



Winter Wellness

Information Pack

**Ambrose
Avenue Group
Practice**

 **The Colte Partnership™**
At The Heart of Primary Care

How to Stay Well This Winter

At Ambrose Avenue Group Practice we want to support our patients throughout the winter as much as possible.

There are many ways in which you can support yourself throughout the winter, to ensure you stay as healthy as possible.

Cold weather can cause some health problems to worsen and even lead to serious complication, especially if you're 65 or older, or if you have a long-term health condition.

Who is most at risk?

- *People aged 65 and older*
- *Babies and children under the age of 5*
- *People on a low income (unable to afford heating etc)*
- *People who have a long-term health condition*
- *People with a disability*
- *Pregnant women*
- *People who have a mental health condition*

Where can you get advice if you're feeling unwell?

- *A Pharmacist: Your pharmacist should be the first point of call if you are experiencing minor illness symptoms. They can advise over the counter medication and will inform you if you need to seek further clinical advice.*
- *NHS 111: Contact 111 if you are unsure what to do with medical symptoms etc.*
- *Urgent Treatment Centre: Colchester Hospital, Clacton Hospital or Harwich Hospital*
- *Contact 999 for any life-threatening medical symptoms*

How can Ambrose Staff help you?

Administration Staff:

Secretaries: They can offer advice and help with referrals, letters, and reports.

Receptionists: They can advise and direct you to the correct staff members you need to speak to.

Dispensary Team and Prescription Clerks:

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

Care Co-Ordinator:

The Care Co-Ordinator is based at Ambrose Surgery. They ensure that our patients' care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed.

Social Prescriber:

The Social Prescriber can support, guide, and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient.

Our Social Prescriber holds a clinic at the surgery, or a telephone appointment can be arranged. Appointments can be made by contacting the surgery.

Care Advisor:

The Care Advisor can offer advice, support, and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

Keep Moving

Exercise can reduce your risk of major illnesses, such as coronary heart disease, stroke, type 2 diabetes and cancer and lower your risk of early death by up to 30%.

Research shows that physical activity can also boost self-esteem, mood, sleep quality and energy, as well as reducing your risk of stress, clinical depression, dementia and Alzheimer's disease.

Useful links:

- <https://www.nhs.uk/live-well/exercise/>
- <https://www.livewellcampaign.co.uk/livewell-articles/how-much-physical-activity-should-we-be-doing/>
- <https://www.colchester.gov.uk/supporting-colchester/communities/staying-well/?id=&page=staying--active>

Eat Well

Having a healthy diet contributes massively to living well. A balanced diet is advised.

We understand that for many times are tougher. We want you to know that there is support and help available with managing through these difficult times.

Colchester food bank is there to help those families and individuals who are in need the most.

For more information about the Colchester food bank:

- Website: <https://colchester.foodbank.org.uk/contact-us/>
- Email: info@colchester.foodbank.org.uk
- Telephone: 01206 621998

The British Dietetic Association (BDA) has some tips for saving money on your shopping and reducing food waste, as well as some budget meal ideas.

- www.bda.uk.com/resource/food-facts-eat-well-spend-less.html

Keep Warm

It's a good idea to heat your homes to a steady and comfortable temperature throughout the day in the rooms that you use the most, such as the living room and bedroom. If there are rooms that they don't use, like a spare bedroom, then you can turn off the radiators in these rooms and close the doors.

We understand that times are tougher now. It is important you are aware of any benefits or financial support you may be eligible for if you're worried about heating your home this winter.

You can contact our GP Care Advisor for additional information and support on benefits.

Further information and help:

- Citizens Advice

Telephone: 0808 278 7853

Email: advice@colchestercab.org.uk

- Gov Website:

<https://www.gov.uk/browse/benefits/low-income>

Keep Well

Vaccinations:

It is advised by NHS England to keep up to date with your immunisations. This helps to give you the maximum protection.

You may have been invited for a pneumococcal vaccine. The pneumococcal vaccine provides some protection against the illnesses that can be caused by pneumococcal bacteria. This vaccine is offered to people who are 65 years and older or patients who have serious health conditions.

You should also keep up to date with the flu and covid vaccine. If you are yet to have your flu vaccine and are eligible, please contact the surgery to book. If you do not fit the requirements to have a free vaccine, you can pay privately at pharmacies.

The surgery is not vaccinating for the Covid jab this winter; however, you should receive a notification from NHS England when you're eligible to book and information of local vaccinating centres.

Mental Health Support:

The winter months can prove to be a struggle for some. The reduced level of sunlight, the coldness, and often longer time periods of no interaction with others.

The surgery can support you through these times, by signposting to services within the community (befriending services etc) and by providing clinical help.

If you're in a crisis, please contact 111 and press option 2. This will take you to the crisis line. Alternatively, you can attend A&E where they can assist you with urgent care.

You can self-refer to Therapy for You to arrange an assessment and advice on how to self-manage your mental health:

- Telephone: 01206 334001
- Website: www.therapyforyou.co.uk

Transport:

If you have a hospital appointment and unable to travel without support, you may be eligible for free transport with the ambulance service. You will need to make this transport booking in advance to your appointment.

To book or enquire about eligibility for the service:

Telephone: 0300 0134995

Website: eastamb.nhs.uk

Community 360 also assist with hospital transport for a small fee. This service can be used if the patient does not need any support whilst travelling.

This service can be used for both social and medical appointments.

Telephone: 01206 505250

Website: www.community360.org.uk/services/community-transport

Email: ct@community360.org.uk

Hospital Admissions/Discharge

If you have recently been in hospital and have been discharged it is important that after care has been arranged to your needs.

The hospital will usually arrange the plans for your discharge to be put into place, and sometimes this involves home adaptations and care.

If you have been discharged from hospital and feel you need further support, please contact the surgery so we can help you.

Age UK have created an information pack hospital related. This can be found on their website, or alternatively you can request from the surgery.

- Website: www.ageuk.org.uk

Home Adaptations

Home adaptations is something that should be considered if your mobility and stability is not as it was before. By making these adaptations, slips and falls can help be reduced. Independence can be gained by helping to support you around your home.

If you feel that you need extra support, please contact the surgery. Our Care Advisor can help with home assessments to see what would be best suited to the individuals and homes.

Informing the Surgery

For the surgery to be able to offer as much support as possible we ask you to provide your next of kin information, so that we can update your medical record. If you wish for them to be able to discuss your diagnosis and treatment, please notify us of this, so we can add this to your record also.

We also kindly ask that if you're registered as housebound, we are made aware of any updated keycodes.

All information shared with the surgery is strictly confidential!

Carer

If you care for someone else, please remember to take care of yourself also. We understand caring for someone can be difficult. There is support available within the community and support which other organisations offer.

Please contact our Care Co-ordinator if you feel you need extra support.

Current Events/Services

- Want to become more active and unsure where to start or not wanting to start something on your own? Whatever activity you want to do - from arts and crafts, walking through to sports, find your Active can help to break down barriers to physical activity; promote local activity opportunities; support you in finding the activity that is right for you.

Email: h.goodwin@ceessex.org.uk

Telephone: 07458 300894

- **The Better Health Greater Essex** campaign offers ideas and resources at: www.activeessex.org/better-health/ to inspire people to start and maintain a healthier lifestyle. Active Essex offers simple activities to do inside and outside, over 200 Keep Essex Active Workout and gentle exercise videos, wellbeing tips and weight management support. Evidence shows that keeping moving builds your resilience against Covid-19, other winter illnesses and diseases like diabetes, heart disease

- Patients discharged from Colchester General Hospital who have a GP with a Colchester postcode are offered a volunteer befriender to give them light touch support by telephone for up to 6 weeks post discharge, helping them to get back on their feet and reintegrated into their local communities.

Telephone: 01206 505250

Email: information@community360.org.uk

- **Winter Packs:** A dedicated supply of packs are held at the One Colchester hub, Long Wyre Street and will also be held at Colchester Hospital for staff to distribute to patients who would benefit from the packs when they are discharged.
The Winter Packs, include a guide to local support services ranging from heating schemes, clothing, basic refreshments, and practical items, such as a torch, blanket, and first aid guides will be distributed to those identified as being in need by partnership members

- **Essex Carers Support** assist and support family carers in NE Essex, helping those people who support family members and/or neighbours and friends who cannot manage without this assistance. Time 4 You - Grants of up to £100 are available to enable a family carer to achieve a personalised break. Grants up to £500 are also available in some circumstances. Carers Respite Scheme - (in partnership with Colchester Catalyst) Some family carers may be eligible to access up to £600 per year to achieve a break from their caring role, particularly where assistance is not available from statutory organisations.

Telephone: 01255 474410

Email: admin@essexcarerssupport.org.uk

Website: www.essexcarerssupport.org.uk

Check in on vulnerable neighbours and relatives

Check on older neighbours and relatives, and those with heart or breathing (respiratory) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they do not need to go out during very cold weather

If you're worried about a relative or elderly neighbour, contact your [local council](#) or call the Age UK helpline on 0800 678 1602 (8am to 7pm every day).

If you're concerned the person may have hypothermia, contact the NHS on 111.

For more information on other services in the area or via telephone and online, please contact the surgery.