



Norfolk Community  
Health and Care  
NHS Trust

# WELCOME TO NORFOLK

A guide to Norfolk for  
internationally trained nurses

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# “HELLO”

## Welcome to Norfolk

[My name is Carolyn Fowler and I am the Director of Nursing and Quality at Norfolk Community Health and Care NHS Trust \(NCH&C\).](#)

I am so pleased to be able to welcome you to our Trust. NCH&C is a nurturing and vibrant place to work, and we are committed to investing in you and your career.

As you get to know your new teams, please share your experiences of nursing with us, so that we can benefit from your insights and thoughts on how best to care for our patients.

We welcome conversations at all levels and if there is anything I can do to make your induction with us even better please let me know.

I try to get out to the clinical areas as much as I can, so look out for me and tell me how it is going!

I am very aware that for some of you this journey to Norfolk has meant leaving your families behind for a time. Family is very important to me and I can't imagine how hard this might be for some of you. Please talk to us and let us know about how things are going and any challenges or worries you have.

We have written this guide to help you meet new people and discover useful places to help you live life to the full. I love living and working in Norfolk, enjoying walks with my dog around this beautiful county and on the amazing beaches that Norfolk has to offer. I encourage you to get out and about to enjoy it too.

Best wishes,  
Carolyn Fowler



Welcome

Getting to know Norfolk

Looking after yourself

Useful information

# GETTING TO KNOW NORFOLK

Over the next few pages we've put together some information about the area you're going to be living and working in, including guides on how to travel around and places to visit.

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# TRANSPORT



Location: Blakeney

# & TRAVEL

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## Driving in Norfolk

Being able to drive in the UK is a great way to increase your personal freedom and professional horizons. Many people in the UK drive and own cars and this has led to a decrease in public transport services in some areas.

Norfolk is a beautiful and rural county and traveling by road reflects this. We have only a few dual carriageways and no motorways running through the area.

The main routes in and out of the county are the A47 which leads west and the A11 which heads south-west to link with the M11 and London.

The A140 runs north to south through the county, linking the seaside town of Cromer with Norwich, and Norwich to Ipswich in the county of Suffolk.

Norfolk has a significant number of smaller roads known as 'B-roads' that connect towns and villages. In addition, there is a vast network of undesignated roads that link the small villages and hamlets that populate the rural areas.



## Getting your driving licence

Below are the steps you need to follow to acquire a UK driving licence.

### 1. Check if you're allowed to drive

If you have a driving licence from your country of origin you are permitted to drive for up to 12 months using this licence. Once the 12 month period finishes you will need a UK licence to continue driving in the UK. It is strongly advised that you begin the process of acquiring a UK driving licence as soon as possible to avoid being unable to drive at the end of the 12 month period.

If you do not hold a licence from your country of origin, you will need to apply for a provisional licence before you can take any lessons. To apply for your provisional licence you must have lived in England, Wales or Scotland for at least 185 days (6 months) in the last 12 months.

To legally drive in the UK you must be over 17 years old and possess the correct driving licence. If you experience any issues or difficulties with your eyesight, you must ensure you wear glasses or contact lenses every time you drive to meet the 'standards of vision for driving'.

You must tell the DVLA if you've got any problem that affects both of your eyes (or the remaining eye, if you only have one). This doesn't include being short- or long-sighted or colour blind. You don't need to declare that you've had surgery to correct short sightedness if you can meet the eyesight standards.

### Useful things to know

#### DVLA

The DVLA is the Driver and Vehicle Licensing Agency. It is the government organisation responsible for creating and maintaining vehicle records and issuing vehicle registration certificates. The DVLA also collects vehicle tax, provides refunds and records details about the registered owners of cars, accidents, and scrapped and stolen vehicles.

#### MOT

An MOT is a test performed on vehicles to make sure they are safe to drive. The MOT test checks that your vehicle meets road safety and environmental standards. You must get an MOT for your vehicle:

- If it has been registered for three or more years.
- Once a year after that point.

See page 50 for:

**Map of Norfolk**

## Getting your driving licence

### 2. Apply for a provisional licence

You can apply for a provisional driving licence online at [apply-provisional-driving-licence.service.gov.uk](https://apply-provisional-driving-licence.service.gov.uk). It will cost £34.

To complete the application, you will need:

- An identity document, such as your passport.
- Your address history for the last three years.

You might also be asked for additional information such as your National Insurance number and you will receive a confirmation email from the DVLA after you've applied.

Your licence should arrive within one week if you apply online. It may take longer if the DVLA need to make additional checks.



### 3. Organise driving lessons

You must have a provisional driving licence for Great Britain or Northern Ireland when you're learning to drive.

You must be supervised when you're learning to drive a car. The best way to do this is by organising lessons with a driving instructor. We've provided some contact details for driving schools in this guide but you can find lots of alternatives online.

The car you learn in must display 'L' plates. You can take lessons at any time of day or night but you can only drive on motorways with an approved driving instructor in a car fitted with dual controls.

#### Learning to drive

Here are the details of some driving instructors that provide lessons in Norwich:

##### 5 Day

01603 616909  
[www.5day.co.uk](http://www.5day.co.uk)

##### How 2 Drive

01603 957097  
[www.how-2-drive.com](http://www.how-2-drive.com)

##### United Driving Tuition

01603 897648  
[www.uniteddrivingtuition.co.uk](http://www.uniteddrivingtuition.co.uk)

##### Chilled Driving Tuition

07846 876544  
[www.chilleddrivingtuition.co.uk](http://www.chilleddrivingtuition.co.uk)

##### Red Driving School

0330 332 2680  
[www.reddriving-school.com](http://www.reddriving-school.com)

You can find more using a web search for: 'Learn to drive in Norwich'.

## Getting your driving licence

### 4. Take your driving theory test

Whether you are converting your non-UK driving licence to a UK licence or you are learning to drive for the first time you will need to sit a driving theory test.

The theory test is a two-part examination that is taken at a test centre. It includes:

- A multiple choice test.
- A video-based hazard perception test.

You book and take them as a single test and you must pass both parts to gain a UK driving licence. You must have a provisional licence to sit the theory test.

You can revise for your theory test by studying three books:

- The Highway Code
- Know Your Traffic Signs
- Driving – the essential skills.

These can be accessed through the GOV.UK website: [www.gov.uk/theory-test/revision-and-practice](http://www.gov.uk/theory-test/revision-and-practice). You can also access a practice test from this website and there are guides available to help you prepare for the hazard perception part of the test.

When you are ready to book your theory test you can visit:

[www.gov.uk/book-theory-test](http://www.gov.uk/book-theory-test).

To book a test online you will need your:

- UK driving licence number.
- Email address.
- Credit or debit card.

You must have lived in England, Wales or Scotland for at least 185 days (6 months) in the last 12 months before the day you take your theory or driving test.

The test will cost £23. You must take your UK provisional licence to your test.



### 5. Take your driving test

Once you are ready to book your driving test you can do so online at:

[www.gov.uk/book-driving-test](http://www.gov.uk/book-driving-test).

You will need your:

- UK driving licence number
- Credit or debit card.
- Driving instructor's personal reference number.

You must have lived in England, Wales or Scotland for at least 185 days (6 months) in the last 12 months before the day you take your test. The test will cost £62 to sit it between Monday and Friday and £75 if it takes place at the weekend. You must take your provisional licence and the certificate showing that you have passed your theory test to the test centre on the day of your driving test.

There are five parts to the driving test:

- An eyesight check
- 'Show me, tell me' vehicle safety questions
- General driving ability
- Reversing your vehicle
- Independent driving.

The test is the same for both manual and automatic cars. The test will last for around 40 minutes.

### 6. After you pass your test

You can start driving as soon as you have passed your test.

You must have car insurance to drive in the UK and the car must:

- Be registered with the DVLA
- Have a valid, in date MOT certificate
- Be road taxed.

Car insurance can be sourced in a number of ways but price comparison websites such as Compare the Market, Go Compare and Confused.com can be good starting points.

[www.comparethemarket.com](http://www.comparethemarket.com)

[www.gocompare.com](http://www.gocompare.com)

[www.confused.com](http://www.confused.com)

See page 16 – 17 for more details



## Your driving test

### Eyesight check

You'll have to read a number plate from a distance of:

- 20 metres for vehicles with a new-style number plate.
- 20.5 metres for vehicles with an old-style number plate.

New-style number plates start with two letters followed by two numbers, such as AB51 ABC.

You'll fail your driving test if you fail the eyesight check and the test will end.

### 'Show me, tell me' questions

You will be asked two vehicle safety questions known as 'show me, tell me' questions. You will be asked the 'tell me' question before you start driving and the 'show me' question while you're driving.

### Your general driving ability

You'll drive in various road and traffic conditions, but not on motorways. The examiner will give you directions to follow. Driving test routes are not published, so you cannot check them before your test.

You'll be asked to pull over and pull away during your test, including:

- Normal stops at the side of the road.
- Pulling out from behind a parked vehicle.
- A hill start.

You might also be asked to carry out an emergency stop.

### Reversing your vehicle

The examiner will ask you to do one of the following exercises:

- Parallel park at the side of the road.
- Park in a parking bay.
- Pull up on the right-hand side of the road, reverse and rejoin the traffic.

### Independent driving

You'll have to drive for about 20 minutes by following either:

- Directions from a satellite navigation system (sat nav).
- Traffic signs.

The examiner will tell you which you have to follow.

You can carry on if you make a mistake. It might not affect your test result if it's not serious. Your driving examiner will direct you back to the driving test centre if the mistake you made means you've failed.

### Driving test faults and your result

There are three types of faults you can make:

- A dangerous fault - this involves actual danger to you, the examiner, the public or property.
- A serious fault – something potentially dangerous.
- A driving fault - this is not potentially dangerous, but if you keep making the same fault, it could become a serious fault.

You'll pass your driving test if you make:

- No more than 15 driving faults (sometimes called 'minors').
- No serious or dangerous faults (sometimes called 'majors').

If you pass your test the examiner will tell you what faults you made, if any, and give you a pass certificate. They will then ask you if you want your full licence to be sent to you automatically - give the examiner your provisional licence if you want to do this.

You must apply for your full driving licence within two years of passing your test if you do not want to get your licence automatically.

### When you can start driving

You can start driving straight away when you've passed your test. You do not need to wait for your full licence to arrive. You should contact the DVLA if your full licence has not arrived three weeks after you applied for it. If you do not pass, the examiner will tell you what faults you made and you will have to book another test and pay again. You have to choose a date at least 10 working days after your previous attempt.



## Buying a car

Here are some key steps to remember when buying a car in the UK:

### 1. Check the vehicle before you buy it

The GOV.UK website can help you conduct some basic checks on any vehicle you are interested in buying:  
[www.gov.uk/buy-a-vehicle](http://www.gov.uk/buy-a-vehicle).

You'll need to know the registration number, make, model and MOT test number and should ask to see the V5C vehicle registration certificate too.

### 2. Buy and register the vehicle

If you are buying a brand new car the dealer will usually register the vehicle for you. Similarly, if you buy a second hand car from a dealership (a professional car sales company) they may offer to register the car on your behalf.

Otherwise, to register the car and register yourself as its owner you will need the car's V5C certificate. The seller of the car can register you as the new owner online or by post. Whichever method they choose you should be given a green 'new keeper' slip. You will then be sent a new V5C.

### 3. Insure the vehicle

You must have car insurance in place when you purchase the car. This is a legal requirement. Many insurers offer a range of add-on products when purchasing insurance, some of which you may find useful, including breakdown cover in case you have an accident or the car has a mechanical problem.

### 4. Tax the vehicle

Tax your car, motorcycle or other vehicle using a reference number from:

- A recent reminder (V11) or 'last chance' warning letter from DVLA.
- A vehicle log book (V5C) that is in your name.
- The green 'new keeper' slip from a log book if you've just bought it.

If you do not have any of these documents, you'll need to apply for a new log book.

To complete the process visit [www.gov.uk/vehicle-tax](http://www.gov.uk/vehicle-tax) where you can pay by debit or credit card, or Direct Debit.

You must tax your vehicle even if you do not have to pay anything, for example if you're exempt because you're disabled.

## Leasing a car

If you cannot afford to buy a car outright there are a number of other alternatives.

Many car dealerships offer finance deals, including contract plans.

It's important to make sure that you are comfortable with any re-payment plans you agree to.

### Company lease car scheme

Some NHS organisations offer a company lease car scheme. At NCH&C this option is available to anyone traveling more than 3500 miles a year. It offers staff a Trust-provided car that can be used for business and private journeys. The Trust pays a percentage of the lease cost based on the estimated business miles you travel in a year.

Trust contributions will be based on a basic model e.g. a Ford Fiesta. The driver pays the remaining balance. Lease payments include:

- Tax
- Servicing
- Fair wear and tear (not damages)
- Fully comprehensive motor insurance
- 24-hour breakdown cover
- An annual DVLA check (required under Trust policy).

To qualify for the scheme staff will need to be over 19 years old and have held a valid UK driving licence for at least a year before registering and applying for a company lease car.

Mileage is paid at 14p per mile.

### Private car leases

**Pink Car Leasing**  
0116 402 6500  
[www.pinkcarleasing.co.uk](http://www.pinkcarleasing.co.uk)

**Bussey Vehicle Leasing**  
01603 253121  
[www.busseyvehicleleasing.co.uk](http://www.busseyvehicleleasing.co.uk)

**Car4Leasing**  
01462 817457  
[www.car4leasing.co.uk](http://www.car4leasing.co.uk)

**Fleet 96 Vehicle Leasing**  
0300 124 0930  
[www.fleet96.co.uk](http://www.fleet96.co.uk)

## Things to consider when driving in Norfolk

Norfolk generally has good roads and is well signposted, but there are a few things to bear in mind when out and about in the car.

### 1. The weather

Norfolk enjoys lots of warm, sunny weather during the summer months, but in winter cold air can blow in from the North Sea and roads can become very icy and slippery. The local councils provide grit to clear snow and ice from main routes but it is more difficult to ensure that all the smaller roads receive the same treatment. Driving with caution and allowing plenty of time to get to your destination is recommended in the winter months. Equally, it is worthwhile ensuring your car is equipped with something to clear ice and snow, a flask of hot drink and a blanket. Ensuring your phone is well charged before setting off is also wise.

### 2. Navigation

While sat nav or mobile phone maps can be a great way to find your way around, some rural areas of Norfolk are not well served in terms of signal. A road atlas or map can be a useful alternative if you are visiting patients in an area where you are unable to receive a signal to either device. Make sure you stop the car safely before consulting a road map.

### 3. Other road users

Norfolk has a strong farming community and this generates slow moving traffic at times. Tractors and harvesters are not able to move quickly and, whilst they will generally look to pull over to allow cars and faster traffic through, you can encounter delays at any time of the year.

Cycling is an increasingly popular sport in the UK, as well as a mode of transport for many. On narrow, winding roads, you may need to be patient to avoid endangering cyclists when overtaking.

### 4. Tourism

Coastal areas of Norfolk are popular with tourists during the summer months and this can make driving and parking challenging in these areas. You may need to pay to use some car parks. While many accept card payments, it's a good idea to have some change in the car for parking meters/pay and display car parks.

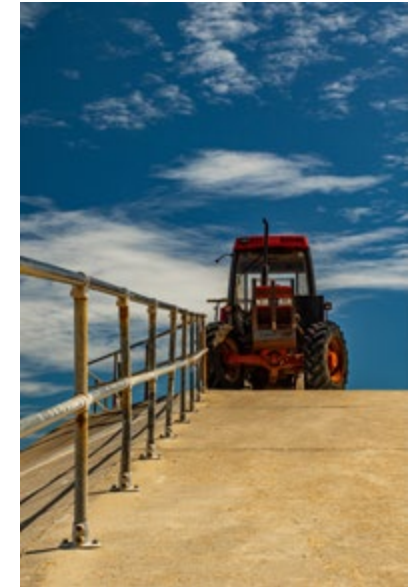
### 5. Crime

While crime is generally much lower in Norfolk than other parts of the UK, always lock your car and make sure that money, your sat nav, phone and laptop are hidden away when you leave.

### 6. Nature and wildlife

Norfolk's more rural areas can also be a home to wildlife. Deers, rabbits, pheasants, partridges and even frogs are frequently found on rural roads. Warning signs are often displayed where these animals are likely to appear, as hitting or swerving to avoid them can cause accidents.

The Broads National Park contains Norfolk's network of famous waterways. In some areas (particularly in the south east of the county), there are limited river crossings, which can lead to longer journey times.



## Other ways to travel in Norfolk

If you don't have a car, or want to take a longer trip, there are plenty of other transport routes in and around Norfolk.

### Travelling by bus

Norfolk is served by various bus routes and there are a number of different bus companies in the area providing services.

This also means that not all tickets are valid on every bus. It's worth familiarising yourself with the services before you travel, so you can avoid paying twice for a journey.

The Norfolk County Council website can help you locate providers, services and even your nearest bus stop.

[www.norfolk.gov.uk/roads-and-transport/public-transport/buses/bus-timetables-and-operators](http://www.norfolk.gov.uk/roads-and-transport/public-transport/buses/bus-timetables-and-operators)

The Traveline website is a good resource to help you plan your journey by the quickest means.

[www.traveline.info](http://www.traveline.info)



### Traveling by bicycle

Norfolk is notoriously very flat, which makes it perfect for cycling, but don't be caught out as there are some hills.

In Norwich, many roads have designated cycle lanes, making it safer and easier to get around by bike. If you don't have your own, you could try using one of the city's 'Beryl' bikes, which are available to hire for short trips.

If your bicycle needs a service, there are plenty of bike shops in Norwich and in smaller towns that can help.



### Travelling by train

Norfolk also has a train service, providing routes around the county and further afield, to places such as London and Liverpool.

Norwich has a large train station in the middle of the city, which is on a number of bus routes. Many smaller towns also have train stations. The Trainline website has details of services and can be used to book tickets online.

[www.thetrainline.com](http://www.thetrainline.com)



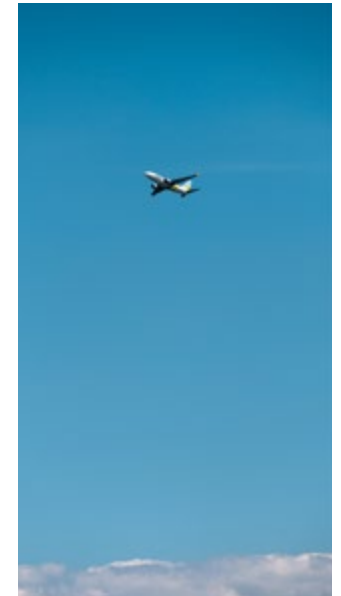
### Travelling by air

Norwich International Airport connects to destinations in the Netherlands, the Mediterranean, Italy, Turkey and can be the starting point for connections on to Asia and Africa.

The Airport is based on the north side of Norwich and you can find out information about flights and services at:

[www.norwichairport.co.uk](http://www.norwichairport.co.uk)

Norwich is also one and a half hours' drive, or a train journey away from London Stansted Airport, which is one of the UK's largest international airports and connects to destinations across the world.



# PLACES OF



Location: Cromer Pier

# INTEREST

There is plenty to see and do all year round in Norfolk. We've put together some suggestions for places to visit. Many more ideas can be found at [www.visitnorfolk.co.uk](http://www.visitnorfolk.co.uk)

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## Places of interest

Norfolk is full of iconic buildings and landscapes. Here are some of our favourites.

### Norwich Cathedral

This very fine example of early medieval architecture stands in the heart of the city. Norwich Cathedral (or the Anglican Cathedral of the Holy and Undivided Trinity) boasts many treasures from the Bishop's Throne, high above the Eastern Apse, to superb stained glass, an amazing collection of roof bosses and much more. It is well worth a visit and is a haven of calm in a busy city.



### Cromer Pier

Cromer is famous for its pier which also houses a lifeboat station and the popular Pavilion Theatre, home to the UK's only remaining traditional 'end of the pier' variety show. The pier is a fine example of Victorian building, and has withstood many storms, tidal surges and even a Government attempt to blow it up to prevent it being used as a landing strip by invaders in World War Two.



### Holkham Hall

This 18th century Palladian house, sits within a 25,000 acre estate on the north Norfolk coast and is home to the 8th Earl of Leicester and his family. Surrounded by rolling parkland, the estate is home to fallow deer and historical landmarks.

### Broads National Park

The Broads is the only National Park with a city in it...Norwich! Over 125 miles of lock-free waterways wind through the stunning Norfolk countryside, passing pretty towns and villages along the way. The Broads National Park is also home to more than a quarter of the UK's rarest plants and animals and is a great place to walk, cycle and explore by boat.



### Sandringham Estate

The Royal Family's country retreat is one of the most famous historic houses in Norfolk. As well as fine gardens, the estate has a fascinating transport museum housing the first car owned by a British monarch and a half-scale Aston Martin used by Princes William and Harry.

### The Sainsbury Centre

The Sainsbury Centre is an art gallery and museum, which opened on campus at the University of East Anglia in 1978. Designed by the renowned architect, Norman Foster, it houses the Robert and Lisa Sainsbury Collection. It was Foster's first public building and is an attraction in itself, along with works by Picasso, Degas, Henry Moore and Francis Bacon. The Centre also hosts regular exhibitions and has an outdoor sculpture trail.



Top left: Norwich Cathedral  
Bottom left: Cromer Pier  
Top right: Broads National Park  
Bottom right: Sandringham Estate

# SHOPPING &



Location: Norwich Market and Castle

# LEISURE

Whether you want to shop, eat, exercise or relax, we've listed some places that provide essential goods, hospitality and leisure services in the local area.

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## Food

Norfolk has all the big UK supermarkets, as well as smaller retailers who sell specific kinds of food.

### Supermarkets

There are lots of independent and large food stores around the city – and throughout the region – that range in price and variety. The bigger supermarkets often have international food sections.

Tesco, Asda, Morrisons, Lidl and Aldi tend to be cheaper options. Sainsbury's Waitrose and Marks & Spencer are more expensive, but worth a look.

### Specialist stores

Norwich is home to plenty of smaller international food shops that are often family-run. Head to Dereham Road or Magdalen Street, near Anglia Square in the north of the city, to find specialist ingredients.

You'll also find a range of specialist stores in the towns of Great Yarmouth and King's Lynn.

### Norwich Market

Norwich's city centre boasts one of the oldest and largest covered markets in the UK. Norwich Market is a great place to buy fresh produce, store cupboard staples and delicious street food. There are lots of types of cuisine on offer, whether you fancy fish and chips, bao buns, pizza or noodles.

### Recommended food stores

#### Asda Supermarkets

[www.storelocator.asda.com](http://www.storelocator.asda.com)

#### Aldi Supermarkets

[www.aldi.co.uk/store-finder](http://www.aldi.co.uk/store-finder)

#### Asian Bazaar

24a Magdalen Street, Norwich NR3 1LQ

#### Duro Food

179 Market Place, Norwich NR2 1ND

#### Spice Land

65 Dereham Road, Norwich NR2 4HU

#### International Food

15 Hall Rd, Norwich NR1 3HQ

#### Norfolk Daily Fresh

14-16 Magdalen Road, Norwich NR3 4AE

#### Rainbow Whole Foods

4-6 Davey Place, Norwich NR2 1PQ

#### Spice World

2 Pier Plain, Gorleston-on-Sea NR31 6PE

#### World of Spices

1-2 Market Place, Great Yarmouth NR30 1NB

#### Spice Market

83 Lynn Road, King's Lynn PE30 4PR

#### Osmos Stores

123-124 Norfolk Street, King's Lynn PE30 1AP

#### Biedronka

6 Tower Place, King's Lynn PE30 5DF

## Mercy Kaggwa, our Equality, Diversity and Inclusion Advisor shares tips on living in Norwich.

It can be hard to find your feet in a new place, but there are so many great places and exciting things to do on your doorstep in Norfolk. In Norwich, I would recommend the following:

Visit **Norwich Market**. It's great for matoke, green bananas, yam, plantain, fufu, casava and useful spices.

**Spice Land** has a great store on Dereham Road, full of delicious ingredients!

The **Asda** superstore in the north of Norwich has a Halal food section and there are Halal butchers and supermarkets on Magdalen Street.

Anna Mudeka organises **African choir performances and theatre classes**. Search for her online to find out more.

The Forum in Norwich city centre hosts a quarterly **African market**, full of Black-owned businesses offering fashion and lifestyle goods.



Join local **community groups** to help you and your family find your feet in the area, get support, and meet new people.  
[www.bridgeplus.org.uk](http://www.bridgeplus.org.uk)  
[www.newroutes.org.uk](http://www.newroutes.org.uk)

Most large supermarkets will stock useful **personal care products**. Sainsbury's, Tesco and Asda all stock cocoa butter at a reasonable price.

**Boots** and **Superdrug** stock black hair products such as Cantu and Palmers, which are great for all natural Afro hair types (not necessarily relaxed hair).

There are a number of **hair salons** that specialise in black hair care, including:

**SATU Hair:**  
[www.headandsoul.co.uk](http://www.headandsoul.co.uk)

**MC3 Hair:**  
[www.mc3haircreations.co.uk](http://www.mc3haircreations.co.uk)



## Clothes and gifts

The wealth of independent and high street shops in Norfolk make it easy to find new outfits, gifts and more.

### Clothes

Looking for a new outfit for you or your family? There are plenty of clothing shops across Norfolk to suit every budget and occasion.

Shops like Primark and the clothing departments in big supermarkets often have stylish clothes for low prices, as well as sportswear and school uniforms.

If you're looking for something to wear for a special event, you might want to head to a shopping centre in Norwich, like Chantry Place or the Castle Quarter, where there are lots of stores to visit and try things on for size. Just remember to keep the receipt for anything you buy, in case you want to take it back!

### Gifts

Shopping centres are also great places to find gifts. Department stores like Jarrolds in Norwich sell all sorts of items, from notebooks and toys to luxury food and mugs.

Norfolk is full of independent shops and the Norwich Lanes is a good place to hunt for gifts, with retailers selling houseplants, jewelry and everything in between.

Town centres can be very busy on Saturdays, so consider taking the bus to avoid crowded car parks if you plan to visit at the weekend.

### Where to shop

**Norwich Lanes – independent shops**  
[www.norwichlanes.co.uk](http://www.norwichlanes.co.uk)

**Chantry Place (formerly Chapelfield)**  
40-46 St Stephens Street, Norwich NR1 3SH

**Castle Quarter (formerly Castle Mall)**  
100 Castle Meadow, Norwich NR1 3DD

**Vancouver Quarter**  
24 Broad Street, King's Lynn PE30 1DP

**Market Gates Shopping Centre**  
Market Gates, Great Yarmouth NR30 2BG

### High street – fashion, gifts and homewares

**Primark – £**  
[www.stores.primark.com/search](http://www.stores.primark.com/search)

**Sports direct – £**  
[www.sportsdirect.com/stores](http://www.sportsdirect.com/stores)

**TK Maxx – ££**  
[www.tkmaxx.com/uk/en/store-finder](http://www.tkmaxx.com/uk/en/store-finder)

**Next – ££**  
[www.next.co.uk/stores](http://www.next.co.uk/stores)

**M&S – ££**  
[www.marksandspencer.com](http://www.marksandspencer.com)

**John Lewis – £££**  
[www.johnlewis.com/our-shops](http://www.johnlewis.com/our-shops)

**Jarrolds – £££**  
1, 11 London Street, Norwich NR2 1JF

## Hardware, home and garden

Whether you're renovating or looking to improve your living space, Norfolk's shops will help you make your house a home.

### Home

Whether you rent a house or flat or own a property, you're likely to want to make it feel like yours.

For larger home items, it's common to visit a 'retail park', located on the outskirts of towns and cities and order items to be delivered to you.

QD, Wilko and Dunelm sell products like curtains, bed linen, lamps and furniture to help you personalise your space to your own taste.

### Hardware and gardening

If you're carrying out a job on your home, you may need to visit a hardware store to buy tools or materials. B&Q and Homebase are large superstores that sell these things at reasonable prices.

Garden centres are the best places to buy plants, seeds and outdoor equipment, whether you have a garden, a balcony or just a windowsill.

### Hardware and gardening

**B&Q**  
[www.diy.com/find-a-store](http://www.diy.com/find-a-store)

**Homebase**  
[www.store.homebase.co.uk](http://www.store.homebase.co.uk)

**Wickes**  
[www.wickes.co.uk/store-finder](http://www.wickes.co.uk/store-finder)

**Thorns**  
22 Exchange St, Norwich NR2 1AT

**Urban Jungle**  
[www.urbanjungle.uk.com](http://www.urbanjungle.uk.com)

**Notcutts Garden Centre**  
Daniels Road, Norwich NR4 6QP

**Mousehold Garden Centre**  
63 Mousehold Lane, NR7 8HP

### Home

**Roys**  
[www.roys.co.uk](http://www.roys.co.uk)

**QD**  
[www.qdstores.co.uk](http://www.qdstores.co.uk)

**Wilko**  
[www.stores.wilko.com/search](http://www.stores.wilko.com/search)

**The Range**  
[www.therange.co.uk/stores](http://www.therange.co.uk/stores)

**Dunelm**  
[www.dunelm.com/stores](http://www.dunelm.com/stores)

## Restaurants

Whether you're looking for something cheap and cheerful or somewhere special to celebrate, there's sure to be a Norfolk restaurant to suit you.

Norfolk is known for its good food, from traditional samphire to its famous Colman's Mustard. The region is bursting with great places to eat, whether you fancy a traditional roast dinner at a pub, street-style food, or any other cuisine from around the world.

A quick search online can help you to identify the type of restaurant or cafe you're looking for and can be a good way to check out prices, menus and reviews.

### Eastern Daily Press Best Restaurants 2021

In 2021, readers of the local paper the Eastern Daily Press (EDP), voted **The Recruiting Sergeant** the best restaurant in Norfolk.

The Recruiting Sergeant has a focus on fresh fish and seafood. There are 33 main menu options, being a majority of meat with some fish options. Booking is recommended.

**Where:** Norwich Rd, Horstead NR12 7EE

**When:** Food served from 12–8.30pm

**Price:** Mains from £14 to £33

**Website:** [www.recruitingsergeant.co.uk](http://www.recruitingsergeant.co.uk)

They voted **Benoli** the best in Norwich. Benoli is tucked away at the bottom of Timber Hill, on Orford Street in the city centre.

Since opening in July 2019, the restaurant has become a favourite for Italian food lovers in Norwich. Booking is recommended.

**Where:** 5 Orford St, Norwich NR1 3LE

**When:** 12–3pm, 5:30–10pm (9pm on Sundays)

**Price:** Mains from £15 to £21

**Website:** [www.benolirestaurant.com](http://www.benolirestaurant.com)

### Top picks in Norwich

#### Grosvenor Fish Bar – fish and chips

28 Lower Goat Lane, NR2 1EL  
[www.fshshop.com](http://www.fshshop.com)

#### The Black Horse – pub food

50 Earlham Road, NR2 3DE  
[www.theblackhorsenorwich.net](http://www.theblackhorsenorwich.net)

#### Shiki – Japanese

6 Tombland, NR3 1HE  
[www.shikirestaurant.co.uk](http://www.shikirestaurant.co.uk)

#### Dhaba at Fifteen – Indian

15 Magdalen Street, NR3 1LE  
[www.dhaba15.co.uk](http://www.dhaba15.co.uk)

#### Thai Lanna – Thai

24 Bridewell Alley, NR2 1AQ  
[www.thai-lannanorwich.co.uk](http://www.thai-lannanorwich.co.uk)

#### The Kimchi – Korean

4A Brigg Street, Norwich NR2 1QN  
[www.thekimchi.co.uk](http://www.thekimchi.co.uk)

#### Goulash House – Hungarian

31 St Stephens Road, NR1 3SP  
[www.goulashhouse.co.uk](http://www.goulashhouse.co.uk)

#### Ciscoe's – Pan Asian

25 Ber Street, Norwich NR1 3EU  
[www.ciscoes.com](http://www.ciscoes.com)

#### Don Txoko – Spanish

26 St Benedicts Street, NR2 4AQ  
[www.dontxoko.com](http://www.dontxoko.com)

### Top picks in the rest of Norfolk

#### Ingham Swan – local and seasonal

Sea Palling Road, Ingham NR12 9AB  
[www.theinghamswan.co.uk](http://www.theinghamswan.co.uk)

#### Bure River Cottage Restaurant – seafood

Horning, Norwich NR12 8AA  
[www.burerivercottagerestaurant.co.uk](http://www.burerivercottagerestaurant.co.uk)

#### The Gunton Arms – local and seasonal

Gunton, NR11 8TZ  
[www.theguntonarms.co.uk](http://www.theguntonarms.co.uk)

#### The Ship Inn – seaside pub food

21 Beach Road, Mundesley, NR11 8BQ  
[www.mundesley-ship.co.uk](http://www.mundesley-ship.co.uk)

#### River Green – vegan

The Street, Trowse Newton, NR14 8AH  
[www.rivergreenrestaurant.com](http://www.rivergreenrestaurant.com)

#### The Dial House – local and seasonal

The Market Place, Reepham NR10 4JJ  
[www.thedialhouse.org.uk](http://www.thedialhouse.org.uk)

#### No.1 Cromer – fish and chips by the sea

1 New Street, Cromer NR27 9HP  
[www.no1cromer.com](http://www.no1cromer.com)

#### The Ffolkes – pub food and street feast

Lynn Road, King's Lynn PE31 6BJ  
[www.fffolkes.org.uk/food-drink](http://www.fffolkes.org.uk/food-drink)

#### Wells Crab House – seafood

38-40 Freeman Street,  
Wells-next-the-Sea NR23 1BA  
[www.wellscrabhouse.co.uk](http://www.wellscrabhouse.co.uk)



## Theatres and performing arts

There's no shortage of theatres in Norfolk. Performing arts is very popular here.

Though Norfolk is geographically 'out on a limb', there are many performers who make the trek to entertain us!

### Norwich and Norfolk Festival

The jewel in the crown is our annual Norfolk and Norwich Festival – a two week celebration of creativity, art, music and performing arts.

Performers from all over East Anglia, the UK and the world come to perform. The annual festival holds events throughout Norwich and Norfolk during May and is considered one of the best of its kind.

See [www.nnfestival.org.uk](http://www.nnfestival.org.uk) for more information.

### Theatres

Here's a list of theatres in Norfolk. Visit their websites to see what's coming up and treat yourself to a ticket – perhaps you'll be whisked away to another world for a short while!



#### Theatres in Norwich

**Maddermarket Theatre**  
St Johns Alley, NR2 1DR  
01603 620 917  
[www.maddermarket.co.uk](http://www.maddermarket.co.uk)

**Norwich Playhouse**  
42-58 St Georges Street, NR3 1AB  
01603 612 580  
[www.norwichtheatre.org/your-visit/norwich-theatre-playhouse](http://www.norwichtheatre.org/your-visit/norwich-theatre-playhouse)

**Norwich Puppet Theatre**  
St James, Whitefriars, NR3 1TN  
01603 615 564  
[www.puppettheatre.co.uk](http://www.puppettheatre.co.uk)

**Norwich Theatre Royal**  
Theatre Street, NR2 1RL  
01603 630 000  
[www.norwichtheatre.org](http://www.norwichtheatre.org)

**Sewell Barn Theatre**  
Constitution Hill, NR3 4BB  
01603 628 319  
[www.sewellbarn.org](http://www.sewellbarn.org)

**The Garage**  
14 Chapelfield North, NR2 1NY  
01603 283 382  
[www.thegarage.org.uk](http://www.thegarage.org.uk)

#### Theatres in the rest of Norfolk

**Cromer Pavilion Theatre**  
Cromer Pier, Cromer, NR27 9HE  
01263 512 495  
[www.cromerpier.co.uk](http://www.cromerpier.co.uk)

**Gorleston Pavilion Theatre**  
Pier Gardens, Gorleston-on-Sea,  
Great Yarmouth, NR31 6PP  
01493 662 832  
[www.gorlestonpavilion.co.uk](http://www.gorlestonpavilion.co.uk)

**Great Yarmouth Britannia Pier**  
Marine Parade,  
Great Yarmouth, NR30 2EH  
01493 842 914  
[www.britannia-pier.co.uk](http://www.britannia-pier.co.uk)

**King's Lynn Corn Exchange**  
Tuesday Market Place,  
King's Lynn, PE30 1JW.  
01553 764 864  
[www.kingslynncorn-exchange.co.uk](http://www.kingslynncorn-exchange.co.uk)

**Sheringham Little Theatre**  
2 Station Road,  
Sheringham, NR26 8RE  
01263 822 347  
[www.sheringhamlittle-theatre.com](http://www.sheringhamlittle-theatre.com)

**St. George's Theatre**  
King's Street,  
Great Yarmouth, NR30 2PG  
01493 331 484  
[www.stgeorgestheatre.com](http://www.stgeorgestheatre.com)

**The Auden Theatre**  
Greshams School,  
Cromer Road, Holt, NR25 6EA  
01263 713 444  
[www.audentheatre.co.uk](http://www.audentheatre.co.uk)

**The Corn Hall**  
St Nicholas Street, Diss, IP22 4LB  
01379 652 241  
[www.thecornhall.co.uk](http://www.thecornhall.co.uk)

**The Princess Theatre**  
13 The Green,  
Hunstanton, PE36 5AH  
01485 532 252  
[www.princesshunstanton.co.uk](http://www.princesshunstanton.co.uk)

**Westacre Theatre**  
River Road, Westacre,  
King's Lynn, PE32 1UD  
01760 755 800  
[www.westacretheatre.com](http://www.westacretheatre.com)

## Cinemas

Even in beautiful Norfolk, the weather can sometimes disappoint. When it let's you down, consider a trip to the cinema, where you can absorb yourself in a film.

There are plenty of places to see a film on the big screen in Norfolk. Aside from Norwich, many of the smaller towns have their own cinemas showing the latest releases.

Norwich Film Festival takes place in November, showing short films at in-person events and online.  
[www.norwichfilmfestival.co.uk](http://www.norwichfilmfestival.co.uk)

Pop-up outdoor cinema events also take place across the county, with occasional drive-ins at the Norfolk Showground and summer events in Norwich's Plantation Gardens

We've listed cinemas in Norfolk, please check each website for the latest information, show times and prices.



### Cinemas in Norwich

#### Cinema City

St Andrew's Street, NR2 4AD  
0871 902 5747  
[www.picturehouses.com/cinema/cinema-city-picturehouse](http://www.picturehouses.com/cinema/cinema-city-picturehouse)

#### Odeon Imax (Riverside)

Wherry Road, NR1 1XA  
0333 006 7777  
[www.odeon.co.uk/cinemas/norwich](http://www.odeon.co.uk/cinemas/norwich)

#### Vue Norwich

18 Golden Ball Street, NR1 3DF  
0871 224 0240  
[www.myvue.com/cinema/norwich](http://www.myvue.com/cinema/norwich)

### Cinemas in the rest of Norfolk

#### Cromer

Regal Movieplex, Merlin Cinemas,  
2-4 Hans Place, Cromer, NR27 9EQ  
01263 510151  
[www.cromer.merlincinemas.co.uk](http://www.cromer.merlincinemas.co.uk)

#### Dereham

Orion Cinema, Market Place,  
Dereham, NR19 2AW  
01362 691133  
[www.oriondereham.co.uk](http://www.oriondereham.co.uk)

#### Fakenham

Central Cinema, Market Place,  
Fakenham, NR21 9BP  
01328 856466  
[www.fakenhamcinema.co.uk](http://www.fakenhamcinema.co.uk)

#### King's Lynn

Majestic Cinema, Tower Street,  
King's Lynn, PE30 1EJ  
01553 772603  
[www.majestic-cinema.co.uk/MajesticKingsLynn.d11/Home](http://www.majestic-cinema.co.uk/MajesticKingsLynn.d11/Home)

#### Wells-next-the-Sea

Wells Maltings,  
Alderman Peel High School,  
Market Lane, Wells, NR23 1RB  
01328 710885  
[www.wellsmaltings.org.uk](http://www.wellsmaltings.org.uk)



## Sports and Recreation

There are various sports centres for indoor and outdoor sports, be it solo or part of a team.

UEA Sportspark caters for archery, athletics, badminton, basketball, climbing, cycling, football, gymnastics, hockey, netball, squash and swimming, as well as having a gym! As you move further afield there are similar facilities all around Norfolk.

Many places offer discounted gym membership for NHS staff so be sure to mention where you work.

Walking, sailing and surfing are popular pursuits and there are lots of local clubs that can help with hiring equipment, and even travel out to the coast.

Yoga, pilates and meditation classes are a good way to improve your wellbeing, and getting involved with a local club can help you to meet new people and raise your mood.

Active Norfolk lists lots of classes to help you and your family keep moving and stay healthy. [www.activenorfolk.org.uk](http://www.activenorfolk.org.uk)

### Norwich City Football Club

We can't talk about sports without mentioning the Canaries!

This is the nickname given to Norwich City Football Club. Founded in 1902 the club's home stadium is at Carrow Road, Norwich. City. The team seem to move in and out of the Premier League like a yo-yo, keeping supporters on the edge of their seats! Our local derby sees Norwich compete with Ipswich Town.

### Sports facilities in Norwich

#### Sportspark

Sportspark, UEA, NR4 7TJ  
[www.sportspark.co.uk](http://www.sportspark.co.uk)

#### Riverside Leisure Centre

Wherry Road, NR1 1WX  
[www.placesleisure.org/centres/riverside-leisure-centre](http://www.placesleisure.org/centres/riverside-leisure-centre)

#### Highball Climbing Centre

1 Twickenham Road, NR6 6NG  
[www.highballnorwich.co.uk](http://www.highballnorwich.co.uk)

#### Wensum Sports Centre

169a King Street, NR1 1QH  
[www.wensumsports.com](http://www.wensumsports.com)

#### Norwich Paddleboard Hire

288 Heigham Street, NR2 4LZ  
[www.norwichpaddleboardhire.co.uk](http://www.norwichpaddleboardhire.co.uk)

#### Norfolk Snowsports Club

Whitlingham Lane, NR14 8TW  
[www.norfolksnowsports.com](http://www.norfolksnowsports.com)

#### Inner Space Yoga Studio

34 St Benedicts Street, NR2 4AQ  
[www.innerspacenorwich.co.uk](http://www.innerspacenorwich.co.uk)



### Sports facilities in the rest of Norfolk

#### Alive West Norfolk

[www.alivewestnorfolk.co.uk/venues](http://www.alivewestnorfolk.co.uk/venues)

#### Everyone Active Fitness Centres

[www.everyoneactive.com/centre](http://www.everyoneactive.com/centre)

#### The Nest – NCFC community hub

Holt Road, Horsford NR10 3AQ  
[www.thenest.org.uk](http://www.thenest.org.uk)

#### Glide Surf School

Esplanade, Cromer NR27 9HE  
[www.glidesurfschool.co.uk](http://www.glidesurfschool.co.uk)

#### Hunstanton Sailing Club

Northgate, Hunstanton PE36 5BF  
[www.hunstantonsc.co.uk](http://www.hunstantonsc.co.uk)

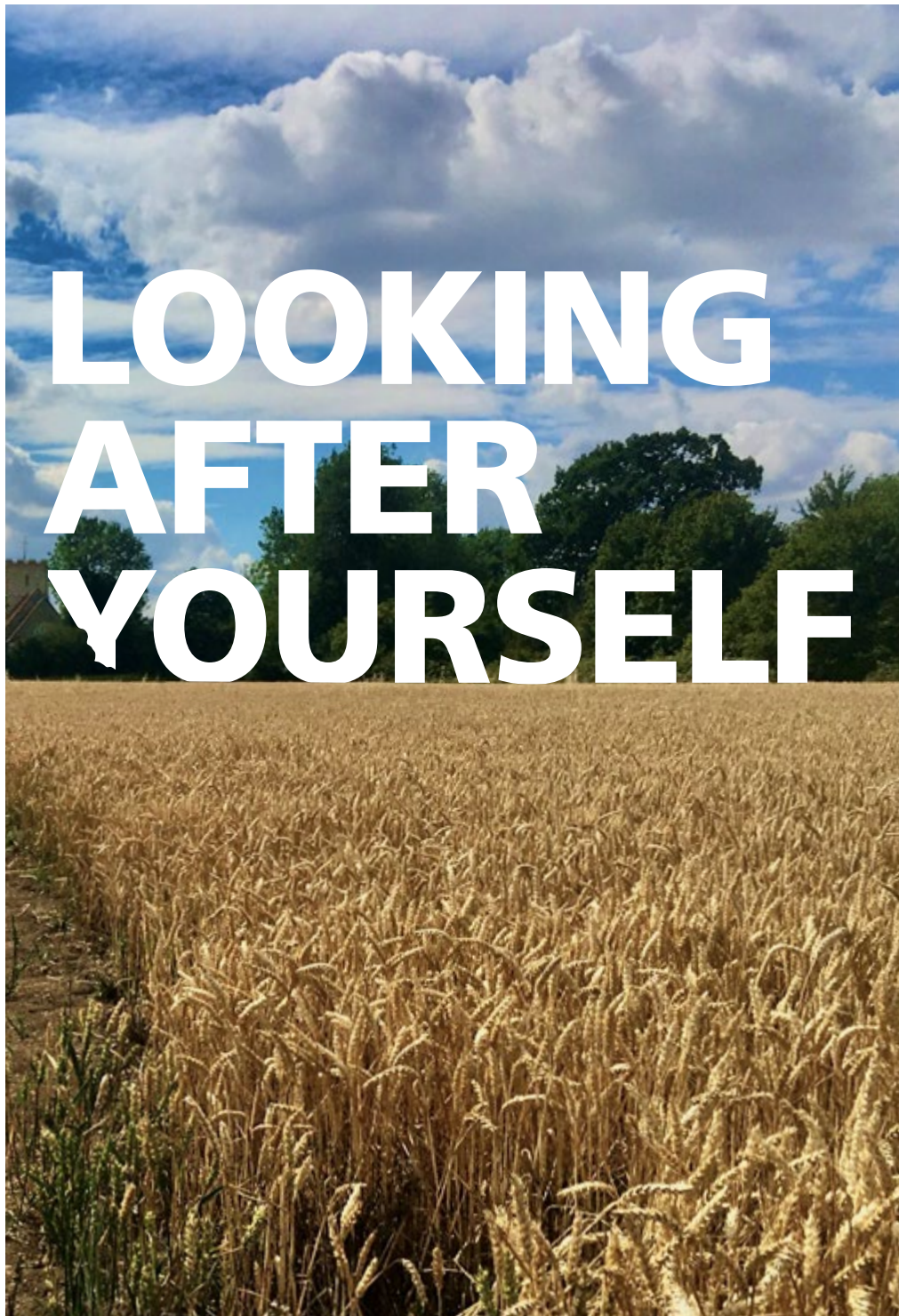
#### Easton Tennis Centre

Easton College, Bawburgh Road, NR9 5DX  
[www.easton.ac.uk/facility-hire-and-services/easton-tennis-centre](http://www.easton.ac.uk/facility-hire-and-services/easton-tennis-centre)

#### Out There Arts – Circus skills

The Drill Hall, York Road,  
Great Yarmouth NR30 2LZ  
[www.outtherearts.org.uk/classes](http://www.outtherearts.org.uk/classes)





# LOOKING AFTER YOURSELF

We understand that relocating to a new country and culture can be difficult. Over the next few pages, you will find some information on things we hope will help you feel safe and happy in your new home.

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- 46 **Spiritually**
- 48 **Mental wellbeing**

*Image credit: Caroline Leahy  
Location: Field view*



Welcome

Getting to know Norfolk

Looking after yourself

Useful information

## Physically

Even nurses get ill sometimes! To access NHS services yourself, it's best to become a registered patient

### How to register with a GP surgery

Anyone in England can register with a GP surgery for free. You do not need proof of address or immigration status, ID or an NHS number. GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services. You might be able to register with a GP surgery that's not in the area you live.

Find a GP that suits your needs. Some GP surgeries offer more services than others. You can look up GP surgeries to see what they offer and how they compare. Find a GP at [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp).

Because of coronavirus (COVID-19), try to avoid going into a GP surgery to register.

You can:

- Check the GP surgery website to see if you can register online.
- Call or email the GP surgery and ask to be registered as a patient.

You can download a GMS1 registration form on GOV.UK if you're asked to complete one.

### Further information

#### Can a GP surgery refuse to register me?

A GP surgery can refuse to register you because:

- They are not taking any new patients.
- You live outside the practice boundary and they are not accepting patients from out of their area.
- You have been removed from that GP surgery register before.
- It's a long way from your home and you need extra care, for example home visits.

If you have problems registering with a GP surgery call the NHS England Customer Contact Centre on **0300 311 22 33**.

### Changing GP surgeries

You can change your GP surgery if you need to.

This might be because:

- You have moved.
- You have had problems with your current practice.
- You were removed from the patient list.

You should tell the GP surgery if you change address or move out of the area.

#### Using a GP surgery you're not registered with

You can contact any GP surgery if you need treatment and:

- You're away from home.
- You're not registered with a GP surgery.
- It's a medical emergency.

You might need to register as a temporary resident or permanent patient if you need treatment for more than 14 days.

### Other useful health services

For some problems, your GP might not be the best way to get help.

Go to a **pharmacy** for advice and treatment for minor conditions that do not need a prescription. [Read about services you can get from a pharmacist.](http://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/) [www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/](http://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/)

Call **NHS 111** if you have an urgent medical problem, but you're not sure what to do.

Visit [111.nhs.uk](http://111.nhs.uk) for urgent medical advice for people aged 5 and over.

Visit a **sexual health clinic** to test for sexually transmitted infections or gain contraception advice. The regional service is called iCaSH. [www.icash.nhs.uk](http://www.icash.nhs.uk)

You do not have to make an appointment or register for these services.

See page 40 for:

**Sports and recreation**

## Spiritually

Spirituality and faith groups can help you to feel at home and find community.

### NCH&C Chaplaincy

NCH&C employs a Lead Chaplain, Helen Garrard, to provide and oversee provision of Pastoral and Spiritual Care.



Helen would like to extend a warm welcome to you. If you wish to know more about the NCH&C Chaplaincy, or simply talk, please contact her via the details below.

**Email:** [elisabeth.garrard2@nchc.nhs.uk](mailto:elisabeth.garrard2@nchc.nhs.uk)

**Phone:** 01603 255728

#### Address/location:

The Revd Helen Garrard  
Lead Chaplain  
Norfolk Community Health and Care  
Priscilla Bacon Lodge,  
Colman Hospital,  
Colman Road,  
Norwich NR2 2PJ

**Usual days of work:** Sunday – Thursday

### Spiritual groups

There are many local groups for each religion. Some are suggested here:

#### Buddhism

##### Norwich Buddhist Centre

14 Bank Street, Norwich,  
Norfolk NR2 4SE  
[www.norwichbuddhistcentre.com](http://www.norwichbuddhistcentre.com)

##### Amoghasiddhi Kadampa Buddhist Centre

Cyprus House, Queen's Square,  
Attleborough NR17 2AE  
[www.meditateinnorfolk.org](http://www.meditateinnorfolk.org)

##### Bury St Edmunds Buddhist Group

Quaker Meeting House  
St John's Street, IP33 1SJ  
[www.thebuddhistcentre.com/burystedmunds](http://www.thebuddhistcentre.com/burystedmunds)

#### Hinduism

##### Vedic Cultural Society of East Anglia

New Acle Road,  
Tunstall, NR13 3QE  
[www.vcsea.org](http://www.vcsea.org)

### Spiritual groups

#### Islam

##### NNMA - Norwich & Norfolk Muslim Association

286 Dereham Road,  
Norwich NR2 3UU  
[www.norwichmuslims.org.uk](http://www.norwichmuslims.org.uk)

##### Norwich Central Mosque

63 Aylsham Road, NR3 2HF  
[www.norwich-central-mosque.co.uk](http://www.norwich-central-mosque.co.uk)

##### Ihsan Mosque & Islamic Centre

17 Chapel Field East,  
Norwich NR2 1SF  
[www.muslimsofnorwich.org.uk](http://www.muslimsofnorwich.org.uk)

##### Ipswich Mosque

32-36 Bond Street,  
Ipswich, IP4 1JE  
[www.ipswichmosque.org](http://www.ipswichmosque.org)

#### Judaism

##### Norwich Hebrew Congregation

3 Earlham Road, Norwich,  
Norfolk NR2 3RA  
[www.norwichsynagogue.org.uk](http://www.norwichsynagogue.org.uk)

##### Norwich Liberal Jewish Community

[www.norwichljc.org.uk](http://www.norwichljc.org.uk)

##### Adat Yeshua Messianic Synagogue

Essex Street, Norwich NR2 2BL  
[www.adatyeshua.co.uk](http://www.adatyeshua.co.uk)

#### Sikhism

##### Norwich Gurdwara Sri Guru Ram Das Prakash

14 Old Palace Road,  
Norwich NR2 4JF

#### Church of England

##### Churches and communities

Postcode search and information of local churches  
[www.achurchnearyou.com](http://www.achurchnearyou.com)

##### Diocese of Norwich

[www.dioceseofnorwich.org](http://www.dioceseofnorwich.org)

##### Norwich Cathedral

65 The Close, Norwich NR1 4DH  
[www.cathedral.org.uk](http://www.cathedral.org.uk)

#### Roman Catholic

##### Roman Catholic churches

<https://www.rcdea.org.uk>

#### Other Christian Churches

##### Network Norwich & Norfolk

[www.networknorwich.co.uk](http://www.networknorwich.co.uk)



## Mental wellbeing

Working in healthcare can have a considerable impact on our wellbeing. At NCH&C, all staff have access to 24-hour support.

### Insight Wellbeing

We recognise that increasing demands are being placed on many people, both at home and at work. That's why all NCH&C staff have access to Insight Wellbeing, our 24-hour support line.

Insight Healthcare provides a service to the Trust, offering unlimited access to support and advice, all day, every day. You will be able to talk to an Insight Wellbeing advisor in confidence, about any issue that is causing you concern or distress.

### Impartial legal and financial advice

Insight Wellbeing can also offer practical information and advice on a range of legal and financial issues including divorce, wills and debt. Your queries will be answered in confidence by a lawyer with the appropriate expertise to support you.

### Calling Insight Wellbeing

When you call Insight Wellbeing you will speak with a qualified and experienced counsellor who will be able to provide you with practical advice and support on how to cope with your difficulties.

They will work with you to determine whether you would benefit from further support, which could include pre-arranged calls, guided self-help, or a course of counselling or other therapy.

### Occupational health

If you are experiencing ill health or struggling at home, the Occupational Health team can support you.

#### What is occupational health?

Occupational health is a specialist branch of medicine that focuses on the physical and mental wellbeing of employees in the workplace. The aim of occupational health is to prevent work-related illness and injury by:

- Encouraging safe working practices.
- Improving ergonomics (the way your work in your environment).
- Monitoring the health of the workforce.
- Supporting sickness absence management.

With your consent, the Occupational Health team will provide medical advice to your line manager about your medical condition, outlining it's duration, the impact it will have on you physically and mentally, and whether it will affect your ability to attend work or carry out your duties.

To fully assess you, a Occupational Health Advisor may seek further information from your GP or a specialist, again with your authorisation.

### Contact information

#### Insight Wellbeing 24 hour support line

Call: 0800 027 7844  
or 0300 555 0120

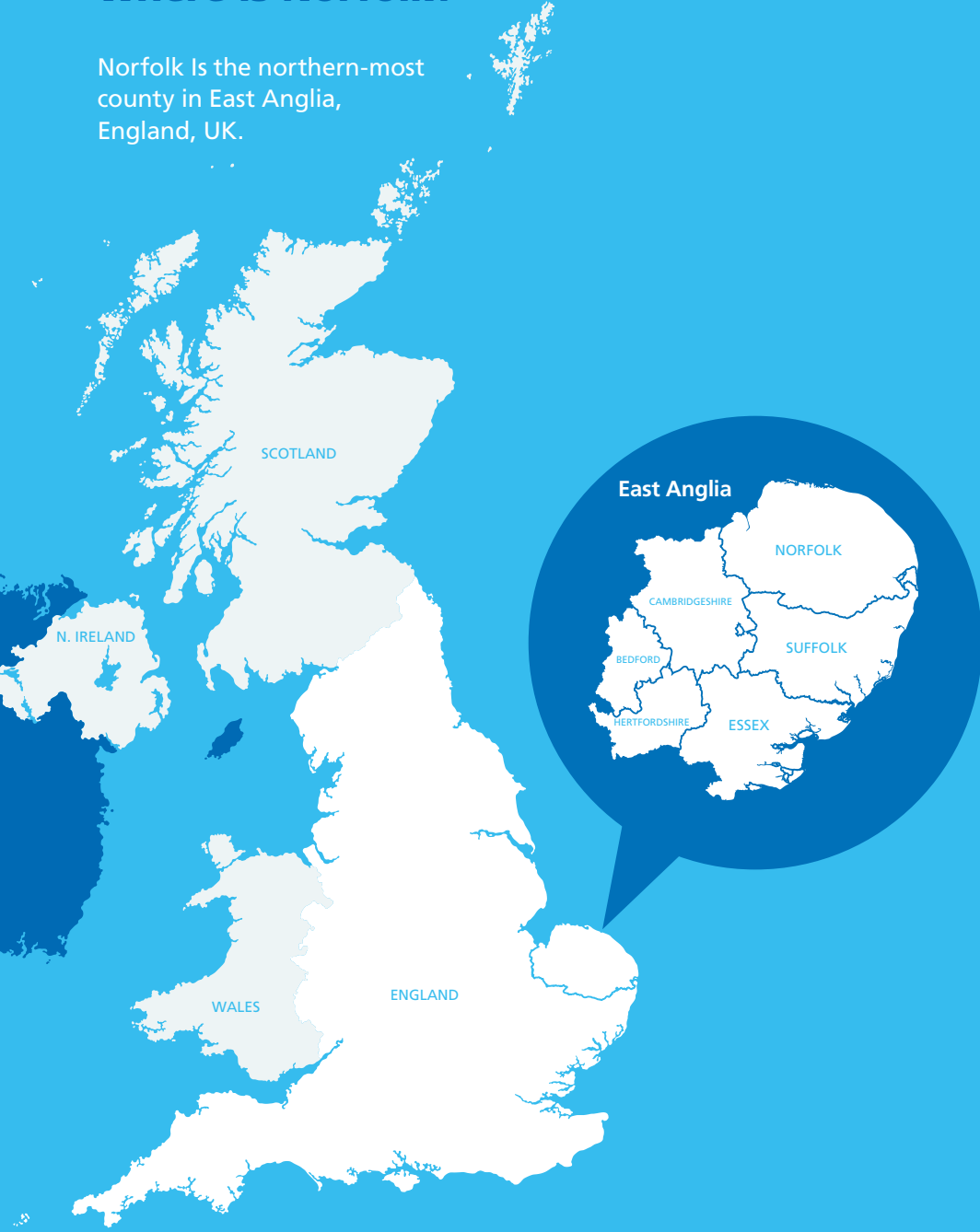
Email:  
casemanagers.  
wellbeingatwork@  
insighthealthcare.org



Image credit: Estelle Buller  
Location: Horsey Mill

## Where is Norfolk?

Norfolk is the northern-most county in East Anglia, England, UK.



**Norfolk**  
District boundaries and major roads

This way up

Maps not to scale.  
Maps for illustrative purposes only.

## Key contacts

**Alder Ward**  
Ward Manager – Pauline Garnham  
01603 272648 / 647  
pauline.garnham@nchc.nhs.uk

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**Beech Ward**  
Ward Manager – Amy Clarke  
01603 272630  
amy.clarke@nchc.nhs.uk

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**Priscilla Bacon Lodge**  
Ward Manager – Charlotte Shawe  
01603 255720  
charlotte.shawe@nchc.nhs.uk

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**Pine Cottage**  
Ward Manager – Krista Holton  
01603 251260  
krista.holton@nchc.nhs.uk

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**Caroline House**  
Ward Manager – Barry Evans  
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**Rachelle Garcia**  
Clinical Educator for International Nurses  
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Workforce and Staffing Lead  
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**Mercy Kaggwa**  
Equality, Diversity and Inclusion Officer  
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mercy.kaggwa@nchc.nhs.uk

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**Chioma Goodchild**  
BAME Lead  
chioma.goodchild@nchc.nhs.uk

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**On-call Manager**  
For out of hours issues  
01603 481262  
calleeast@eastamb.nhs.uk

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## Executive team

 **John Webster**  
Interim CEO  
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 **Carolyn Fowler**  
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 **Liz Cooke**  
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 **Laura Clear**  
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 **Venu Harilal**  
Medical Director  
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 **Stephen Collman**  
CEO (from January 2022)



*Image credit: Estelle Buller  
Location: St Banet's Mill*



**Norfolk Community  
Health and Care**  
NHS Trust

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