



HELP IN THE COMMUNITY

How long have we wished that there was some help, co-ordination and guidance, to point us in the right direction, when we have questions that need answering, as retirement age is creeping or has crept upon us?

Well wish no more!

Following a pilot scheme, there is now a service which is being put into place for that help to be co-ordinated.

The service centres around a **Care Navigator**, who will analyse the needs of patients and direct the patient to the most suitable person or organisation with the aim of removing any anxieties etc.

The poster below will be displayed in the Surgery shortly.

Solihull ageUK **SOLIHULL Health and Care Partnership**

Care Navigator Service

Dorridge Surgery
your *Care Navigator* is
Elsa-May

Sometimes it's good to have help working out what kind of care and support you need. That's why we've introduced Care Navigators in Solihull. They work with GP Practices and can support you to find and access the services you need.

You can receive support from a Care Navigator if:

- you are over 65 and you would benefit from the support of a Care Navigator
- you are registered with a Solihull GP.
- you give consent for the Care Navigator to access your medical records.

Pick up a leaflet or speak to your Doctor

Much more detailed information, criteria etc., will be included in the next Newsletter.

Meanwhile.....

DATES FOR YOUR DIARY



Advance warning, the **Flu Inoculation Clinics**, will be taking place earlier this year.

The dates will be on a Saturday

23rd September and 30th September, 2017

Meanwhile.....

Health Information Week

3 – 7 July 2017 at The Core Library , Solihull

Health Information Week (HIW) is a multi-sector campaign to promote the good quality health resources that are available to the public. Solihull council are holding a number of drop in sessions over the week where people can pop into The Core Library in Solihull to find out more information and ask questions.

Programme for Health Information Week 3-7 July 2017 at The Core Library, Homer Road, Solihull, B91 3RG				
Monday 3rd	Tuesday 4th	Wednesday 5th	Thursday 6th	Friday 7th
Solihull Prostate Cancer Support Group 10am-12pm drop in	Physical Activity by Solihull Active 10am-12pm drop in	Infant Feeding Team 10.15-11am at Rhyme Time	Dementia Friends 10am-12pm drop in	Solihull Heart Support Group 10am-12pm drop in
	Solihull Mind 11am-1pm drop in	Health Exchange - Health Trainer 10am-12pm drop in		
Healthy Stories with Solihull Active (Story time for under 5s) 2pm-2.30pm		Solihull Cancer Support Group drop in 11am-12pm drop in	Breast Screening Nurse & Breast Friends Support Group 1pm-3pm drop in	Improving Access To Psychological Therapy (IAPT) 1pm-3pm drop in
Macmillan Citizens Advice 2pm-4pm drop in	Macmillan Citizens Advice 2pm-4pm drop in	Macmillan Skin Cancer Nurse 1pm-3pm drop in	Bowel Cancer Nurse 2pm-4pm drop in	Macmillan Citizens Advice & Macmillan Relate 2pm-4pm drop in

  

Meanwhile..... **With apologies for the short notice**



**Tuesday 11 July 2017, Cranmore Park, Cranmore Avenue, Shirley,
Solihull, West Midlands, B90 4LF**

14.30 – 16.30

We would like to take this opportunity to invite you to the 2016/17 Solihull Clinical Commissioning Group Annual General Meeting (AGM).

To reserve your place at the Annual General Meeting then click on the link below and follow the easy instructions:

<https://www.eventbrite.co.uk/e/solihull-ccg-annual-general-meeting-2017-public-invite-tickets-35008358944>

Alternatively contact Ruth Burley on r.burley@nhs.net / 0121 713 8800. Places will be awarded on a first come basis so book early to avoid disappointment. **Bookings will close on Friday 30 June.** We look forward to seeing you there.

The AGM

As well as sharing with you how the last year has gone and our challenges for the coming year we would also like to highlight the hard work that has been undertaken in our endeavours to provide a patient centred service.

There will be the opportunity to reflect on our achievements in reducing health inequalities and improving quality and share with you the challenges we face in the future, in developing our services to meet the changing health needs of people living in the Solihull area.

We will have stalls from local and national providers showcasing the services available that help provide a whole community approach within Solihull.

There will be networking opportunities both before and after the AGM to discuss topics with Clinical Commissioning Group member colleagues and Governing Body members.

Light refreshments will be served 14.30-14.45.

To reserve your place at the Annual General Meeting then click on the register button and follow the easy instructions. Alternatively contact Ruth Burley on r.burley@nhs.net / 0121 713 8800. Places will be awarded on a first come basis so book early to avoid disappointment. Bookings will close on Friday 30 June. We look forward to seeing you there.

If you wish to submit a question prior to the AGM then please send it to r.burley@nhs.net and mark the subject box 'AGM question' or call Ruth on 0121 713 8800

Meanwhile.....

COMMUNITY FALLS SERVICE

Help is available to patients, who have experienced a fall, from the **Specialist Falls Service**. This is a **Self Referral Service**, the details of which are reproduced here:

Anxiety and fear of falling:
A vicious circle of anxiety exists following a fall or a near miss.
Often it is not the fall that restricts people to their home, but the fear of falling. You should discuss this with your GP.



If you fall:
Have a way of alerting someone:-
Eg. pendant alarm, stick, mobile/cordless phone.
Have furniture strategically placed to use to assist you to get up.
Steps/stairs can also be used to help you up.
Keep blankets/coats available if needed to keep warm.
Keep moving as long as you have no pain.
You **MUST** report a fall – even if you don't sustain an injury – tell your GP!
If you cannot safely get up on your own – get someone to call 999. Please do not let anyone attempt to lift you.

CONTACT US

We are a specialist team of therapists, nurses and support workers who can visit you at home to support you to reduce your risk of falling.

We offer a comprehensive assessment of you and your environment and have access to other specialist services if required. We can also signpost on to charities and the voluntary sector.

You are eligible for our service if you have had at least one fall in the past 6 months. You must have a Solihull GP to access our service.

To contact us please call:

0121 424 4776

We work Monday to Friday daytime but are often out on visits therefore please leave a message or try again when one of us can answer.

Heart of England **NHS**
NHS Foundation Trust
Solihull Community Services

SPECIALIST FALLS SERVICE

Falls Prevention Advice Leaflet



Building healthier lives

Falls can result in:

- Personal injury
- Hospital admission
- Loss of independence
- Loss of confidence
- Increased risk of future falls
- Increased dependence on others

The risk of falls increases with age and the presence of existing medical conditions. Unfortunately we cannot change these. However there are some factors we can modify to decrease the risk of falling. This leaflet discusses some of the changes you can make.

Transfer and Mobility:
If struggling, see your GP who will be able to refer you for a Physio or OT assessment. Or check out local exercise groups to help you maintain your mobility.
Ensure your environment is clear and well lit.
Chairs/beds/toilet should be at an appropriate height – equipment is available to assist with this.
Address any dizziness by reporting it to your GP.
Avoid rushing.
Consider how you will balance when undertaking tasks such as adjusting clothing, or picking up post.
Use appropriate walking aid – if unsure talk to GP.

Eyesight:
Ensure own glasses are worn if prescribed.
Clean glasses regularly.
Ensure your eyes are checked annually.

Medication Management:
Ensure your medications are reviewed annually. Taking four or more medicines per day can increase your risk of falling. This includes over the counter medicines. Talk to your pharmacist.
Follow the correct regime and take your tablets as instructed.
If you notice any side effects see your GP or pharmacist – there is likely to be an alternative.
Consider a blister pack or doset box if you get muddled over your tablets.

Hearing:
Ensure hearing aids are worn if prescribed.
Check aid is turned on, batteries are working and on correct setting.
Ensure hearing is checked annually.

Environment:
Your environment should be clear and risk free!
Be aware of hazards such as:

- Rugs
- Clutter
- Pets
- Children
- Poor lighting – especially at night
- Trailing wires
- Uneven flooring – in and outdoors
- Difficult access
- Steps and stairs

Diet:
Make sure you drink plenty of fluids.
A balanced diet is essential.
Encourage calcium rich foods for bone health.
Alcohol affects people more as they get older – ensure this is within moderation.

Foot Care:
Make sure shoes and slippers fit properly and protect and support your feet.
Wash and dry feet regularly.
Recognise when toe nails are too long.
Inform someone if you notice any cuts or pain.
Be aware if you suffer from diabetes or arthritis.

Sleep:
Encourage a good sleep pattern i.e. limit sleep during day.
Be aware of bedroom environment eg lighting/ noise/temperature.
Limit caffeine and food late at night.
Nightwear should not be too long.
Be careful not to trip on nightwear or sheets.

Activity:
Regular physical activity eg. seated exercises/regular walking can help prevent/reduce some health conditions.
Don't overdo it – be aware of everyday activities keeping you active eg. Going up and down stairs is a great exercise!
Keep the mind active.
Join exercise groups in your local area.
Exercise little and often.

Meanwhile.....

We came across some clarification, on the website, in relation to Prescription requests, which we felt you should be aware of. This is reproduced below:

- Prescription requests cannot be taken over the telephone.
- All requests are processed with a 48 hour (not including weekend) turn around (this does not take into account dispensing time at the pharmacy of your choice).
- 'Urgent' requests will be available after 6 pm on the day of receipt, however you may be asked to visit your pharmacy for an emergency supply instead, depending on the medication required.
- not all medication is available on NHS prescription (i.e. eye lid wipes, sprays & mists are now what's known as 'non-formulary' and means they cannot be prescribed by GPs. More advice can be found on NHS Choices .

Meanwhile.....

The variation in the weather has resulted in plenty of discomfort to many, let us hope it will steady off and become more consistent.



Ready for my Hols!