

# Top-to-toe care at Withernsea Community Hospital

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



Withernsea Community Hospital  
Queen Street  
Withernsea  
HU19 2QB

Tel. 01964 614666

Service	What day?	What time?	Who will I see?	Service Provider	Who buys the service?	How do I access the service?
Audiology (Action on hearing)	1st Wednesday of the month	1 pm to 3 pm By appointment	Audiologist (a hearing specialist)	Hull University Teaching Hospitals NHS Trust	NHS Humber and North Yorkshire Integrated Care Board East Riding Place (HNY ICB ER Place)	New referrals for a hearing aid are made through a GP / clinician. For a hearing aid review call 01482 468356. For repairs call 01482 468355.
Adult Psychiatry (Community Mental Health Team)	Variable, as and when needed but at least 1 day each week.	9 am to 5 pm by appointment	Consultant Psychiatrist, Clinical Psychologist, Nurse or Social Care staff	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Referral by Mental Health Response Team
Dental	Tuesday to Thursday	By appointment	Dentist	City Health Care Partnership CIC	NHS England	Referral by GP / clinician
Dietetics Clinic	4th Monday of the month	By appointment	Dietician	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician
District Nurses	Monday to Friday plus weekend cover	All day	Nurse	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician
Enuresis Clinic	Monthly	By appointment	Enuresis Specialist Nurse	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Referral by GP / clinician
<b>Health and Wellbeing Advisors and Connectors Service:</b> Health and Wellbeing Advisors and Connectors service is an innovative service that offers advice, help and support in dealing with non-medical issues. This could be advice about benefits, employment and housing, or access to volunteering, the arts, and creative activities such as gardening, befriending, cookery, or a range of sports to help increase a person's social life and improve their mental health and physical wellbeing. (Now located at the Pavilion, Station Road Withernsea HU19 2QA)						
Health and Wellbeing Advisors and Connectors Service	By appointment	By appointment	Health and Wellbeing Advisor and Connector	Humber Teaching NHS Foundation Trust	East Riding of Yorkshire Council	Phone: 0800 917 7752 Email: <a href="mailto:hnftr.socialprescribing@nhs.net">hnftr.socialprescribing@nhs.net</a> <a href="#">YOURhealth – Prevention and Lifestyle Services (humber.nhs.uk)</a>
Health Visitor / Community Nursery Nurse Checks	Varies depending on room availability or patient numbers	AM/PM	Health Visitor/ Community Nursery Nurse	Humber Teaching NHS Foundation Trust	East Riding of Yorkshire Council	Appointment will be sent when a development assessment is due

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Hickman Line Care (excluding insertion), including disconnecting chemotherapy pumps	Seven days a week	All day	Nurse	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician
Minor Injury service (for low-level injuries)	Monday-Friday	AM/PM	Nurse Practitioners / GP (where appropriate)	City Health Care Partnership CIC	HNY ICB ER Place	Available to patients of Holderness Health and accessed via the Practice who are directed automatically to urgent care via the telephone system
MSK (Physiotherapy)	Thursday, Friday	All day	Physiotherapist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician
Occupational Health	Monthly	By appointment	Nurse	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Referral by GP / clinician
Older Adult Psychiatry	Varies depending on room availability	By appointment	Consultant	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Referral by GP / clinician
Orthoptic Screening (Children aged 4-5 years)	When needed	By appointment	Orthoptist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referred by GP or Health Visitor (children's vision screening)
Pain Management	Thursday	By appointment	Acupuncturist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / MSK
Podiatry	Mondays to Friday	All day	Podiatrist/Foot Care Specialist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician
Sexual Health Clinic	Tuesday pm	Appointments from 1.00 – 3.00 and walk-ins from 3.00 – 7.00	Senior sexual health nurse	City Health Care Partnership CIC	East Riding of Yorkshire Council	website/booked appointment

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Treatment Room - Wound Assessments and Dressings	Monday, Tuesday, Thursday, and Friday	All day	Staff Nurse	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / clinician / self-referral through 01482 247111
X-Ray	Thursday	By appointment 9am to 4.30pm	Radiographer	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	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

Bransholme Urgent Treatment Centre  
Bransholme Health Centre  
Goodhart Road  
Hull  
HU7 4DW  
Tel: 01482 344665

*If you live in the HU19 postcode area and have been advised by NHS 111 to attend an Urgent Treatment Centre, but have no means of transport, then let NHS 111 know as you may be eligible for transport to and from an Urgent Treatment Centre.*

**Please note:**

The information has been collated from a wide range of health and care providers and is accurate at time of print in December 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 is available at: [Link to be added](#)

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.

Withernsea Community Hospital is owned by NHS Property Services

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

Telephone: 01482 672156, E-mail: [hnyicb.experience@nhs.net](mailto: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](mailto:hnyicb.experience@nhs.net)

Correct as of December 2023

## 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 organisation's patient relations services or Healthwatch East Riding of Yorkshire, the independent voice for the people of the East Riding:

<b>City Health Care Partnership CIC</b> 5 Beacon Way, Hull HU3 4AE	<b>Customer Care Services</b> Tel: 01482 347627 Email: <a href="mailto:chcp.customercare@nhs.net">chcp.customercare@nhs.net</a>
<b>Humber and North Yorkshire ICB's Experience Team</b> Health Place, Wrawby Road, Brigg, DN20 8GS	<b>Patient Relations</b> Tel: 01482 672156 Email: <a href="mailto:hnyicb.experience@nhs.net">hnyicb.experience@nhs.net</a>
<b>East Riding of Yorkshire Council</b> County Hall, Beverley, HU17 9BA	<b>Contact Centre</b> Tel: 01482 393939 <a href="https://www.eastriding.gov.uk/council/contact-the-council/contact-us/">https://www.eastriding.gov.uk/council/contact-the-council/contact-us/</a>
<b>Healthwatch East Riding of Yorkshire</b> Unit 18 Brough Business Centre, Skillings Lane, Brough, HU15 1EN	Tel: 01482 665 684 Email: <a href="mailto:enquiries@healthwatcheastridingofyorkshire.co.uk">enquiries@healthwatcheastridingofyorkshire.co.uk</a> <a href="http://www.healthwatcheastridingofyorkshire.co.uk/">http://www.healthwatcheastridingofyorkshire.co.uk/</a>
<b>Hull University Teaching Hospitals NHS Trust</b> Anlaby Road, Hull, HU3 2JZ	<b>Patient Advice and Liaison</b> Tel: 01482 623065 <a href="mailto:pals@hey.nhs.uk">pals@hey.nhs.uk</a>
<b>Humber Teaching NHS Foundation Trust</b> Willerby Hill, Beverley Road, Willerby, HU10 6ED	<b>Patient Advice and Liaison Service Department</b> Tel: 01482 303966 Email: <a href="mailto:HNF-TR.pals@nhs.net">HNF-TR.pals@nhs.net</a>
<b>Humber Teaching NHS Foundation Trust Health Trainer and Stop Smoking service</b> Withernsea Office, Pavilion Leisure Centre, Withernsea, HU19 2QA	Tel: 01964 614361 Email: <a href="mailto:HNF-TR.healthtrainers@nhs.net">HNF-TR.healthtrainers@nhs.net</a>
<b>NHS England</b> NHS England, PO Box 16738, Redditch, B97 9PT	<b>Customer Contact Centre</b> Tel: 0300 311 22 33 Email: <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>
<b>NHS Property Services</b> 99 Gresham Street, London, EC2R 7HE	Tel: 0800 085 3015 Email: <a href="mailto:customer.service@property.nhs.uk">customer.service@property.nhs.uk</a>
<b>Public Health England</b> PHE Yorkshire and the Humber, Blenheim House, West One, Duncombe Street, Leeds, LS1 4PL	Tel: 0113 386 0300