

HEALTHCARE GUIDE FOR OLDER PEOPLE AND THEIR CARERS



Introduction

The local NHS has many different services which can help with a variety of healthcare needs and conditions.

This booklet guides you through local NHS services, how you can look after yourself or friends or relatives, what different local NHS services do a list of telephone numbers for local services you might find useful.

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Local NHS Services

Self-Care

Self-care is about looking after yourself at home. This could range from managing a long-term condition, taking medication when needed, managing a cold and eating well to being active.

There are lots of minor conditions you can treat at home like coughs, colds, headaches, sore throat, minor cuts and grazes, bumps and bruises, indigestion and mild diarrhoea with your medicine cupboard and plenty of rest.

It's a good idea to have a medicine cabinet where you can keep some basic medication. In doing so it might save you going out if you're not feeling well or if the weather is bad. The following medicine might be useful:

- Painkillers
- Anti – diarrhoeal tablets/ oral rehydration salts
- Plasters and bandages
- Bite and sting relief spray or cream
- Antiseptic cream
- Indigestion treatment
- A thermometer
- Cough medicine
- Antihistamine medicine
- Suncream

Always follow the directions on medicine packers and information leaflets, never exceed the stated dose and make sure the medicine not out of date.

Your Local GP

GPs or General Practitioners deal with a whole range of health problems. They also offer advice and run clinics, give vaccinations and some carry out simple surgical operations.

You would normally see GPs or other healthcare professionals at their surgery. If your GP cannot deal with a problem then you'll usually be referred to a hospital for tests, treatments, or to see a consultant with specialist knowledge.

If you have an illness or injury that won't go away make an appointment with your GP or telephone for advice. They provide a range of services by appointment and when absolutely essential can make home visits.

Some things GPs can help with are flu jabs, persistent ear pain, persistent back ache, persistent vomiting or diarrhoea, allergic reactions, long-term conditions, counselling and emotional problems.

Out of hours GP service

Sometimes you might need to see a GP urgently in the evenings or at weekends. If your usual GP practice is closed then it's still possible to see a GP or get advice from a GP over the phone.

To contact an out of hours GP, just call 111 and you will be connected to the NHS 111 service, which can help you access the out of hours services across Norfolk.

NHS 111

NHS 111 has replaced NHS Direct and is a phone number to call when you need medical help or advice urgently but it's not a life threatening situation.

Calling 111 will connect you to a team of fully trained call advisers, who are supported by experienced nurses and paramedics. They will ask you questions to assess the symptoms, and give you healthcare advice or direct you to the most appropriate and available local service. You should use 111 if:

- It's not a 999 emergency ;
- You think you need to go to A&E or another NHS urgent care service but you're not sure;
- You don't think you can wait for an appointment with your GP or
- You don't know who to call for medical help.



When an ambulance is required, they will dispatch one immediately – just as if you had originally dialled 999.

Your local pharmacy

Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment.

Some of the things pharmacies can help with include aches, pains, stopping smoking, medicines, advice, hay fever, coughs, colds, diarrhoea, allergies, skin conditions and flu jabs.

You can talk to your pharmacist in confidence and you don't need to make an appointment. It is possible to walk into a community pharmacy and ask to speak with the pharmacist. They may be able to spend some time with you or offer you an appointment for a consultation. All the discussions with your pharmacist can take place in person or by phone.

Most pharmacies have a private consultation area where patients can discuss issues with pharmacy staff without being overheard by other members of public.

There are several late night pharmacies open in West Norfolk:

King's Lynn

Boots

Unit 3a Hardwick Retail Park, Kings Lynn,
Norfolk, PE30 4NA

Opening hours

Monday to Friday 8.30am to 8pm
Saturday 8.30am to 6pm
Sunday 10am to 4pm
Telephone: 01553 775315

Sainsbury's Pharmacy

Hardwick Roundabout, Hardwick Industrial Est.,
King's Lynn, Norfolk, PE30 4LR

Opening hours

Monday 8.00am to 11pm
Tuesday to Friday 7.00am to 11pm
Saturday 7.00am to 11pm
Sunday 10am to 4pm
Telephone: 01553 764615

Wisbech

Tesco In store Pharmacy

Cromwell Road, Wisbech, PE14 0SF

Opening hours

Monday 8am to 10.30pm
Tuesday to Friday 6.30am to 10.30pm
Saturday 6.30am to 10pm
Sunday 10am to 4pm
01945 819447

North Brink Pharmacy

7 North Brink, Wisbech, PE13 1JU

Opening hours

Monday to Saturday 7am to 10pm
Sunday 8am to 6pm
01945 468740

Asda Pharmacy

23 North End, Wisbech, PE13 1PE

Opening hours

Monday 8am to 11pm
Tuesday to Friday 7am to 11pm
Saturday 7am to 10pm
Sunday 10am to 4pm
01945 428410



These details were correct at the time of going to print but may be subject to change. If you need urgent medication please check with the pharmacy to ensure they are open before setting off.

Minor Illness and Injury Units or Walk- in Centres

If your illness or injury is not serious, you can get help from one of the four Minor Injury Units (MIU) or the Walk-In Centre in St Neots, Cambridgeshire, rather than going to an A&E department. These offer convenient access to treatment for a range of minor illnesses and injuries.

Conditions that can be treated at the Minor Injury Unit and Walk-In Centre include wounds, bites, minor burns and scalds, eye problems, earache, and minor head injuries (with no loss of consciousness).

Minor Injuries Unit

These offer convenient access to treatment for a range of minor illnesses and injuries including x-rays, wound treatment and minor head injuries.

North Cambridgeshire Hospital

The Park, Wisbech, PE13 3AB. Tel: 01945 488 088

Opening hours: Monday to Friday, 08.30am to 6pm;

Closed Saturday, Sunday and Bank Holidays.

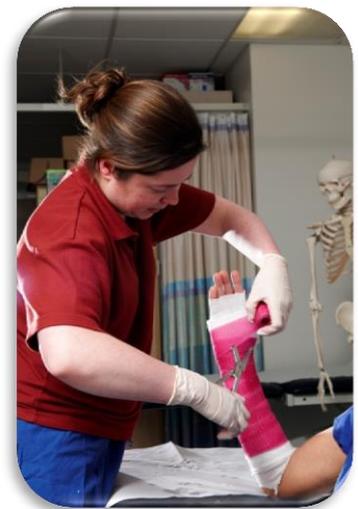
MIU X-ray: Monday to Friday, 9am to 4.30pm

Norwich Practices Health and Walk-in Centre

Rouen House, Rouen Road, Norwich, NR1 1RB

01603 677500

Walk in: 9am-7pm



Emergency department (A&E) or 999

You should only go to the Emergency Department or call 999 when it's a critical or life-threatening emergency. Dialling 999 and stating that it's an emergency situation will result in an ambulance being sent out to you.

Emergency situations include: stroke, overdose, choking, blacking out, open wound blood loss, loss of consciousness, acute confused state, fits, severe allergic reactions, breathing difficulties and persistent severe chest pain. If you think you or someone else is having a heart attack then dial 999 straight away.

If you do need to stay in hospital, you should expect to be discharged from hospital as soon as you are medically fit.

Local NHS Services

Your local emergency departments:

Queen Elizabeth Hospital

Gayton Road, King's Lynn PE30 4ET
Telephone: 01553 613613
www.qehkl.nhs.uk

Norfolk and Norwich University Hospital

Colney Lane, Norwich, NR4 7UY
Telephone: 01603 286286
<http://www.nnuh.nhs.uk/>

Peterborough City Hospital

Edith Cavell Campus
Bretton Gate
Peterborough
PE3 9GZ
Telephone: 01733 678000



Looking after yourself and others

Eat Well

Watch out for lack of appetite

It is normal to eat less as you get older. However, it's important to get all the energy and nutrients that your body needs.

If you don't eat as much as you used to, eat smaller meals more often and supplement them with nutritious snacks, such as fruit, vegetables and wholegrain toast. Eat regularly, at least three times a day. If you don't feel like cooking from scratch, have a tinned, chilled or frozen ready prepared meals instead. It's a good idea to have a store of foods in the freezer and cupboard in case you cannot go out.

Don't get thirsty

Aim to drink about 1.2 litres (or two and a half pints) of fluid every day to stop you getting dehydrated. When the weather is warm or when you are active, you'll probably need more than this.

All non-alcoholic drinks count towards your daily fluid intake, including tea and coffee. However, water, milk and fruit juices are the healthiest choices. If you mostly drink strong tea or coffee (or other drinks that contain a lot of caffeine), make sure you also drink some water or other fluids each day that don't contain caffeine.

It's important to have a healthy, balanced diet and you should try to eat:

- Food with plenty of starch and fibre such as bread, rice, pasta and breakfast cereals, which are good for your digestion.
- Iron-rich foods such as lean red meat, peas, beans, eggs and green vegetables are good for you as lack of iron can make you feel like you have no energy.
- Calcium-rich foods such as dairy products, canned fish with bones and tofu can help to keep your bones healthy.
- Food with less salt as too much salt can raise your blood pressure, which puts you at increased risk of health problems such as heart disease or a stroke.
- Food with vitamin D such as eggs, oily fish, some fortified breakfast cereals and fortified spreads, as it is essential for healthy bones and helps you absorb calcium.
- Not too much food with vitamin A as it might increase your risk of bone fracture. Don't eat liver or liver products, such as pate, more than once a week, or eat them in smaller portions. If you do eat liver often don't take any supplements containing vitamin A or fish liver oils.

Flu Jabs

Anyone age over 65 is eligible for a free flu vaccine from their GPs. You just need to call your GP practice or pharmacy to make an appointment. The best time of the year to have a flu vaccination is in the autumn from the beginning of October to early November. Most GP surgeries arrange flu vaccination clinics around this time. It's free and it's effective against the latest flu virus strains. Even if you've already had a flu jab in previous years, you need another one each year.

The pneumococcal vaccine

When you see your GP for a flu jab, ask whether you also need the pneumococcal vaccine, which protects you against some forms of pneumococcal infection including pneumonia. This is available free on the NHS to everyone aged 65 or over but it's a one-off jab rather than an annual one, like the flu jab.

Keep warm, keep well

One of the best ways of keeping yourself well during winter is to stay warm. Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression.

- Keep your main living room at around 18-21°C (65-70°F). If you can't heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep. You can also use a hot-water bottle to keep warm while you're in bed.
- Eat well as food is a vital source of energy, which helps to keep your body warm. Try to make sure that you have hotel meals and drinks regularly throughout the day and keep active at home if you can.
- Wrap up warm, inside and out. Layer your clothing to stay warm and wear shoes with a good grip if you need to go outside. If possible, stay inside during a cold period if you have heart or respiratory problems.

Cold weather benefits

You may be able to claim financial and practical help with heating your home in the form of a grant called 'Winter Fuel Payments'.

To find out more about Winter Fuel Payments:

- Call 08459 151515 (08.00am- 6.00pm Monday- Friday)
- Textphone 0845 606 0285
- Or visit www.gov.uk/winter-fuel-payment

The Energy Saving Trust (EST) has advice on how to reduce bills and make home more energy efficient. They can also advice on grants and schemes available around the UK.

Find out more online from www.energysavingtrust.org.uk/Take-action or call 0300 123 1234 (9am to 8pm Monday to Friday and 10am to 2pm Saturday)

LILY

Living Independently in Later Years Directory

West Norfolk has a local online directory which contains listings of facilities, services and activities for older people living in West Norfolk. The directory is available for older people living in the King's Lynn and West Norfolk area as well as your families, professionals and volunteers working with and supporting older people.

The directory is an important resource for providing you with vital information which supports you to lead healthy, active and independent lives and maintain your wellbeing.

Visit the askLILY website at: www.asklily.org.uk

If you require support in accessing the information provided on this directory, you can contact the Borough Council's Customer Service Team on 01553 616200 who will be happy to help.

Falls

Preventing falls

There are several measures you can take to help prevent a fall. Simple, everyday measures around the home include:

- Mopping up spills to avoid wet floors;
- Getting help lifting or moving items that are heavy or difficult to lift;
- Removing clutter, trailing wires and frayed carpet;
- Using non-slip mats and rugs;
- Using high-wattage light bulbs in lamps and torches so that you can see clearly;
- Organising your home so that climbing, stretching and bending are kept to a minimum and to avoid bumping into things;
- Getting help to do things that you are unable to safely on your own;
- Not walking on slippery floors in socks or tights;

- Not wearing loose-fitting, trailing clothes that might trip you up;
- Wearing well-fitting shoes that are in good condition and support the ankle; and
- Taking care of your feet by trimming toenails regularly, using moisturiser and seeing a GP or chiropodist about any foot problems

What you should do if you have a fall?

If you have a fall, it is important to keep calm.

If you are not hurt and you feel strong enough to get up, get up slowly. Roll onto your hands and knees and look for a stable piece of furniture, such as a chair or bed. Hold on to the furniture with both hands to support yourself and when you feel ready, slowly get up. Sit down and rest for a while.



If you are hurt or unable to get up, try to get someone’s attention by calling out for help, banging on the wall or floor or using your aid call button (if you have one). If possible, crawl to a telephone and dial 999 for an ambulance.

Try to reach something warm to put over you, particularly your legs and feet, such as blanket or a dressing gown. Stay as comfortable as possible and try to change your position at least once every half an hour or so.

Travel carefully in icy weather

Icy pavements and roads can be very slippery. Take extra care if you go out and wear boots or shoes with good grip on the soles. Put grit or cat litter on paths and driveways to lessen the risk of slipping. You should wait until the roads have been gritted if you’re travelling by car. Bear in mind that black ice on pavements or roads might not be clearly visible, and that compacted snow may turn to ice and become slippery.

Opticians and Dentists

Opticians



Eye tests are an important part of your health and regular eye tests might help identify any problems that you have with your eyes. When you visit an optician, you’ll have your sight tested and they will be able to tell if you have any problems with the health of your eyes.

It is recommended that you have a sight test every two years, or sooner if you’ve been asked to do so. This is important because an eye examination can detect potentially blinding eye conditions. It is easy to neglect the eyes because they rarely hurt when there is a problem. In many cases it is not possible to restore the vision that has been lost, but it is sometimes possible to stop or slow down the loss of vision.

Dentists

Good-quality NHS dental services are available to everyone in England. If you don't currently have a dentist then you can call NHS 111 and find a dental practice near you that is taking NHS patients.

The NHS will provide any treatment that you need to keep your mouth, teeth and gums healthy and free of pain. Seeing an NHS dentist isn't free and charges start at £18 for an appointment and diagnosis.

Kings Lynn Dental Access Centre

6 King Street, Kings Lynn, Norfolk, PE30 1ES
Telephone: 01553 769264

Opening Hours

Monday – Friday 08.00am – 7pm
Saturday 08.30am – 4.30pm
Sunday 09.45am – 4.15pm



Mental Health and Wellbeing

Depression and anxiety can affect anyone. People with depression frequently also suffer from anxiety.

Depression

If you are depressed it is likely that you will have loss of interest or pleasure in normally enjoyable activities. Symptoms include:

- Too much or too little sleep;
- Changes in appetite and weight;
- Feeling irritable or anxious;
- Loss of energy; and/or
- Feeling sad, guilty or hopeless

Anxiety

Anxiety creates an unpleasant feeling that is typically described as uneasiness, fear, or worry. You may also get tiredness, headaches and sweating.

Lifestyle changes are simple but an effective way to treat depression or anxiety. Sometimes they might be all you need. Even if you need other treatment as well, lifestyle changes go a long way toward helping lift depression.

Lifestyle changes include:

- Exercise

Exercise stimulates the body to produce hormones to prevent depression. Taking exercise can increase self-confidence and, if you join an exercise class, it can also improve your social life.

- Diet

Eating a well- balanced diet (see the section in this booklet on eating well) and reducing the amount of sugar and caffeine in your diet can help.

- Sleep

It is very important to make sure that you are getting the amount of sleep you need because poor sleep has a strong effect on mood. Make sure you are relaxed before you go to bed, have a warm, milky drink and make sure that your bedroom is not too cold or too hot.

- Social support

Keeping in regular contact with friends and family can help or consider joining a class or group. If you are able, volunteering is a wonderful way to help others while also helping yourself.

Carers

A carer is someone who provides unpaid support to a family member, partner, friend or neighbour, who may:

- Be ill, frail or elderly;
- Have a long term health issue;
- Have a mental health issues; or
- Have learning disabilities

No-one is super human and all carers need help, support and back-up.

If you are a carer you can find out what support is available in your area nu phoning your local council.

This may include:

- Services to enable you to have a break;
- Help with household tasks;
- Training to assist with the caring role;
- A piece of equipment to make caring easier;
- Emotional support; or
- Benefits advice



Useful Phone Numbers

- Adult Social Care (Norfolk) 0344 800 8020 (Monday-Friday 9am-5pm)
- Adult Social Care (Cambridgeshire): 0345 045 5202
- Age UK
 - Cambridgeshire information line: 0300 666 9860
 - Norfolk advice hotline: 0300 500 1217
- Alzheimers Society
 - Norfolk: 01553 762227
 - Fenland and Marshland: 0843 116 5523

- Citizens Advice Bureau
 - Cambridge: 0844 848 7979
 - Rural Cambs: (including Ely, Huntingdon, St Neots and Wisbech localities): 0844 245 1292
 - Norfolk 08444 111 444
- Energy Saving Trust: 0300 123 1234
- Meal services/ hot meals services
 - Norfolk meals on wheels 0344 800 8020
 - Meals to Go (Fridaybridge): 01945 429 990
 - Oakhouse foods: 0845 688 5088
 - Wiltshire Farm Foods: 0800 773 773
- Parkinson's Disease Society Helpline
- 0844 225 9852 (North & West Norfolk) 0844 225 3796 (Swaffham)
- Winter fuel payments: 08459 151515
- Diabetes UK Eastern Region: 01376 501390
- West Norfolk Mind: 01553 776966
- Macmillan Cancer info & support- QEH: 01553 613985
- The Silver Line- confidential info, friendship & advice line 24/7: 0800 470 8090

Looking after yourself and others

Your GP

Name	
Address	
Telephone	

Your Local Pharmacy

Name	
Address	
Telephone	

Other Useful Numbers

Name	
Address	
Telephone	

Name	
Address	
Telephone	

If you would like further copies of this booklet please do not hesitate to contact us quoting 'Your Guide to Childhood Illnesses'

By email to contact.wnccg@nhs.net

Or by writing to the Communications Manager at:

West Norfolk Clinical Commissioning Group
King's Court
Chapel Street
King's Lynn
Norfolk
PE30 1EL

Telephone: 01553 666900

Website: <http://www.westnorfolkccg.nhs.uk/>

