

Living Well North Tyneside

Issue 2 | Spring 2021

Healthy mind healthy body

*Looking after ourselves has
never been more important*

Caring for our carers

*Support and information
for North Tyneside carers*

The benefits of being involved

*The many ways of getting
involved in community activities*



**Living Well
North Tyneside**
Supporting Health and Wellbeing

Welcome

It's more important than ever before to look after our health and wellbeing. However it can be difficult to find useful information about local health and care services, as well as local events and groups in your area to help you in everyday life.

The Living Well North Tyneside Partnership is a group of local organisations working to improve access to information in North Tyneside. The Partnership includes North Tyneside Council, North Tyneside Clinical Commissioning Group, your local GP practice, TyneHealth GP Federation, VODA and Healthwatch North Tyneside.

In summer 2021, we will be launching a new website called Living Well North Tyneside. It will include lots of information about living well, local activities and the support and services that are available to you:

www.livingwellnorthtyneside.co.uk

Before then we will be working to ensure the website is useful for everyone and is a valuable resource for residents of all ages and backgrounds. We will be engaging with a range of local groups, organisations, charities and local people to find out what you want and need. Check out the website for more information and how you can get involved. In the meantime, we hope you enjoy the Spring issue of our magazine!

The Living Well North Tyneside Partnership



Living Well North Tyneside

Supporting Health and Wellbeing

The first issue of this magazine features lots of useful information aimed at North Tyneside residents aged 50 and over. Scan the QR code to download your copy:



Contents

- 3 The Benefit of Being Involved
- 4 What To Do When You Feel Unwell
- 5 Contacting Your GP - Your Options
- 6 Healthy Body, Healthy Mind
- 8 Let's Talk About... Cancer
- 10 Caring for our Carers

This magazine was produced by a partnership of organisations. All information included is, to the best of our knowledge, correct at the time of going to print in April 2021.

For more information or to receive a copy of this magazine in large print or alternative languages, please contact Healthwatch North Tyneside on 0191 263 5321 or email info@hwnt.co.uk.

Front cover image: For You Photography

BECOME A COMMUNITY HEALTH CHAMPION



PROTECT PEOPLE YOU KNOW + CARE ABOUT FROM COVID-19

We believe that everyone in North Tyneside has a vital role to play in helping to keep their communities safe.

Why not sign up as a Community Health Champion and share easy to understand Covid-19 health messages with your colleagues, friends, family and neighbours?



This flexible role only takes around 5 mins per week!

For more information visit:
voda.org.uk/championsnt
Text/call Alice on: **07709 244 578**
Email: **Alice.Holliday@voda.org.uk**



The Benefits of Being Involved

North Tyneside Social Prescribing Service

Social Prescribing can improve your health and wellbeing by enabling you to have more control of your own life and helping you to access local activities, services and support.

How does social prescribing work?

A Link Worker will support you to identify what changes you would like to make. This could include getting involved in social or community activities, increasing fitness levels, improving mental or emotional health, or finding support with practical issues like housing or finances.

Trying something new can be daunting, so the service can help you build up motivation and confidence to do what matters to you and at your own pace. If you feel you would benefit from some support and are over the age of 18, you live or are registered with a GP in North Tyneside, then please ask your GP for a referral, or simply contact the service directly.

Similarly, if you or someone you know are aged 16-25, live in the Wallsend, Howdon or North Shields areas and feel you would benefit from social prescribing, you can contact the team to access the young adults service.



“Social Prescribing has really helped me find the confidence to try different things”

Contact Information

Phone: 0191 432 4829 to request a call back

Email: ntsps@firstcontactclinical.co.uk

Visit: www.firstcontactclinical.co.uk

Make a Difference - Volunteer!

Volunteers have been vital to the UK's COVID-19 response. Without them many people would have been left without access to food, medicine and support, and it is amazing to see how many people came forward to help. However, as we move out of this crisis, volunteers are still essential to help many charities and groups function.

As things start to reopen, more opportunities will be available and now is a great time to get involved with a local organisation or cause. Make a real difference to your community, as well as learning new skills, improving your CV and having fun!

Volunteering opportunities range from one-off activities such as helping out at a community event, to regular roles in administration, virtual volunteering and everything in between. You can search and register for local opportunities using North Tyneside VODA's Volunteer Plus database www.voda.org.uk/search or follow Volunteer Centre North Tyneside on Facebook. If you need help to find an opportunity that's right for you, email volunteering@voda.org.uk.



Twitter: @NTynesideVODA



What to do when you feel unwell...

There are several ways to get medical help when you feel ill and sometimes it can be confusing knowing which service to use when. Healthwatch North Tyneside has put together this handy guide about the available services:

NHS111: Available 24 hours a day. Phone 111 or go to 111.nhs.uk for medical advice and information. They will help you get the care you need and can make an appointment with your GP or Urgent Care Centre.

Your Local Pharmacy: Can give you advice, help you to look after yourself and treat minor conditions.

Your GP Practice: Most practices are using a triage system either by phone or online. You will need to explain the problem you have and support you need so that the practice staff can arrange the necessary care or treatment – by phone, video or in person.

Evenings & Weekends: Primary care services are now also available evenings and weekends either at your local practice or through one of the extended access hubs provided by TyneHealth. Ask at your local practice or telephone 0191 486 2195 for more information.

Livi: A free video consultation with a GP who has access to your medical records. You will need to download the Livi app and register to join the service.

Urgent Care Centre: At North Tyneside General Hospital (Rake Lane). Provides medical care for minor injuries and minor illnesses which are not life-threatening. You should ring 111 first.

Accident & Emergency: At the Northumbria Specialist Emergency Care Hospital in Cramlington or the Royal Victoria Infirmary (RVI) in Newcastle. Ring 999 or 111 first. The NHS is asking 'please don't just turn up' unless your condition is life threatening.

Contacting Your GP: Your Options

What happens when you contact your GP practice has changed a lot since the start of the COVID-19 pandemic. Most people contact their practice by phone but there are other things you can do to get the care that you need.

Your GP practice's website

You can do lots of things through your practice website. You can use e-Consult to get help from your practice if you feel unwell by answering questions through an online form. Your responses will be reviewed by the practices who will contact you with the best way to get the help you need. You can also use e-Consult to get a fit note, GP letters and recent test results.

You can also access other information from your practice's website including ordering repeat prescriptions and reviewing your records. You will need to contact your practice to register for online access.

The NHS App

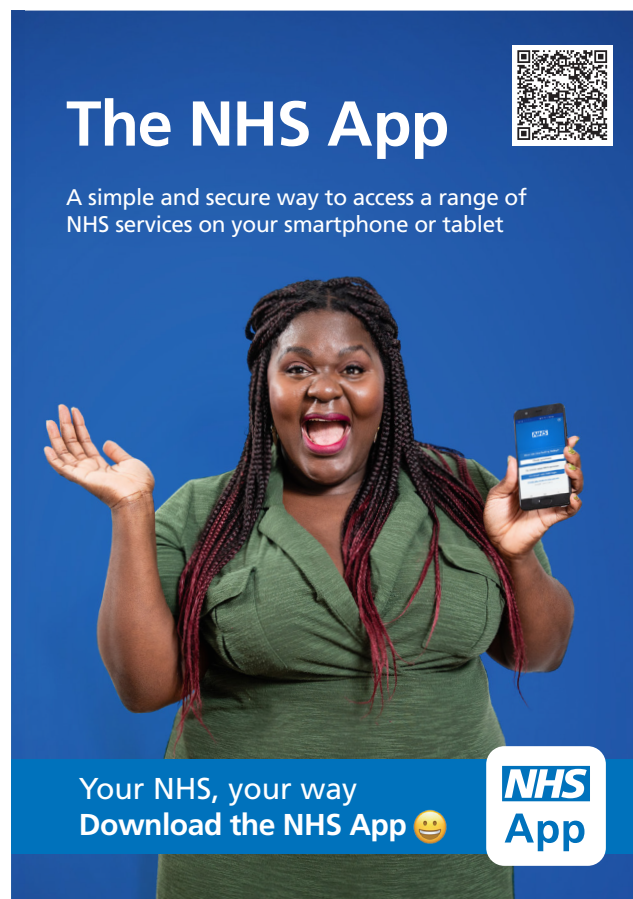
The NHS App gives you 24/7 access to a range of NHS services. Use the app to:

- order repeat prescriptions, see your available medicines and place an order

- access and view your GP medical record securely
- check your symptoms, find trusted NHS information on hundreds of conditions and treatments, and get instant advice
- register and check your organ donation decision, choose to donate some or all of your organs
- find out how the NHS uses your data and choose if data from your health records can be shared for research and planning

The app is designed and operated by the NHS in England to give you access to a range of services. Your identity will be carefully checked when you register for the app, which is secure and easy to use.

The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer. Search your App store for **NHS App** or scan the QR code below.



The NHS App

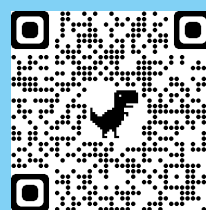
A simple and secure way to access a range of NHS services on your smartphone or tablet

Your NHS, your way
Download the NHS App 📱

NHS App

What works best for you?

Local charity Healthwatch North Tyneside is here to help you get the health and social care information you need and to gather feedback about what is working well and what could be better. To find out information or to share your views call 0191 263 5321 or scan the QR code.



Healthwatch particularly wants to hear about your experiences of accessing primary care and how you would like services to be set up in the future. Share your views and experiences at www.healthwatchnorthtyneside.co.uk/haveyoursay
Twitter: @HWNTyneside



healthwatch
North Tyneside

Healthy body,

Help to stop smoking

Stopping smoking is one of the best things you'll ever do for your health. Evidence suggests people who smoke may be at increased risk of severe disease if they get COVID-19. It also increases your risk of heart disease, diabetes, COPD, stroke and cancer. It is never too late to see the health benefits of quitting smoking and you're never too old to quit. Pharmacies across North Tyneside can offer stop smoking support including personalised quit plans, and discounted or free stop smoking medications. Visit www.activenorthtyneside.org.uk/stop-smoking or call 0191 643 7171 to find out more.

Drink free days

Many people have found they are drinking more since the start of COVID-19. Alcohol can be more harmful than you realise. Cutting back will help reduce health risks as well as being

good for your bank balance and waistline! There are significant health benefits from reducing alcohol consumption and taking more 'drink free' days. Drinking no more than 14 units per week - spread across the week - helps keep the risks from alcohol low. For tips, free tools and information, including alcohol units and calories, visit www.reduceyourrisk.tv.

Get active!

Being active is good for your mind and body. Every minute of activity counts - and the more you do, the more you'll benefit. The Active North Tyneside team provide a huge range of free or reduced cost activities suitable for all age groups and abilities.

Being physically active is easier than you think, especially if you make activity part of your daily routine. Active North Tyneside are here to help you with ideas, tips and a range of programmes to get you to move more!

Fun sessions currently running virtually include an adult weight management programme, Body Benefits, and, for family weight management, Healthy 4 Life. A variety of free weekly Facebook live exercise classes are also open to everyone. For more information on easy ways to get active please call 0191 643 7171 or visit www.activenorthtyneside.org.uk

Developed by local physician, Dr Steve Parry, HowFit is an easy-to-use programme of exercises you can do at home without the need for any specialist equipment. www.howfittoday.co.uk

Maintain a healthy weight

If you're overweight, losing weight has many health benefits. The free NHS weight loss plan app can help you start healthier eating habits, be more active and start losing weight over 12 weeks. www.nhs.uk/better-health/lose-weight/



Discover
simple steps
to look after
your mental
health

every
mat

healthy mind

Your mind matters

The pandemic has been challenging and it has created a lot of uncertainty around many aspects of our lives, which can have a big impact on our mental health.

The NHS Every Mind Matters website offers a range of useful resources that help spot the signs of common emotional and mental health concerns, provide practical self-care tips and, importantly, explain when to seek further support. There are some things you can do to help you take care of your mental health and wellbeing, including:

Connect with other people and talk about your worries. They may be feeling the same way.

Try and maintain regular sleep routines. If you're not sleeping well, try avoiding screen time before bed, cut down on caffeine and create a calm sleeping environment.

Look after your body. Try and eat healthily, drink plenty of water and exercise regularly. www.nhs.uk/better-health

Do things you enjoy.

If you can't do the things you normally would because of current restrictions, maybe try something new!

The Every Mind Matters website includes videos on mindfulness and relaxation, exercise workouts and advice on mental wellbeing while staying at home. Have a go at creating your own 'mind plan' by answering five simple questions: www.nhs.uk/oneyou/every-mind-matters

If you need support...

If you are struggling to cope, help is available. Talking to someone about your worries can help you explore possible solutions to alleviate some of your concerns. Reach out for help as early as possible.

Problems such as depression, anxiety, stress and phobias are very common. **North Tyneside Talking Therapies** is a friendly and approachable service that helps with these problems. It may help you to talk to your GP first, or you can refer yourself directly by calling 0191 295 2775 or visiting www.northumbria.nhs.uk/our-services/mental-health-services/talkingtherapies/

Silvercloud is an online service that helps you keep on top of your mental wellbeing and cope better if you're feeling stressed, anxious or struggling to sleep. Contact North Tyneside Talking Therapies for information about how to get access.

There are lots of mental health support groups and services in North Tyneside. Healthwatch North Tyneside has produced a guide to these at: www.healthwatchnorthtyneside.co.uk/infoandadvice/mentalhealthsupport



Let's Talk About... Cancer

Cancer can sometimes be a difficult subject to talk about but diagnosing cancer early can save lives.

Unfortunately some people may have felt discouraged from seeking medical care during the pandemic; this includes people who are experiencing symptoms that could be cancer. Here are some steps that you can take and useful information about early diagnosis of cancer and reducing your risk:

Be aware of the potential signs and symptoms of cancer

If you've had unexplained blood that doesn't come from an obvious injury (such as blood in your poo or pee), an unexplained lump, weight loss which feels significant to you or an unexplained pain that lasts three weeks or more, it could be a sign of cancer. It's probably nothing serious, but finding cancer early makes it more treatable, so speak to your GP.

Encouraging a family member or friend with potential cancer symptoms to contact their GP is vital too. It might be one of the most important things you ever do for them.

For further information about the signs and symptoms of cancer visit: www.cancerresearchuk.org/about-cancer/cancer-symptoms



Take up cancer screening invitations when you receive them

Screening people for cancer can help find it at an early stage, and in some cases it can prevent cancer from developing. The early detection of cancer is very important because it can save lives. Please take up your cancer screening invitations when you receive them and support us in diagnosing cancer early by encouraging friends and family to do the same when they receive their invitations.

In the UK we have three cancer screening programmes:

Breast cancer screening can help to find breast cancer at an early stage. Screening is open to women or trans men who still have breasts aged 50 to 74 and invitations are sent out every 3 years. This means that some people may not have their first screening mammogram until they are 52 or 53 years.

Bowel cancer screening aims to detect cancer at an early stage, or abnormalities that may go on to develop into cancer. If you are over 60 you will receive a bowel screening test kit every 2 years until the age of 75. You need to be registered with a GP to receive your screening kit.



Margaret Underwood, 79,
cancer survivor

A lump isn't the only sign of breast cancer. If you notice any changes to your breasts, tell your doctor straight away. Finding it early makes it more treatable and could save your life.

NHS

BE CLEAR ON CANCER

nhs.uk/breastcancer70

Cervical cancer screening aims to prevent cervical cancer from developing by detecting abnormal cells in the cervix that could develop into a cancer. Screening is open to woman and trans men who still have a cervix aged 25 to 64. An invite is sent every 3 years if you are aged 25 to 49. After that, every 5 years until the age of 64. You need to be registered with a GP to get your screening invitations.

Reducing your risk of cancer

There are practical steps you can take to reduce your risk of cancer, these include:

- Do not smoke
- If you choose to drink alcohol follow recommended guidelines - visit www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/
- Maintain a healthy weight
- Lead an active lifestyle
- Be safe in the sun by spending time in the shade (especially between 11am and 3pm in the UK), covering up and using a sunscreen

Information, Help and Support

For more information about cancer symptoms, screenings and reducing risks visit:

Cancer Research:
www.cancerresearchuk.org

If you do not have access to the internet and you would like more information about any of the topics covered please call:

Cancer Research UK:
0300 1231022

Macmillan:
0808 808 00 00



**Northern
Cancer Alliance**



Dr Adrian Burt



A change to a mole isn't the only sign of skin cancer.

If you notice any unusual or persistent changes to your skin, go to your doctor. Chances are it's nothing serious, but if it is skin cancer, finding it early makes it more treatable.



nhs.uk/skincancer

Caring for our Carers

There are an estimated 23,000 carers in North Tyneside - many of whom are unaware of the support available to them...

If you provide unpaid support for a family member, friend, partner or neighbour who could not manage without you, then you might be a carer. Your caring role could be due to an illness, disability, substance misuse or mental health - and you could be entitled to support.

Kath (below) is 56 and cares for her son who is 25 years old and has mental health problems. Like many carers, Kath found herself struggling to understand and cope with her son's illness, which was impacting upon her own mental health. She was finding it hard to juggle caring for her other children and dealing with the demands from her son.

Kath couldn't find any time for herself and believed she had lost friends as a result of her caring role. She felt unable to socialise and increasingly isolated.

Kath was referred to North Tyneside Carers' Centre, an independent charity specialising in supporting carers. They understand that being an unpaid carer can be challenging and that it is easy to feel isolated or overwhelmed. Kath accessed support from the Centre to help her understand her son's condition and put boundaries in place. The team also helped her to focus on improving her own health and wellbeing. Over time, Kath identified that she would like to return to work and was referred to the Centre's Return to Work Project (see below).

Kath was supported by the Project's Adviser to build her self-confidence and explore different options to enhance her employability skills, whilst taking into account her caring responsibilities for her son. One of the options Kath was interested in exploring was self-employment, as this would provide her with flexibility to juggle work alongside caring. Kath was put in touch with The Business Factory in North Shields and Project North East for the 'Make it Happen' course. Kath completed the course and is currently progressing through business planning modules with support from The Business Factory.

Kath's confidence is improving slowly and, while she continues to juggle caring, she is managing much better. Her younger daughter also engaged with the project and as a result has successfully entered employment as an apprentice with a local doctors surgery. This in turn helped Kath's wellbeing, as she has "one less worry."

The Return to Work Project

The project provides free, one-to-one tailored support to carers:

- to enter employment, education or training
 - to change employment to balance their work alongside caring
 - who are aged 16-17 years who are not in education or employment and wish to move towards the workplace
- Support is flexible and delivered to meet your needs and caring responsibilities.



How North Tyneside Carers' Centre can help you

Everyone's situation is different so support is tailored to meet your needs, but could include:

- Helping you understand your rights and how to navigate the health and social care system
- Ways to look after yourself and take a break from caring
- How to manage a specific illness or condition e.g. looking after someone with a mental health issue or dementia
- Groups where you can meet and share experiences with other carers
- How to get the best from a Carer's Assessment
- Wellbeing sessions, workshops and social events
- Counselling
- Support for young carers

The Centre runs an advice line on 0191 643 2298 and one of the team will be happy to listen and offer you information, advice and support:

- Monday to Wednesday/Friday 10am – 4pm
- Thursday 1pm – 4pm

Email enquiries@northtynesidecarers.co.uk or use the Live Chat facility on the website, which also has lots of useful resources:

www.northtynesidecarers.org.uk

Twitter: @ntcarers

Citizens Advice North Tyneside: Here for You

Citizens Advice provides independent, confidential and free advice, to everyone, on topics including debt, benefits, employment, housing, consumer, family issues and any other problems.

We're here to give people the knowledge and the confidence they need to find their way forward, whoever you are, and whatever your problem.

Our trained advisers will research your options, help you make informed decisions and implement them. We use up-to-date information to give you the best and most accurate advice.

Contact us on free phone 0300 3309 047 or through our website **www.ntcab.org.uk**.



Are you affected by dementia?

Whether you're living with dementia, or caring for someone with dementia, we're here for you.



Our Admiral Nurses and our Dementia Connections team provide a holistic package of expert practical, clinical and emotional support to people living with dementia, and their carers.

To find out more, talk to our expert team.

Call **0191 280 8484 Option 1** or email **enquiries@ageuknorthtyneside.org.uk**

What to do if you feel ill in North Tyneside

healthwatch
North Tyneside

There are several ways to get medical help when you feel ill and it can be confusing to know which service to use when. Here is a round up of your options in North Tyneside.



NHS 111

Available 24 hours. Phone 111 or visit 111.nhs.uk for medical advice and information. They will help you get the care you need and can make you an appointment with your GP or Urgent Care Centre.



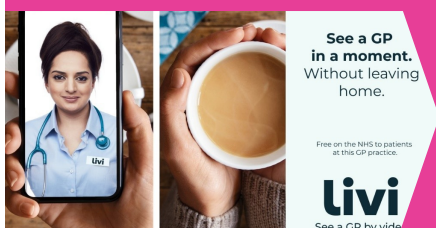
Local pharmacy

Your local pharmacy can give you advice, help you look after yourself and treat minor conditions.



Your GP practice

Most practices are using a triage system either by phone or online. You will need to explain the problem you have and support you need so that the practice staff can arrange the necessary care. Evening and weekend services are also available at hubs across the borough.



See a GP
in a moment.
Without leaving
home.

Free on the NHS to patients
at this GP practice.

livi
See a GP by video

Livi

A video consultation with a GP who has access to your medical records. Appointments are available Mon-Fri 7am-10pm, Saturday and Sunday 8am-4pm. You will need to download the app and register to join the service.



Urgent Care

At North Tyneside General Hospital (Rake Lane), Urgent Care provides medical care for minor injuries and illnesses which are not life-threatening. Ring 111 first.



Accident and Emergency

Treatment for the most serious, life threatening conditions at the Northumbria Special Emergency Care Hospital (NSECH) in Cramlington or the Royal Victoria hospital (RVI) in Newcastle. Ring 111 or 999 first.

For more details about each of these services or for more information about Healthwatch North Tyneside: Visit hwnt.co.uk | Telephone 0191 263 5321 | Email info@hwnt.co.uk

NHS
North Tyneside
Clinical Commissioning Group

NHS
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Cancer Alliance

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th TyneHealth

North Tyneside
Carers' Centre



VODA