

THE NHS CONSTITUTION

The NHS belongs to us all. It touches our lives at times of basic human need, when care and compassion are what matter most. It is important that you know what you and your child can expect from the NHS, and what is expected from you in return.



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CONSTITUTION**
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The NHS Constitution was launched on 21 January 2009. It brings together for the first time in one place what staff, patients and the public can expect from the NHS. It explains that by working together we can make the very best of finite resources to improve our health and well-being, to keep our minds and bodies well, to get better when we are ill, and when we cannot recover to stay as well as we can to the end of our lives. The Constitution reaffirms that everyone has a role to play in the success of the NHS.

As well as capturing what is important to the NHS (the principles and values that determine how the NHS should act and make decisions), the Constitution brings together a number of rights, pledges and responsibilities for staff and patients alike.

These rights, pledges and responsibilities are the result of extensive discussion and research with staff, patients and the public and they reflect what matters to them most.

Rights

The NHS Constitution sets out the legal rights of the public, patients and staff. Some of the rights that may be of interest to you are listed below:

- **You have the right** to receive NHS services free of charge, unless Parliament has sanctioned charges.
- **You have the right** to be treated with dignity and respect.
- **You have the right** to be treated with a professional standard of care.
- **You have the right** to be given information about your care.
- **You have the right** to privacy and confidentiality.
- **You have the right** to be involved in discussions and decisions about your care.
- **You have the right** to have any complaints you make properly investigated.





Want to know more?

The **NHS Constitution Handbook** gives further information about the NHS Constitution and further advice on what to do if you are not happy with the service you receive.

The **Statement of NHS Accountability** summarises how the NHS is structured and what the responsibilities of individual parts of the NHS are.

How do I get a copy of the NHS Constitution?

You can get copies of the NHS Constitution from libraries, doctors, dentists and town halls. You can also obtain a copy from:

Telephone:
0300 123 1002

Website:
www.orderline.dh.gov.uk

Email:
dh@prolog.uk.com

Or write to:
DH Publications Orderline
PO Box 777
London SE1 6XH

The NHS Constitution, NHS Constitution Handbook and the Statement of NHS Accountability are also available online at **www.nhs.uk/aboutnhs/Constitution**

Pledges

The NHS Constitution sets out a number of pledges for the public, patients and staff. These are things that the **NHS is committed to achieving**. Some of the pledges that may be of interest to you are listed below:

- **The NHS commits** to make sure that it is easy to access health services.
- **The NHS commits** to inform you about the services that are available to you.
- **The NHS commits** to offer you information that helps you to take part in making decisions about your care.
- **The NHS commits** to work in partnership with you, your family, carers and representatives.
- **The NHS commits** to treat you with courtesy and to be supportive when you make a complaint.

Responsibilities

There are a number of things we can all do to help the NHS deliver quality services. These are set out as responsibilities in the NHS Constitution. Responsibilities are the things **we can all do to help the NHS work effectively**. You should always think about your responsibilities when you are receiving NHS services. You have nine responsibilities to keep in mind:

- Do what you can yourself to stay healthy and feel well.
- Register with a GP.
- Treat NHS staff and patients with respect.
- Give accurate information about yourself.
- Keep appointments, or let the NHS know when you cannot keep them.
- Follow the course of your treatment, or speak to someone if you feel you cannot.
- Take part in important public health immunisation programmes.
- Make sure people close to you know about your wishes for organ donation.
- Give feedback on your treatment and care.

The NHS Constitution sets out all of these rights and pledges, together with the principles and values, in more detail. The NHS Constitution Handbook contains further information.



GLOSSARY OF USEFUL TERMS

TERM	MEANING
Additives	Substances added to food to improve flavour, colour, texture or stability. Some additives can cause allergic reactions. Check the labels on food packaging before you buy.
Allergies	<p>Disorders of the immune system often also referred to as atopy. Certain substances (called allergens) trigger bad reactions in some people. There are many different types of allergens, but three of the most common are pollen, dust mites and nuts.</p> <p>Common allergic reactions include eczema, hives, hayfever, asthma, food allergies, and reactions to the venom of stinging insects such as wasps and bees. Mild allergies like hayfever are very common and cause symptoms such as allergic conjunctivitis, itchiness, and a runny nose.</p> <p>Allergic reactions can cause a range of symptoms. Some can be quite mild, and some are more serious, and even life-threatening. Some of the most common symptoms include the following: sneezing, wheezing, sinus pain (feelings of pressure or pain high up in the nose, around the eyes and at the front of the skull), runny nose, coughing, nettle rash/hives, swelling, itchiness (of the eyes, ears, lips, throat and roof of mouth), shortness of breath, and sickness, vomiting and diarrhoea.</p> <p>A variety of tests now exist to diagnose allergies. Treatments include: avoiding the allergen that you are allergic to, antihistamines, steroids or other oral medications, immunotherapy and targeted therapy. Make sure you contact a doctor or health professional before you take or give your children any drugs.</p>
Asthma	An allergy that causes the airways of the lungs (the bronchi) to become inflamed and swollen. This results in respiratory symptoms such as wheezing, coughing, shortness of breath, and a feeling of tightness within the chest or bronchial airways. The symptoms of asthma vary from person to person, from mild to severe. A severe onset of symptoms is known as an asthma attack, or 'acute asthma exacerbation'. Asthma attacks can be life-threatening and may require hospital treatment.
Baby blues	Feeling sad or mildly depressed a few days after your baby is born. The baby blues are very common – eight out of 10 new mothers feel like this. They can be caused by hormone changes, tiredness or discomfort and usually only last a week. More severe depression or anxiety that lasts longer than a week could be postnatal depression (page 11).
Balanced diet	A diet that provides a good balance of nutrients.
Colic	Frequent crying in a child, usually from weeks two to 12. Although colic is common, no one knows exactly what causes it. It can be very distressing for parents.
Contraception <i>(also known as birth control)</i>	Contraception prevents or reduces your chances of getting pregnant. See page 147 for the different types of contraception that are available.

TERM	MEANING
Cot death <i>(also known as Sudden Infant Death Syndrome)</i>	<p>The sudden and unexpected death of an apparently healthy infant during their sleep. For information on what you can do to avoid cot death, go to page 26.</p>
Croup	<p>Croup is caused by an infection of the voice box and windpipe. This causes a child to produce a cough that sounds like a bark as well as a rasping sound when they breathe in.</p>
Diarrhoea	<p>Frequent and watery bowel movements. Diarrhoea in babies and very young children can cause them to become dehydrated. For more information, see page 123.</p>
Eczema	<p>A chronic skin condition that causes the skin to become itchy, reddened, dry and cracked. Atopic eczema is the most common form of eczema, and mainly affects children. See pages 124 and 125 for more information.</p>
Fontanelle	<p>A diamond-shaped patch at the front and top of a baby's head where the skull bones have not yet fused together. During birth, the fontanelle allows the bony plates of the skull to flex so that the baby's head can pass through the birth canal. The bones usually fuse together and close over by a child's second birthday.</p>
Formula milk	<p>Cows' milk that has been processed and treated so that babies can digest it. It comes in powder or liquid form.</p>
Immunisation	<p>A way of protecting your child against serious disease. Vaccines stimulate the immune system to produce antibodies without the child having to become infected with the actual disease. Once children have been immunised, their bodies can fight those diseases if they come into contact with them.</p>
Jaundice	<p>The development of a yellow colour on a baby's skin and a yellowness in the whites of their eyes. It is caused by an excess of the pigment bilirubin in the blood. Jaundice is common in newborn babies and usually occurs approximately three days after birth. It can last for up to two weeks after birth or up to three weeks in premature babies. See page 37 for more information.</p>
Lice	<p>Tiny insects that are parasites. They have flat, colourless bodies and can be difficult to see. Lots of children get head lice, regardless of whether their hair is clean or dirty. They catch them just by coming into contact with someone who is already infested. See page 126 for how to treat them.</p>
Local health services	<p>A range of medical, mental health and social care services in a particular area that meet the needs of the local population.</p>

TERM	MEANING
Mastitis	An infection in the breasts caused by blocked milk ducts. Symptoms include hot and tender breasts and flu-like symptoms. See page 12 for how to treat it.
Meconium	The first stools that a baby passes. Meconium is made up of what a baby has ingested during their time in the uterus, including mucus and bile. It is sticky like tar and has no odour.
Paediatrician	A doctor specialising in the care of babies and children.
Perinatal	The time shortly before and after the birth of a baby.
Perineum	The area between the anus and the scrotum in the male and between the anus and the vulva (the opening to the vagina) in the female.
Personal child health record (PCHR) <i>(also known as the 'red book')</i>	Given to parents when a child is born. When you visit a clinic, your GP or a hospital, your healthcare professional will use the red book to record your child's weight, other measurements, immunisations and other important health information. You can also add information yourself.
Postnatal	The period beginning immediately after the birth of a baby until they are about six weeks old.
Postnatal care	The professional care provided to you and your baby, from the birth until your baby is about six to eight weeks old. It usually involves home visits by midwives to check that both mother and baby are well. Classes may also be available.
Postnatal depression	Feelings of depression and hopelessness after the birth of a baby. These feelings are more severe than the 'baby blues' (see above). Postnatal depression affects one in 10 women and can be serious if left untreated. See pages 38 and 39 for more information.

USEFUL ORGANISATIONS

Action for Sick Children

Unit 6, High Lane Business Court
Rear of 32 Buxton Road
High Lane
Stockport SK6 8BH
0800 074 4519 (Mon–Fri 9am–5.30pm)
enquiries@actionforsickchildren.org
www.actionforsickchildren.org

Promotes equality of healthcare services for children in hospital, at home and in the community. Gives information and support to parents and carers with a problem or query regarding their child's healthcare, from how to register your child with a GP or a dentist to what to expect when they need to go into hospital.

Action on Smoking and Health (ASH)

First Floor
144–145 Shoreditch High Street
London E1 6JE
020 7739 5902
enquiries@ash.org.uk
www.ash.org.uk

A campaigning public health charity that works to eliminate the harm caused by tobacco.

ADDISS (National Attention Deficit Disorder Information and Support Service)

PO Box 340
Edgware
Middlesex HA8 9HL
020 8952 2800
info@addiss.co.uk
www.addiss.co.uk

Provides information and resources about Attention Deficit Hyperactivity Disorder to parents, sufferers, teachers and health professionals.

Advisory Centre for Education (ACE)

1C Aberdeen Studios
22 Highbury Grove
London N5 2DQ
0808 800 5793 (advice line, Mon–Fri 10am–5pm)
www.ace-ed.org.uk

Provides advice and a voice for parents.

Allergy UK

3 White Oak Square
London Road
Swanley
Kent BR8 7AG
01322 619 898 (helpline)
info@allergyuk.org
www.allergyuk.org

A leading national medical charity providing up-to-date information on all aspects of allergy, food intolerance and chemical sensitivity.

Association for All Speech Impaired Children (Afasic)

1st Floor
20 Bowling Green Lane
London EC1R 0BD
08453 55 55 77 (helpline, Mon–Fri 10.30am–2.30pm)
020 7490 9410
info@afasic.org.uk
www.afasic.org.uk

Represents and supports children and young people affected by the hidden disability of speech, language and communication impairments and their families.

Association for Post-Natal Illness (APNI)

145 Dawes Road
Fulham
London SW6 7EB
020 7386 0868 (Mon–Fri 10am–2pm)
0808 800 2222 (Parentline 24-hour helpline)
www.apni.org

Network of telephone and postal volunteers who have experienced postnatal illness, offering information, support and encouragement.

Asthma UK

Summit House
70 Wilson Street
London EC2A 2DB
0800 121 62 44 (advice line, Mon–Fri 9am–5pm)
0800 121 62 55 (supporter and information team)
info@asthma.org.uk
www.asthma.org.uk

A charity dedicated to improving the health and well-being of the 5.4 million people in the UK whose lives are affected by asthma. Works with people with asthma, health professionals and researchers to develop and share expertise to help people increase their understanding and reduce the effect of asthma on their lives.

Benefit Enquiry Line for People with Disabilities

2nd Floor
Red Rose House
Lancaster Road
Preston PR1 1HB
0800 882 200 (Mon–Fri 8.30am–6.30pm; Sat 9am–1pm)
0800 243 355 (textphone)
Bel-Customer-Services@dwp.gsi.gov.uk
www.direct.gov.uk

Information, advice and support for parents of children with disabilities.

Bliss

9 Holyrood Street
London SE1 2EL
0500 618 140 (helpline, Mon–Fri 10am–10pm)
enquiries@bliss.org.uk
www.bliss.org.uk

UK charity that cares for premature and sick babies. Dedicated to ensuring that babies survive and go on to have the best possible quality of life. Provides practical and emotional support to families so they can give the best care to their babies. Specialist study days and training support doctors and nurses to develop their skills. Funds research to improve the care of all sick and premature babies.

British Deaf Association (BDA)

10th Floor
Coventry Point
Market Way
Coventry CV1 1EA
02476 550 936
02476 550 393 (textphone)
headoffice@bda.org.uk
www.bda.org.uk

Provides advocacy and youth services for deaf people whose first language is British Sign Language.

Brook

421 Highgate Studios
53–79 Highgate Road
London NW5 1TL
0808 802 1234 (helpline, Mon–Fri 9am–5pm)
www.brook.org.uk

Ask Brook is available free and in confidence to young people. Brook services provide free and confidential sexual health information, contraception, pregnancy testing, advice and counselling, testing and treatment for sexually transmitted infections and outreach and education work.

Challenging Behaviour Foundation

The Old Courthouse
New Road Avenue
Chatham
Kent ME4 6BE
0845 602 7885 (Mon–Fri 9am–5pm)
01634 838739 (enquiries)
www.challengingbehaviour.org.uk

Provides various factsheets for individuals with severe learning disabilities who display challenging behaviour.

Child Accident Prevention Trust (CAPT)

Canterbury Court
1–3 Brixton Road
London SW9 6DE
020 7608 3828
safe@capt.org.uk
www.capt.org.uk

Provides information on safety products and sources of literature. A leading charity working to reduce the number of children and young people killed, disabled or seriously injured in accidents.

Child Bereavement Charity

Aston House
High Street
West Wycombe
Buckinghamshire HP14 3AG
01494 446648 (helpline, Mon–Fri 9am–5pm)
enquiries@childbereavement.org.uk
www.childbereavement.org.uk

Provides support to families and professionals when a child dies or when a child is bereaved of someone important in their lives.

Child Death Helpline

York House
37 Queen Square
London WC1N 3BH
0800 282 986 (helpline, Mon, Thu and Fri 10am–1pm; Tue and Wed 10am–4pm; every evening 7pm–10pm)
contact@childdeathhelpline.org
www.childdeathhelpline.org.uk

Helpline for anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago. Staffed by trained volunteers, all of whom are bereaved parents. Callers to the helpline may be parents, siblings, grandparents, other relatives and friends, and associated professionals such as teachers, emergency services and healthcare staff.

Child Growth Foundation

2 Mayfield Avenue
Chiswick
London W4 1PW
020 8995 0257

www.childgrowthfoundation.org

Provides advice on problems related to pre-school stature: length, height and/or weight.

Child Poverty Action Group

94 White Lion Street
London N1 9PF
020 7837 7979
staff@cpag.org.uk
www.cpag.org.uk

Campaigns for other organisations on behalf of low-income families. Provides advisers with information and advice for parents on benefits, housing, welfare rights, etc.

Child Support Agency

(now part of the Child Maintenance Enforcement Commission)

PO Box 55

Brierly Hill

West Midlands DY5 1YL

08457 133 133 (enquiry line, Mon–Fri
8am–8pm; Sat 9am–5pm)

08457 138 924 (textphone)

www.csa.gov.uk

www.cmoptions.org

Makes sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance. The CSA will continue to operate and provide the statutory maintenance service.

Coeliac UK

3rd Floor, Apollo Centre
Desborough Road
High Wycombe
Buckinghamshire HP11 2QW
0870 444 8804 (helpline)
01494 437 278 (admin)
www.coeliac.org.uk

Helps parents of children diagnosed as having the coeliac condition or dermatitis herpetiformis.

Co-ordinated Action Against Domestic Abuse (CAADA)

Maxet House
28 Baldwin Street
Bristol BS1 1NG
0117 317 8750 (8.30am–5.30pm)
info@caada.org.uk
www.caada.org.uk

A registered charity offering accredited training for IDVAs (Independent Domestic Violence Advisers) and implementation support for MARACs (Multi-Agency Risk Assessment Conferences). MARACs are meetings that include criminal justice, local authority, health and specialist representatives that aim to share information and create a multi-agency safety plan for high-risk victims of domestic abuse. Has recently begun training practitioners from Family Intervention Projects.

Cry-sis

BM Cry-sis
London WC1N 3XX
0845 122 8669 (helpline, 9am–10pm
seven days a week)
info@cry-sis.org.uk
www.cry-sis.org.uk

Offers non-medical, emotional support for families with excessively crying, sleepless and demanding babies.

Daycare Trust

21 St George's Road
London SE1 6ES
0845 872 6251 (information line, Mon,
Tue, Thu, Fri 10am–1pm and 2pm–5pm;
Wed 2pm–5pm)
info@daycaretrust.org.uk
www.daycaretrust.org.uk

Daycare Trust is a national charity which provides information and support to parents and carers about childcare and paying for childcare.

Deaf Parenting UK

c/o Dering Employment Services
96 Park Lane
Croydon CR9 2NL
07789 027186 (textphone)
info@deafparent.org.uk
www.deafparent.org.uk

The first ever charity and small national organisation run by deaf parents for deaf parents, representing the needs of deaf parents in the UK.

Disability Alliance

Universal House
88–94 Wentworth Street
London E1 7SA
020 7247 8776 (voice/text)
office.da@dial.pipex.com
www.disabilityalliance.org

Provides information on benefits through publications including the *Disability Rights Handbook*, and free factsheets and briefings from its website. It campaigns for improvements to the social security system.

Disabled Living Foundation (DLF)

380–384 Harrow Road
London W9 2HU
0845 130 9177 (helpline,
Mon–Fri 10am–4pm)
020 7432 8009 (textphone)
advice@dlf.org.uk
www.dlf.org.uk

A national charity that provides free, impartial advice about all types of daily living equipment for disabled adults and children, older people, their carers and families.

Disabled Parents Network (DPN)

81 Melton Road
West Bridgford
Nottingham NG2 8EN
0300 3300 639 (helpline)
information@disabledparentsnetwork.org.uk
www.disabledparentsnetwork.org.uk

Aims to educate and increase society's acceptance of disability in parenthood.

Equality and Human Rights Commission

Freepost RRL- GHUX-CTRX
Arndale House
Arndale Centre
Manchester M4 3AQ
0845 604 6610 (Mon–Fri 9am–5pm)
0845 604 6620 (textphone)
info@equalityhumanrights.com
www.equalityhumanrights.com

The helpline provides information and guidance on discrimination and human rights issues. All helpline staff have been specially trained to provide this service.

ERIC (Education and Resources for Improving Childhood Continence)

36 Old School House
Britannia Road
Kingswood
Bristol BS15 8DB
0845 370 8008 (helpline,
Mon–Fri 10am–4pm)
0117 960 3060
www.eric.org.uk

Provides information and support to children and their families on potty training, bedwetting, daytime wetting and soiling.

Family Fund Trust for Families with Severely Disabled Children

Unit 4, Alpha Court
Monks Cross Drive
York YO32 9WN
0845 130 4542 (helpline,
Mon–Fri 9am–5pm)
info@familyfund.org.uk
www.familyfundtrust.org.uk

Helps families with severely disabled children to have choices and the opportunity to enjoy ordinary life. Gives grants for things that make life easier and more enjoyable for the disabled child and their family, such as washing machines, driving lessons, hospital visiting costs, computers and holidays.

Home-Start UK

2 Salisbury Road
Leicester LE1 7QR
0800 068 6368
info@home-start.org.uk
www.home-start.org.uk

Volunteers offer friendship, advice and practical help for families or individuals with children under the age of five. Provides the support that local Home-Starts need to carry out their work supporting families in their communities. It also represents Home-Start at a national level. Its regional and specialist offices are located across the UK.

Hyperactive Children's Support Group (HACSG)

Dept. W
71 Whyke Lane
Chichester
West Sussex PO19 7PD
01243 539966 (Mon, Tue, Thu,
Fri 10am–12.30pm; Wed 2.30pm–4.30pm)
www.hacsg.org.uk

Provides information to help with problems related to hyperactivity.

**I CAN – The Children’s
Communication Agency**

8 Wakley Street
London EC1V 7QE
0845 225 4071
info@ican.org.uk
www.ican.org.uk

Advice and information for parents of children with speech, language and communication needs.

**Institute for Complementary and Natural
Medicine (ICNM)**

Can-Mezzanine
32–36 Loman Street
London SE1 0EH
020 7922 7980 (Mon–Fri 10am–4pm)
info@icnm.org.uk
www.icnm.org.uk

Can provide the public with lists of BRCP (British Register of Complementary Practitioners) members, a professional register of practitioners and therapists who have completed a recognised course and are insured. (Always check with your GP/midwife before using a complementary discipline.)

Mencap

Mencap National Centre
123 Golden Lane
London EC1Y 0RT
0808 808 1111 (helpline)
020 7454 0454
help@mencap.org.uk
www.mencap.org.uk

Works with people with a learning disability and their families and carers. Advice and information on local branches.

Meningitis Research Foundation

Midland Way
Thornbury
Bristol BS25 2BS
08088 00 33 44 (24-hour helpline)
info@meningitis.org
www.meningitis.org

Promotes education and awareness to reduce death and disability from meningitis and septicaemia, and supports people affected by these diseases. Funds research to prevent the diseases and improve survival rates and outcomes.

Meningitis Trust

Fern House
Bath Road
Stroud
Gloucestershire GL5 3TJ
0800 028 18 28 (24-hour, nurse-led helpline)
01453 768000
info@meningitis-trust.org
www.meningitis-trust.org

A registered charity set up in 1986 by families who had been affected by meningitis. The Trust is committed to increasing understanding of the disease and providing specialised services to anyone who has been affected. These services offer emotional, practical and financial support to help people rebuild their lives.

**Mudiad Ysgolion Meithrin/
The National Association of Nursery
Schools and Playgroups**

Boulevard de St Brieuc
Aberystwyth SY23 1PD
01970 639639
post@mym.co.uk
www.mym.co.uk

Help and advice on setting up and running parent and toddler groups and playgroups. Contact with local playgroups.

Muscular Dystrophy Campaign

61 Southwark Street
London SE1 0HL
0800 652 6352 (helpline, Mon–Fri
9am–5pm)
020 7803 4800

info@muscular-dystrophy.org
www.muscular-dystrophy.org
Provides support, advice and information for people with muscle disease, their families and carers.

**National Association of Family
Information Services (NAFIS)**

Grosvenor Gardens House
35–37 Grosvenor Gardens
London SW1W 0BS
info@familyinformationservices.org.uk
www.nafis.org.uk

A membership organisation consisting of over 150 Information Services across the UK. Members provide information on local services for families, in addition to helping families find suitable childcare and access appropriate benefits and financial assistance. To find your local FIS, visit the website. As the national body, NAFIS supports members via training, quality assurance and through representation of their issues to government.

**National Association
of Nappy Services (NANS)**

Unit 1, Hall Farm
South Moreton
Didcot
Oxfordshire OX11 9AH
0121 693 4949
info@changeanappy.co.uk
www.changeanappy.co.uk

Aims to promote the use of cotton nappies and increase public awareness of the health problems associated with disposable nappies. Provides information on local nappy services which collect soiled nappies and deliver fresh ones on a weekly basis.

National Association of Widows

48 Queens Road
Coventry CV1 3EH
0845 838 2261 (Mon–Fri 9am–5pm)
info@nawidows.org.uk
www.nawidows.org.uk

A national charity offering support and friendship to widows and widowers, providing opportunities for men and women to develop a new sense of purpose as they face life on their own. It is the only national charity to serve widows and widowers of all ages. There are currently 42 branches nationwide.

National Autistic Society

393 City Road
London EC1V 1NG
0845 070 4004 (helpline,
Mon–Fri 10am–4pm)
020 7833 2299
www.nas.org.uk

Provides day and residential centres for the care and education of autistic children. Puts parents in touch with one another. Advice and information and local groups.

National Childbirth Trust (NCT)

Alexandra House
Oldham Terrace
London W3 6NH
0300 330 0770 (enquiry line,
Mon–Fri 9am–5pm)
0300 330 0772 (pregnancy and birth line,
Mon–Fri 10am–8pm)
0300 330 0771 (breastfeeding line,
8am–10pm seven days a week)
enquiries@nct.org.uk
www.nct.org.uk

Supports 1 million mums and dads every year through helplines, courses and a network of local support. With evidence-based information on pregnancy, birth and early parenthood, it can provide support from when you first discover you are pregnant to when your baby turns 2. Visit the website for information on becoming a parent or to find your nearest NCT group.

National Deaf Children’s Society (NDCS)

15 Dufferin Street
London EC1Y 8UR
0808 800 8880 (helpline, Mon
9.30am–7.30pm; Tue–Thu 9.30am–5pm;
Fri, Sat 9.30am–12 noon)
helpline@ndcs.org.uk
ndcs@ndcs.org.uk
www.ndcs.org.uk

An organisation of families, parents and carers, providing emotional and practical support through the freephone helpline, a network of trained support workers, a wide range of other support services, publications and the website.

National Eczema Society

Hill House
Highgate Hill
London N19 5NA
0800 089 1122 (helpline, Mon–Fri
8am–8pm)
info@eczema.org
www.eczema.org

An eczema patient support organisation offering help and information to everyone affected by eczema.

**National Society for
Phenylketonuria (NSPKU)**

PO Box 26642
London N14 4ZF
020 8364 3010 (helpline)
07983 688 664 (textphone)
info@nspku.org
www.nspku.org

Help and support for people with phenylketonuria, their families and carers.

Netmums

124 Mildred Avenue
Watford WD18 7DX
contactus@netmums.com
www.netmums.com

A family of local websites, each site set up around a local community, which is totally interactive, with much of the information coming from local mums. At the heart is the coffeehouse, an invaluable place members can chat and get support and advice on anything to do with being a parent.

Ofsted

Royal Exchange Buildings
St Ann's Square
Manchester M2 7LA
08456 404040
enquiries@ofsted.gov.uk
www.ofsted.gov.uk

Government body responsible for the registration, inspection and investigation of childcare settings, childminders and daycare facilities.

**One Parent Families/
Gingerbread**

255 Kentish Town Road
London NW5 2LX
0800 018 5026 (helpline, Mon–Fri
9am–5pm, with extended opening
to 8pm on Wed)
www.gingerbread.org.uk

A national charity for single parent families. Offers a range of support services direct to single parents, including a telephone helpline, publications, training programmes and a membership scheme, and campaigns on their behalf.

ParentsCentre

Department for Children, Schools
and Families
Sanctuary Buildings
35 Great Smith Street
London SW1P 3BT
0870 000 2288
01928 794274 (textphone)
info@dcsf.gsi.gov.uk
www.parentscentre.gov.uk
www.direct.gov.uk

Information and support for parents on how to help with their child's learning, including advice on choosing a school and finding childcare.

Quit

4th Floor
63 St Mary Axe
London EC3A 8AA
0800 00 22 00 (Quitline)
stopsmoking@quit.org.uk
info@quit.org.uk
www.quit.org.uk

Aims to save lives by helping smokers to stop.

Restricted Growth Association (RGA)

PO Box 1024
Peterborough PE1 9GX
01733 759458 (Mon, Thu, Fri 9am–5pm;
Tue 9am–5pm and 6pm–9pm; Wed
9am–1pm)
office@restrictedgrowth.co.uk
www.restrictedgrowth.co.uk

A self-help organisation dealing with the social and medical consequences of restricted growth. Promotes the interests of people with restricted growth and their families.

**Royal Association for Disability
and Rehabilitation (RADAR)**

12 City Forum
250 City Road
London EC1V 8AF
020 7250 3222
020 7250 4119 (minicom)
radar@radar.org.uk
www.radar.org.uk

Conveys opinions and concerns to government and launches campaigns to promote equality for all disabled people.

**Royal National Institute for
Deaf People (RNID)**

19–23 Featherstone Street
London EC1Y 8SL
0808 808 0123 (information line)
0808 808 9000 (textphone)
informationline@rnid.org.uk
www.rnid.org.uk

Information service for deaf and hard of hearing people. Local groups.

**Royal National Institute of
Blind People (RNIB)**

105 Judd Street
London WC1H 9NE
020 7388 1266
0303 123 9999 (helpline, Mon, Tue,
Thu, Fri 9am–5pm; Wed 9am–4pm)
helpline@rnib.org.uk
www.rnib.org.uk

Information, advice and services for blind and partially sighted people. Local branches.

**Royal Society for the Prevention
of Accidents (RoSPA)**

Eighbaston Park
353 Bristol Road
Birmingham B5 7ST
0121 248 2000
help@rospa.com
www.rospa.com

By providing information, advice, resources and training, RoSPA is actively involved in the promotion of safety and the prevention of accidents in all areas of life – at work, in the home, on the roads, in schools, at leisure and on (or near) water.

St John Ambulance

27 St John's Lane
London EC1M 4BU
www.sja.org.uk

Has developed a new range of first aid courses designed to meet the needs of home or leisure activities. Just 3–4 hours is all it takes to learn how to save a life. Courses include CPR and basic first aid.

Terrence Higgins Trust

314–320 Gray's Inn Road
London WC1X 8DP
0845 12 21 200 (helpline, Mon–Fri
10am–10pm; Sat–Sun 12 noon–6pm)
020 7812 1600
info@ttht.org.uk
www.ttht.org.uk

Delivers health promotion campaigns, national services and local services directly to people with or affected by HIV and other sexual health issues.

WAY Foundation

Suite 35, St Loyes House
20 St Loyes Street
Bedford MK40 1ZL
0870 011 3450 (9am–8pm
seven days a week)
www.wayfoundation.org.uk

Self-help support for men and women widowed up to the age of 50. Welcomes people who were married or unmarried, those with children and those without. Gay men and women are also welcome to join. Runs local groups across the UK, organises weekends and holidays and offers a busy secure messageboard and online chatroom to members. Being able to talk to others who have been through a similar bereavement is helpful and comforting to anyone trying to cope with the death of a partner at a young age.

Working Families

1–3 Berry Street
London EC1V 0AA
0800 013 0313 (helpline, Mon, Tue,
Thu, Fri 10am–3pm; Wed 10am–1pm)
020 7253 7243
advice@workingfamilies.org.uk
www.workingfamilies.org.uk

Helps working parents and carers and their employers find a better balance between responsibilities at home and work. A disability adviser is available Wed–Fri to advise parents/carers with disabled children on their rights.

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