

Coronavirus (COVID-19) medical related queries, including symptoms

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
NHS 111	111	24/7	NHS advice about coronavirus.	All NI and UK.

Business, government grants, taxes and finance

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
HMRC Coronavirus (COVID-19) Helpline for Businesses	0800 024 1222	Monday - Friday 8am - 4pm	Financial distress and outstanding tax liabilities. Advisers can only talk to you about problems paying your taxes due to coronavirus (COVID-19). This could be: Self Assessment VAT employers' PAYE Corporation Tax. Webchat also available: https://www.gov.uk/government/organisations/hm-revenue-customs/contact/business-payment-support-service	All businesses and self-employed people.
LPS Small Business Grant Scheme Helpline	0300 200 7809	Monday - Friday 9am - 5pm	Information on Small Business Grant Scheme.	Small businesses.
Tourism NI COVID 19 Business Support Helpline	028 9592 5313	Monday - Sunday 9am - 5pm	Support, information and advice for tourism industry.	Tourism industry.

Northern Ireland Helplines: Local Services and Support

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
COVID-19 Community Helpline	0808 802 0020 Text: ACTION to 81025 Email: covid19@adviceni.net	Monday - Sunday 9am - 5pm	A local NI Freephone community helpline to help people access information, advice and guidance in relation to COVID-19. To include queries on shielding and accessing medicines.	Available to all NI. Vulnerable groups.
Befriending Helpline	028 9080 5850 Email: info@pipscharity.com	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	For those who are isolated or lonely. PIPS Charity's Befriending service is there if you want some company, want a chat, or want to clear your head.	Available to all NI. Isolated and lonely.

Northern Ireland Helplines: Local Services and Support continued

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
Patient and Client Council Support Service	0800 917 0222	Monday – Sunday 8am – 6pm	<p>The Patient and Client Council is an independent body who help the public to navigate their Health and Social Care. Supporting them with concerns or questions they may have on a range of health and social care issues.</p> <p>Our expert advisors can support them to find timely, accurate information and get the help they need.</p>	Available to all NI. Those with issues, questions.
COVID-19 Belfast Community Helpline	0800 587 4695 Email: covid19@belfastcity.gov.uk	Monday – Sunday 9am – 5pm	<ul style="list-style-type: none"> information about food parcels information about prescription pick-ups help with emotional support advice <p>You can also email covid19@belfastcity.gov.uk with the following details:</p> <ul style="list-style-type: none"> your name address the type of support you need. 	Belfast City Council Residents.
SHSCT Bereavement Helpline	028 375 67990	Monday – Friday 9am – 5pm	A dedicated telephone listening service. Professionals with knowledge, experience and insight into grief and loss will answer or return your call and offer a compassionate, listening ear.	Those living in the Southern HSC Trust area and have been bereaved.
SHSCT Staying Connected Helpline	028 3756 7150	Monday – Friday 9am – 5pm	<p>Provides practical advice and support for those who are socially isolated, to include:</p> <ul style="list-style-type: none"> A listening ear Support and guidance Links to practical support and follow-up services. 	Children, young people and families in the Southern Health and Social Care Trust catchment area.
South Belfast COVID-19 Helpline	07394 569 155	Monday - Friday 9am – 5pm	Support in local area, to include, food parcels, help with shopping, prescription collections, friendly phone calls and posting items.	South Belfast residents.
În sprijinul comunității Rome din Belfast	07734915138	luni - vineri 9:00 - 17:00	Dacă aveți nevoie de ajutor în această perioadă de criză vă rugăm să ne	În sprijinul comunității Rome din Belfast
COVID-19 Roma Community Support Helpline	07734915138	Monday - Friday 9AM – 5PM	Supporting the Roma community in Belfast that need help during this crisis. This service is offered in the Romanian language	Roma Community in Belfast
ConnectFermanagh	028 6632 0230	Monday - Friday 9am – 2pm	To provide a friendly chat over the phone, local information and signposting for specialist advice and support. Email: info@connectfermanagh.org	Anyone aged 18+, feeling lonely or anxious & living in Fermanagh.

Specific healthcare needs

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
Coronavirus (COVID-19) Diabetes Helpline	028 9536 0600	Monday - Sunday 9am - 3pm	People living with diabetes with concerns about COVID-19. Helpline Email: diabetic.helpline@hscni.net	People living with diabetes.
Clinical Psychology Advice Line	028 9615 1119	Monday - Friday 9:30am - 4:30pm	Emotional support for those with a child under the care of the RBHSC Hospital Paediatrician or Community Paediatrician.	Parents and carer's of children under the care of a RBHSC Hospital Paediatrician or Community Paediatrician.
BHSCT Maternity Service Information Line	028 9615 1173	Monday - Friday 8am - 8pm	Support and advice for pregnant and post-natal women. www.ni-maternity.com	Belfast Health and Social Care Trust catchment; Pregnant and post-natal women in BHSCT catchment.
NHSCT Helpline for Pregnant and Postnatal Women	028 9442 4859	Monday - Friday 9am - 5pm Saturday - Sunday 9am - 1pm	Support and advice for pregnant and post-natal women including staff. www.ni-maternity.com	Northern Health and Social Care Trust catchment; Pregnant and post-natal women in NHSCT catchment.
Ophthalmology Enquiries Line	028 9615 1944	Monday - Friday 9.30am - 4.30pm	For service users of the following Belfast HSC Trust ophthalmology services: Macular; Glaucoma; Diabetic eye screening; Ward 28 patients; Level 8B; Eye casualty; Paediatric ophthalmology.	Patients of Belfast HSC Trust ophthalmology services.
SEHSCT Maternity Services Helpline	028 9263 3591	Monday - Friday 9am - 5pm Saturday - Sunday 9am - 1pm	Support and advice for pregnant and post-natal women. www.ni-maternity.com	South Eastern Health and Social Care Trust catchment; Pregnant and post-natal women in SEHSCT catchment.
WHSC Pregnancy Advice Line	028 7161 1412 028 6638 2175	24 hours	Support and advice for pregnant and post-natal women. www.ni-maternity.com	Western Health and Social Care Trust Catchment; Pregnant and post-natal women in WHSC catchment.
NHSCT Breastfeeding helpline	028 90 831 408	Mon - Friday 9am - 5pm	Advice and support for mothers who are breastfeeding. www.ni-maternity.com	Northern Health and Social Care Trust catchment; Mothers who are breastfeeding.

Coronavirus (COVID-19) helplines



Support for Health and Social Care (HSC) / NHS employees

Helpline Name	Contact details	Operating Hours	Purpose	Target Population
Belfast HSC Trust Staff Psychological Support Helpline	028 9615 1888	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	Supporting the wellbeing needs of our health and social care staff during coronavirus.	Staff from within the Belfast HSC Trust, local GP practices, and Independent Care Providers.
Northern HSC Trust Staff Psychological Support Helpline	028 9441 3644	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	Supporting the wellbeing needs of our health and social care staff during coronavirus.	Staff from within the Northern HSC Trust, local GP practices, and Independent Care Providers.
South Eastern HSC Trust Staff Psychological Support Helpline	028 9250 1332	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	Supporting the wellbeing needs of our health and social care staff during coronavirus.	Staff from within the South Eastern HSC Trust, local GP practices, and Independent Care Providers.
Southern HSC Trust Staff Psychological Support Helpline	028 3756 2600	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	Supporting the wellbeing needs of our health and social care staff during coronavirus.	Staff from within the Southern HSC Trust, local GP practices, and Independent Care Providers.
Western HSC Trust Staff Psychological Support Helpline	028 7161 1281	Monday - Friday 9am - 9pm Saturday - Sunday 2am - 6pm	Supporting the wellbeing needs of our health and social care staff during coronavirus.	Staff from within the Western HSC Trust, local GP practices, and Independent Care Providers.
NHS Wellbeing Support Line #OurNHSPeople	0300 131 7000	Monday - Sunday 7am - 11pm	Emotional support. Confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help. NHS staff can call for support, signposting and confidential listening.	NHS/HSCNI staff.
NHS Wellbeing Support Line #OurNHSPeople	text FRONTLINE to 85258	24/7	Emotional support. Confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help. NHS staff can call for support, signposting and confidential listening.	NHS/HSCNI staff.
RCN COVID-19 Helpline	028 90 384616	Monday - Friday 9am - 5pm	Support and information for those registered with RCN.	RCN registered staff.