Information NOW
Information for people in Newcastle upon Tyne

Help with shopping and prescriptions

There are supported shopping services in Newcastle that can help you buy food and essentials items.

Supported shopping schemes

Community Transport run a fortnightly **Hop to the shops** in Newcastle. It is a minibus service for older people who struggle to get to the supermarket using public transport. Minibuses pick you up and drop you off at home. There are pick up points from various sheltered housing locations around Newcastle. Each journey costs £1.50. A return journey costs £3. If you need a carer to accompany you on the trip, they travel for free.

Search Newcastle run a weekly **Buy and Bite** service for older people in the West of Newcastle. For a small charge they pick you up at home and take you to the local supermarket. They help you to get your shopping and have lunch together in the supermarket café. Then they take you back home. You can get your shopping in and meet new friends over a meal. On Mondays they go to West Denton Morrisons. On Wednesdays they go to Cowgate Morrisons. The minibus begins picking up at 10.30 am.

Search Newcastle run the Search@Home Service for older people living in the West End of Newcastle. They can help with cleaning, shopping, laundry and to attend appointments.

Gosforth and Jesmond Community Minibus has a 12 seater minibus for hire by local groups. They also arrange regular monthly shopping and library trips, trips to the coast or countryside.

Older people

MyFolks Ltd provides practical and emotional support for older people. They connect older adults with people in the community who can support them right when they need it. You can arrange visits as needed. They can provide companionship, time for a chat and also help with small tasks at home.

Help when returning from hospital

Age UK Gateshead can help people with shopping when returning from hospital. They run a not for profit service called Living Well North which can help with support, cleaning and companionship services for people in Newcastle, and across the North East. They can support you and your family to live independently with short or long term support including

Home from hospital volunteers can help you with shopping when you are discharged from hospital.

Shop mobility

Newcastle Shopmobility provides battery-powered scooters and wheelchairs for people with mobility issues. This gives you freedom and independence to travel around the city centre; to shop or to access the attractions that are available in Newcastle, including Eldon Square, Eldon Gardens, part of Northumberland Street and the Grainger Market. To use the service you need to register as a member.

Slow shopping

Slow or quiet shopping hours are quieter hours with supportive staff at shopping and retail spaces for people living with dementia, older people and people with learning disabilities and autism. There are chairs if you need them, as well as a quieter and calmer shopping experience. Venues in Newcastle that offer quiet hours are:

- **Eldon Square** have regular quiet hours every Tuesday from 10am to 11am and every Saturday 9am to 10am
- **Sainsbury's** in Gosforth offer the service on Tuesday afternoon
- **John Lewis** have an area in their cafe 'The Place to Eat' where the tables are set on the first Tuesday 9am to 11am and and Saturday 9am to 10am of the month
- **Newcastle Building Society** have quiet hours at all branches. Ask to find the time at your local branch.
- **Morrisons** have quiet hours 2pm to 3pm, Monday to Thursday at all of their stores.
- **ASDA Byker** have quiet hours 2pm to 3pm, Monday to Thursday.
- **Tesco Extra**, Brunton Lane in Newcastle has quiet hours Wednesday and Saturday, 9am to 10am.
- **Tesco** at Kingston Park offer slow shopping on Tuesday afternoons.
- **Ikea, Gateshead** have slow shopping hours Tuesdays 6pm to 8pm, Wednesdays 10am to 12pm
- **Metro Centre Gateshead** have quiet hours on the first Tuesday of every month from 9am to 10am and the following Saturday of every month from 9am to 10am

Find more slow and quiet times at other places on InformationNOW

Food and grocery home delivery services

You can buy almost anything online without having to leave your home. It's often cheaper to buy online but there may be a delivery charge.

Find me a Milkman search by postcode to find your local milk delivery service. They may be able to deliver fruit juice, eggs and butter too.

Morrisons Doorstep Delivery Service is available to order essential food items by phone and have them delivered to your home. You can choose from 47 items to have delivered. Call 0345

611 6111 and select option 5.

Supermarket home delivery or click and collect

All big supermarkets have online shopping. When you get your food shopping delivered many supermarkets will carry your food shopping into your home for you if you are unable to lift it. The cost for home delivery is different depending on the time and day you choose. Shop around to get the best deal. You can buy a delivery saver plan which can save you money if you use it every week.

- **Asda** offer home delivery for a small fee from 7am to 10pm Monday to Sunday
- **Co-op** food can be delivered in as little as 1 hour. £15 minimum spend. Free click and collect
- **Iceland** shop in store and get your food delivered for free when you spend over £25. free delivery on all online next day delivery orders over £40.10% discount for over 60s in store on Tuesdays.
- **Morrisons** minimum spend of £25 for home delivery and Click and Collect. Delivery from £1.50. Saver subscription available
- **Sainsburys** delivery costs start at £1. Click and Collect is free Sunday to Wednesday with no minimum spend.
- **Tesco** minimum spend of £50 for home delivery. It costs between £2 to £7. Click and Collect costs from £0 to £2. Saver subscription available

Staying safe online

All good online retailers have security measures to protect you from fraud.

Read more on informationNOW about staying safe online

Take away and food delivery services

When you need food delivered quickly there are a huge range of take away services available locally. Take Away delivery services now also offer groceries which can be delivered in less than 30 minutes:

- **Deliveroo**
- **Just Eat**
- **Amazon Prime members** free same day delivery for groceries from Morrisons. There is a subscription fee for Amazon Prime.

Order prescriptions and have them delivered free

Many local and high street pharmacies offer in store collection or home delivery of repeat prescriptions such as: Boots, Lloyds Pharmacy and Superdrug.

To arrange home delivery you need to nominate a local pharmacy to receive your prescription from your GP. You can do this in person in the pharmacy or at your GP. Or you can arrange this online using the **NHS App** or one of the websites that your GP surgery uses such as Patient Access. You can find out which website to use from your GP's website or receptionist. You'll need to register with the NHS app or chosen website to create an account.

Once registered you can nominate the pharmacy that you want to use to order your repeat prescriptions.

Repeat prescription

You can do this online or some GP surgeries have a repeat prescription telephone line or postbox at the entrance. You may be able to request your prescription from your pharmacy.

When making a request online it goes directly to your chosen pharmacy, where you can either collect your prescription or arrange a delivery date.

You can speak to your pharmacy directly to find out more about their prescription ordering and delivery service.

Read more on NHS.uk

Online prescription ordering and delivery by post

You can register online with pharmacies who can arrange your repeat prescriptions to be delivered by post. Visit their website for more details:

- **Boots**
- **Echo by Lloyds Pharmacy**
- **Superdrug**

You can order, manage and track the delivery progress of your NHS prescriptions from the NHS App. Presciption tracking using the NHS App is due to be available to most pharmacies in England by 2026.

Home care services

Home care is support at home with personal care such as bathing, dressing and making meals. There are a number of organisations that may be able to help you. These types of services can be known as 'Care at home' or 'Domiciliary care' services. There is usually a cost for these services.

You can find home care agencies in Newcastle on InformationNOW.

Help to plan a trip to Newcastle City Centre

How Busy Is Toon ? gives you information to help understand how busy the buses, roads and city centre is. So you feel safe and prepared if planning to visit Newcastle city centre. Visit the website to see:

- Street images of: Northumberland Street, Grey Street, Barrack Road and Blackett Street, updated every 5 minutes
- Images of key roads into the city, updated every 15 minutes
- A real-time map showing the location of every bus operating across Newcastle, searchable by route number
- Car park spaces available
- Up-to-date traffic and travel information
- Information on Electric vehicle (EV) charging locations
- Walking and cycling routes to help you plan your journey
- Up-to-date coronavirus rules and safety guidance

Cost of living help and support

Cost of living support website from Newcastle City Council has information about where to get help and support with housing, energy, debt, benefits, money, council tax, school and learning costs. This includes wellbeing hubs

Read more on cost of living support on InformationNOW

Other help

Good Neighbours Newcastle is a volunteering project connecting volunteers with local people for ‘one-off’ or flexible tasks, including helpful and short-term commitments like walking a dog, picking up a prescription, or helping somebody to an appointment.

Organisations working with older people aged over 50 can get support from GoodGym volunteers with practical household tasks. They can send background-checked volunteers to run out to the older person’s house and help with household and garden tasks.

- foodbank and prescription deliveries
- gardening (for safety, access, or significant impact on health or wellbeing)
- Food shopping,
- Tasks to facilitate hospital discharge
- Light bulb/smoke alarm battery changing
- Face to face welfare checks
- One-off dog walking
- Furniture assembly, hanging curtains etc

Last updated: August 20, 2025

Useful Organisations

Community Transport – Hop to the Shops

Email: info@communitytransport.org

Website: communitytransport.org

Telephone: 0191 265 9267

Address: 6 Heaton Terrace, NE6 1JR

Royal Voluntary Service (RVS)

Email: tynewearhub@royalvoluntaryservice.org.uk

Website: www.royalvoluntaryservice.org.uk

Telephone: 0191 300 9334

Address: Correspondence to:, NE30 2AY

Newcastle Shopmobility

Email: shopmobility@newcastle.gov.uk

Website: https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/getting-out-and-about/shopmobility

Telephone: 0191 261 6176

Address: Eldon Garden Shopping Centre, NE1 7RA

Search Newcastle

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

Telephone: 0191 273 7443

Address: Carnegie Building, NE4 8XS

Age UK Gateshead in Newcastle

Email: advice@ageukgateshead.org.uk

Website: https://www.ageuk.org.uk/gateshead/

Telephone: 0191 477 3559

Address: Age UK Gateshead, NE8 1BX

Shine On (formerly Caring Hands)

Email: contact@shineoncharity.org.uk

Website: https://www.shineoncharity.org.uk/

Telephone: 0191 261 5234

Address: Shine On, NE6 5QN

Throckley Community Hall

Email: throckley.tch@outlook.com

Telephone: 0191 264 4075

Address: Back Victoria Terrace, NE15 9EL

Grainger Market

Email: markets@newcastle.gov.uk

Website: https://www.newcastle.gov.uk/business/newcastle-markets/visit-market-newcastle/grainger-market

Telephone: 0191 211 5542

Address: Grainger Street, NE1 5QQ

How Busy is Toon ?

Website: https://howbusyistoon.com/

Home from Hospital and Community Support

Email: nuth.homefromhospital@nhs.net

Website: https://volunteeringmatters.org.uk/opportunity/community-responder-newcastle/

Telephone: 07534 043578

Address: Grainger Hub, NE1 5JE

Asda

Website: https://www.asda.com/

Morrisons

Website: https://groceries.morrisons.com/

Tesco

Website: https://www.tesco.com/

Iceland

Website: https://www.iceland.co.uk/

Just Eat

Website: https://www.just-eat.co.uk/takeaway/nearme/groceries

Deliveroo

Website: https://deliveroo.co.uk/

Find me a milkman

Website: https://www.findmeamilkman.net/

Gosforth and Jesmond Community Minibus

Email: info@gosforthcommunityminibus.co.uk

Website: https://www.gosforthcommunityminibus.co.uk

Telephone: 07926563160

Address: Gosforth and Jesmond Community Minibus, NE2 3AP

Boots

Email: boots.customercare_team@boots.co.uk

Website: www.boots.com

Telephone: 0345 070 8090

Living Well North

Email: services@livingwellnorth.com

Website: https://www.livingwellnorth.com/

Telephone: 0191 406 4328

Address: The Bank, NE8 1BX

Myfolks Ltd

Email: louise.thompson@myfolks.uk

Website: www.myfolks.uk

Telephone: 0333 004 5922

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