

CARERS NEWSLETTER

August 2023

Version 1



Quote

"A great GP surgery is not just a place of medical expertise, but also a sanctuary of care, compassion and healing"

Welcome

Welcome to the first edition of our Carers Newsletter. The surgery is delighted to share valuable information and updates we believe would be useful to you.

Meet the Care Team

The team comprises 3 team members whose collective knowledge and expertise is invaluable to the continued care support we provide. They are:

Melody Reception Manager	Sharon Clinical Care Co-ordinator	Michaela (Ky) Care Co-ordinator
<p>Melody has worked in A&E at Royal Stoke Hospital as a Health Care Assistant for over 5-years and 5-years working in general practice (GP Surgery). Melody has extensive customer service knowledge & experience and joined the team in Dec 2018</p>	<p>Sharon has also worked in A&E at Royal Stoke Hospital as a Health Care Assistant for over 10-years and 5-years working in general practice (GP Surgery). Sharon joined the team in April 22.</p>	<p>After 15-years experience of working as a Group Chief Executives PA, which included Events Management and 5 years working within the NHS. Ky joined the team in January 2023.</p>
		

During the coming weeks if you need any support or advice – please contact surgery or pop into reception and a team member will be happy to support you.

Social Prescribing – Link Worker

Shellie supports the surgery in providing patients access to a range of local, non-clinical services for practical and emotional support. This service helps to improve a person's health and wellbeing and helps them to form positive life changes.

Social Prescribing Link Worker
Shellie Herrity
Supporting patients to access a range of local, non-clinical services, for practical and emotional support.

This service helps patients to improve their health and wellbeing and form positive life changes

be more active
support your mental wellbeing
be healthier
be more socially connected
live well & more independently
support with your finances

Social prescribing works for a wide range of patients, including those:

- With one or more long-term health conditions
- Who need support with their mental health
- Who are lonely or isolated
- Who have complex social needs which affect their wellbeing, i.e. money and debt issues, domestic abuse, employment difficulties, etc.

Some examples of support provided by Shellie includes:

• Healthy Eating / Lifestyle Advice and Weight Management	• Sleep Advice	• Support for Care Package
• Exercise Recommendations / Signposting to Local Sports Facilities	• Daily Routine	• Carers Support
• Smoking Cessation Support	• Social Groups / Art / Nature	• Mobility / Transport
• Addiction Dependency	• Befriending Services	• Social Care, Physio or OT Assessment Referrals
• Mental Health Services	• Volunteering Activities	• Disability Support
• Social Phobias / Anxieties	• COVID-19 Support	• Condition Management Support
• Depression / Low Mood	• Debt / Money Management	• Pain Management
• Employability / Work-Related Advice	• Benefit / Tax Query	• Housing Issues
• Foodbank Support	• Fuel Poverty	

Kindly note – a Social Prescribing session may include signposting and / or referral opportunities. Please contact the surgery to book an appointment or further advice.

Registering as a Carer

The surgery keeps a register of carers to enable us to communicate easily on topics that would support or inform you. If you are caring for someone and you have not already done so - please complete and return our carers Registration form.

Kindly note – without this form being completed, the surgery is unable to discuss any patient matters with carers due to data protection.

Did you know
From 1st January 2023
Making Space became the
provider of the Cheshire
East All Age Carers Service

Registering as a Carer with Cheshire East / All Age Carers Hub (making space)

The Carers Hub have supported carers for over 40 years and have seen the ever-increasing pressure carers experience.

If you live in Cheshire East and look after someone – regardless whether they are a child, parent, family member or friend, you could be entitled to emotional, practical and financial support through this service. Their support is personalised to your needs, and they will consider **with you** all the areas of your life and what is important **to and for you**.

Their services include:

• Benefits advice and guidance	• A statutory carers assessment	• One to one support
• Activities and carers breaks	• Access to respite	• Training relevant to your caring role
• Volunteering opportunities	• Befriending support	• Referrals and sign posting to other agencies

For further details – please contact 0300 303 0208 or collect a leaflet from reception.

Carers Corner

We are dedicating this section to our carers and invite you to share your own stories or experiences to inspire others in similar circumstances. Please e-mail us / hand them in at reception.

Ask the Expert

If you have any questions regarding care giving, accessing support services etc – our Care Team (or Clinical Staff) are here to answer them. Drop us a message and our answers will feature in a future edition - if appropriate.

Question	Answer
Are there any exercise classes for patients of a certain age to improve mobility and keep fit.	<p>If you are well in yourself, there are many exercise classes within the Alsager and surrounding areas – unfortunately you would need to contact them directly to enable them to access your individual needs. The surgery is currently pulling together a list of local activities – please watch this space or contact reception for more information.</p> <p>However, if you are experiencing any pain or have hurt yourself – please contact surgery to enable our reception team to care navigate you to the appropriate clinician – for example: A&E / self-referral to the Physio Team – appt with a Musculoskeletal Practitioner / Social Prescriber or GP appt.</p>

List of Activities in Alsager and surrounding areas

We are currently collating a list of activities that are taking place in Alsager and the surrounding areas – please contact reception for further information.

Future Carers Drop in Session

Our recent carers drop-in session proved successful and popular and we had to extend our clinic times on the day. Due to demand – the surgery is now aiming to hold regular drop-in sessions during the next 12-months - watch this space for details.

Patient Transport Services

Here are some information tips about transport services available to patients:

- **Hospital transport** - is provided by West Midlands Ambulance Trust. They cover Cheshire, The Wirral and Warrington and includes patients registered with GPs within these areas. Patients **must** meet the full criteria to obtain this service. Please contact on **03454 250 050** for further details.
- **FlexiLink Cheshire East Flexible Transport Service** - FlexiLink is a demand responsive transport service providing an alternative means of travel for Cheshire East residents if they have a disability, are aged 80 or over, or live beyond the reach of any other public transport. The fare is **£3 per journey** or free if you have a concessionary OAP bus pass. The core hours of the service are between 9.30am and 2.30pm Monday to Friday.

Call **0300 123 5110** to book a journey or to register for this service. The booking line is open 10am - 1pm Monday to Friday. Customers registered to use FlexiLink may request a booking by calling them between 24 hours ahead and one month in advance of when you wish to travel.

As with public transport, you should expect to travel with other passengers who may be going to different destinations. Journeys may often take longer than expected and you should allow for this when making a booking request. All journeys must be pre-booked so that routes can be planned efficiently.

- **Alsager Voluntary Drivers** – this service supports patients who are elderly or vulnerable and unable to drive. Donations towards petrol is politely requested. They cover Alsager, Church Lawton, Rode Heath and Scholar Green areas. Please contact **01270 876605** for further details. ****Please note – they are looking for volunteer drivers too****

Long-Term Annual Reviews

The surgery is trying to streamline its long-term condition review process. In future all annual reviews will coincide with patient's birthday month.



Quote

"Thank you for your dedication and commitment to your loved one's well-being. We are here to support you every step of the way"

Thank you for taking the time to read this publication and please feel free to provide feedback and suggestions on future newsletter topics