health

Health & Wellbeing	Monday Tuesday <i>Every weekday to commence in February 2024</i>	9am to 2.15 pm 9am – 2:15pm	YOURhealth Face-to-face, telephone or online consultation	Humber Teaching NHS Foundation Trust	East Riding of Yorkshire Council	Phone: 0800 917 7752 Email: HNF-TR.YOURhealth@nhs.net www.yourhealth.humber.nhs.uk
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Hearing Aid Maintenance:

We recommend patients have their hearing aids serviced every 6 months. The hearing aid is checked, and the tubing is replaced (over time the tubing hardens and shrinks). Batteries can normally be collected without an appointment.

Hearing Aid Maintenance, Battery Supply and Advice	Thursday	1 pm – 3 pm	Volunteer	Action on Hearing Loss/ Hull University Teaching Hospitals NHS Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Drop-in service (for hearing aid adjustments/ Hearing tests, contact Audiology on 01482 468356)
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Memory Older Adults:

A multi-disciplinary team, qualified in diagnosing and treating memory problems, will comprehensively assess and diagnose the nature of a person's memory difficulties.

Memory Older Adults Clinic	Monday Tuesday Thursday	Weekly	Specialist Consultant	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician
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Your Mental Health and Wellbeing Coach will take you through a personalised wellbeing plan that will support your mental health recovery.

They will support you for up to 8 sessions over a 12-week period, allowing time for engagement, commitment, personal reflection and behaviour change. The aim being to provide you with the skills and tools to engage in long-term sustainable personal change and generally feeling happier and healthier.

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Mental Health and Wellbeing Coaches	Monday	12pm-6pm	Mental health and well-being coach	Humber Teaching NHS Foundation Trust	Primary Care Network	Referral through GP surgery
<p>NHS Health Check are for adults who live in the East Riding of Yorkshire who are between the ages of 40 and 74 and have no history of cardiovascular disease, kidney disease, or diabetes and are not currently on any medication with regards to Blood Pressure or high cholesterol.</p>						
NHS Health Check	By appointment	By appointment	Health Coach	Humber Teaching NHS Foundation Trust	Public Health (East Riding of Yorkshire Council)	call: 0800 9177752 or email: hnf-tr.healthchecks@nhs.net
<p>Older People's Mental Health Team: Mental health assessment and care, mainly for people over 65 years old</p>						
OPMH: Clozaril Bloods Clinic	Tuesday	Morning	Older People's Mental Health Team	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician
OPMH: Consultant Psychiatrist Clinic	Tuesday	By appointment	Older People's Mental Health Team / Consultant Psychiatrist	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP/Clinician
<p>Orthotist: Orthotic services provide prescription insoles, braces, splints, callipers, footwear, spinal jackets and helmets, which help people recover from or avoid injury or live with lifelong conditions.</p>						
Orthotist (Surgical fitter)	Thursday fortnightly	9 am to 4 pm	Orthotist (surgical fitter)	RSL Steeper Ltd	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP/Consultant
<p>Paediatric Dietetic Service: The paediatric team specialises in nutritional needs for children with disease-related nutritional concerns, such as allergies, nutrition support, enteral feeding, faltering growth and nutrition deficiencies.</p>						
Paediatric Dietetics	Monthly on a Tuesday	10 am to 4 pm	Dietitian	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP/Clinician
<p>Pain Management: For those of you living with chronic pain, advice and education sessions to promote self-management of pain, Physical Activity input, Psychological support, Occupational Therapy, and specific treatments such as acupuncture will be offered if clinically identified.</p>						

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Pain Management	Wednesday	9 am to 5 pm	Acupuncturist	City Health Care Partnership CIC	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / MSK
Physiotherapy / MSK services: Musculoskeletal specialist physiotherapists can assess joint and muscle conditions to help formulate a shared decision and evidence-based management plan for rehabilitation and self-management.						
Physiotherapy	Monday - Friday	8 am to 4.30 pm	Physiotherapist	City Health Care Partnership CIC	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician
Podiatry: Podiatry staff will take a full medical history, examine your feet, discuss your current problem and decide together what course of treatment will best meet your needs.						
Podiatry	Monday – Friday Thursday	am/pm evening	Podiatrist	City Health Care Partnership CIC	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician
Retinal Screening: Diabetic eye screening is a key part of diabetes care, and diabetic retinopathy is the most common cause of sight loss in people of working age. Screening reduces the risk of sight loss by detecting sight-threatening changes that you don't notice, and this is why attending your screening appointment is so important.						
Retinal Screening	Thursday weekly	By appointment	Retinal screening photographer	York Teaching Hospital NHS Foundation Trust	Public Health England / NHS England	Referral by GP / clinician
Sexual Health Clinic: Nurses will carry out full sexual health checks and prescribe treatment where necessary, contraception is also available as well as sexually transmitted infections care.						
Sexual Health Clinic	Thursday evening	5 pm onwards	Senior sexual health nurse	City Health Care Partnership CIC	East Riding of Yorkshire Council	website/booked appointment
Speech Therapy: The speech and language therapy service provides specialist and mainstream services to children with speech, language and communication difficulties.						
Speech Therapy	Tuesday Friday	9 am to 4 pm	Speech & Language Therapist	Humber Teaching NHS Foundation Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician

Service	What day?	What time?	Who will I see?	Service Provider	Who buys the service?	How do I access the service?
Treatment Room: Experienced nurses will assess and advise on wound treatments, post-operative wounds, chronic wounds, catheter management, and medication delivery via injection.						
Treatment Room	Mondays, Tuesdays, Wednesdays and Fridays	8 am to 6 pm (By appointment)	Staff Nurse & Healthcare Assistant	City Health Care Partnership CIC	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician / self-referral through 01482 247111
Ultrasound services: Using the latest medical technologies, the ultrasound service can scan and provide tests for a number of general medical and gynaecological issues, including • Bladder • Gallbladder • Kidneys • Liver • Pancreas • Spleen • Uterus and ovaries (non-pregnant)						
Ultrasound scanning	Tuesday	8 am – 6 pm	Sonographer	Hull University Teaching Hospitals NHS Trust	NHS Humber and North Yorkshire Integrated Care Board (ICB)	Referral by GP / clinician

*If you have an urgent injury or illness that is **not serious, life or limb threatening**, then your nearest walk-in Urgent Treatment Centre can provide assessment, advice and/or treatment. These are open daily from 7am to 11pm:

Beverley Urgent Treatment Centre
 East Riding Community Hospital
 Swinemoor Lane
 Beverley
 HU17 0FA

Tel: 01482 478879

Bridlington Urgent Treatment Centre
 Entrance A, Bridlington Hospital
 Bessingby Road
 Bridlington
 YO16 4QP

Tel: 01262 425631

Please note:

The information has been collated from a wide range of health and care providers and is accurate at time of print in October 2023. As always, when reliant on third party information, details may change due to individual staff or service issues. The recovery of services following the COVID-19 pandemic may also continue to affect some face-to-face clinics.

The latest version will be available in the East Riding area of www.humberandnorthyorkshire.icb.nhs.uk from March 2024.

Referrals to local services are based on the appropriateness of an individual's clinical need, and people may still have to travel to main sites dependant on their clinical condition.

Alfred Bean Hospital is owned by Humber Teaching NHS Foundation Trust www.humber.nhs.uk

Please notify Humber and North Yorkshire ICB's Experience Team of any amendments:

Telephone: 01482 672156, E-mail: hnyicb.experience@nhs.net or by post to;

The Experience Team,

Humber and North Yorkshire ICB

Health Place

Wrawby Road

Brigg

DN20 8GS

Email: hnyicb.experience@nhs.net

Correct as of October 2023 (v4).

How to contact us

The people who look after your health will do whatever they can to make sure you are treated appropriately and on time. Your compliments are always appreciated and help us to share good practice. However, we realise that sometimes things do not go as expected.

If you are unhappy with the treatment or service you have received from NHS services, you have the right to make a complaint, have it looked into and receive a response. You can raise your concerns immediately by speaking with the staff involved who will attempt to resolve your complaint informally. Alternatively, you can contact one of the organisations patient relations service or Healthwatch East Riding of Yorkshire, the independent voice for the people of the East Riding:

Alzheimer's Society Unit 1B, 97 Preston Road, Hull, HU9 3QB	Tel: 01482 211255 Email: hulleastriding@alzheimers.org.uk
City Health Care Partnership CIC 5 Beacon Way, Hull HU3 4AE	Tel: 01482 347627 Email: chcp.customercare@nhs.net
Humber and North Yorkshire ICB's Experience Team Health Place, Wrawby Road, Brigg, DN20 8GS	Patient Relations Tel: 01482 672156 Email: hnyicb.experience@nhs.net
East Riding of Yorkshire Council County Hall, Beverley, HU17 9BA	Contact Centre Tel: 01482 393939 https://www.eastriding.gov.uk/council/contact-the-council/contact-us/
Healthwatch East Riding of Yorkshire Unit 18 Brough Business Centre, Skillings Lane, Brough, HU15 1EN	Telephone: 01482 665 684 Email: enquiries@healthwatcheastridingofyorkshire.co.uk http://www.healthwatcheastridingofyorkshire.co.uk/
Hull University Teaching Hospitals NHS Trust Anlaby Road, Hull, HU3 2JZ	Patient Advice and Liaison Tel: 01482 623065 pals@hey.nhs.uk
Humber Teaching NHS Foundation Trust Willerby Hill , Beverley Road, Willerby, HU10 6ED	Patient Advice and Liaison Service Department Telephone: 01482 303966 Email: HNF-TR.pals@nhs.net
Humber Teaching NHS Foundation Trust Health Trainer and Stop Smoking service 19 Quay Road, Bridlington, YO15 2AB	Tel: 0800 9177752 Email: HNF-TR.healthtrainers@nhs.net
NHS England NHS England, PO Box 16738, Redditch, B97 9PT	Customer Contact Centre Tel: 0300 311 22 33 Email: england.contactus@nhs.net
Public Health England PHE Yorkshire and the Humber, Blenheim House, West One, Duncombe Street, Leeds, LS1 4PL	Tel: 0113 386 0300
RSL Steeper Ltd Sykes St, Hull, HU2 8BB	Tel: 01132704841 Email: orthotics@steepergroup.com
The East Riding Partnership 7 Baker Street, Hull, HU2 8HP	Telephone: 01262 458200
York Teaching Hospital NHS Foundation Trust The York Hospital, Wigginton Road, York, YO31 8HE	Switchboard: 01904 631313