

**If you are a Carer, below are some of the areas in which we can offer you support:**

Carers Allowance Claim  
Carers Support  
Equipment  
Telecare  
Blue Badge  
Social Care Criteria  
Wheelchair Referrals  
Contenance Referrals  
Support Groups  
Voluntary Transport Scheme  
Dementia Support  
Palliative Care (in some areas)

Our Care Advisors are trained to assist, patients, carers and offer impartial advice to family and friends.

**If you are a Carer and wish to make contact on behalf of your patient, please telephone the GP surgery (numbers on opposite page) for a referral.**

**Essex County Council**

Carers Emergency Planning Services  
If you are worried about what will happen if you are suddenly unable to continue your caring role, the service will support you to complete an emergency contingency plan. Please contact your Care Advisor for more information.

The practice that you are registered at is:

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The telephone number for the practice is:

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Your Care Advisor is:

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Our care Advisors are here to provide you with advice and support, linking your needs to the services that are local to your area.



**GP Primary Choice & ACE**

**GP CARE ADVISORS SERVICE FOR  
NORTH EAST ESSEX**



COLBEA, Unit 27, 1 George Williams Way  
Colchester, Essex CO1 2JS  
[www.gpprimarychoice.co.uk](http://www.gpprimarychoice.co.uk)

## CARE ADVISORS CAN ASSIST YOU WITH A RANGE OF INFORMATION AND ADVICE ON SUBJECTS INCLUDING:

- Benefits, we will also assist with the completion of the claim forms.
- Equipment assessment of your home to include items such as handrails etc.
- Occupational therapy assessments for home aids.
- Contact with the appropriate Statutory Care Services.
- Contact with the appropriate voluntary services
- Identify whether you are entitled to any form of grant.

Health issues are often linked to other problems in life..... and these problems can often appear more difficult to solve than a nasty bug or a bad back.

Finding out the correct information and dealing with the complexities which often arise can be like arriving at a crossroad with no idea of which way to turn.



## ALL CONTACTS CAN BE MADE VIA YOUR GP SURGERY

Recognising this fact, all GP surgeries within the Colchester area can now offer you the services of a trained Care Advisor.

### The Care Advisors service is completely FREE to all patients.

Each Care Advisor has been allocated several GP Practices that he/she is responsible for.

If you have a non-medical issue which is causing you concern, you can book an appointment to discuss this with a Care Advisor.

**Simply contact your GP Surgery** in the normal way, your details will be taken down and forwarded to the allocated Care Advisor who will make contact with you.

### If it is not possible for you to get into the surgery, the Care Advisor will be able to visit you at your home.

This is advisable particularly if you require an assessment of aids for use in the home.

Care Advisors are easily accessible, referrals can be made:

- By the GP
- The Practice Nurse
- District Nurse
- Relatives
- Friends
- Yourself

## CARE ADVISORS ARE HERE TO HELP YOU, AMONGST THEIR KEY ROLES ARE:

- To listen to patients, carers and their families.
- To provide advice, support, information and assistance in obtaining services from other agencies and where appropriate, make initial contact on the patient's behalf.
- Provide assistance to carers in particular for those caring for a person with Dementia.
- To help with the completion of welfare benefit claim forms.
- To provide assessment of needs for Telecare equipment and services within the patients' homes.

### CARE ADVISORS HAVE BEEN RECRUITED TO MAKE YOUR LIFE EASIER.



**PLEASE DON'T HESITATE TO CALL ON OUR SERVICES THE TELEPHONE NUMBERS ARE ON THE BACK OF THE LEAFLET FOR ALL YOUR LOCAL GP SURGERIES**