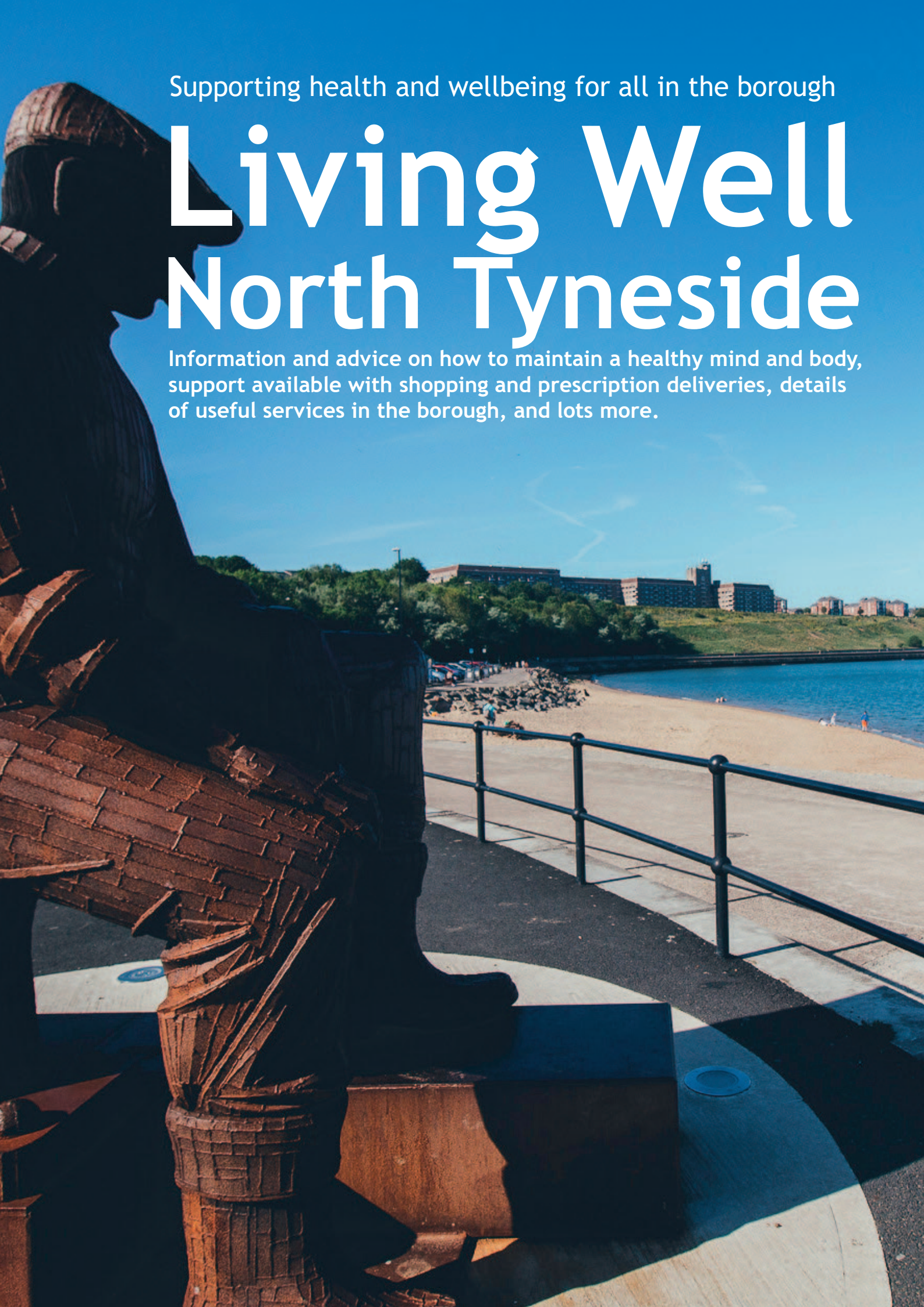




Supporting health and wellbeing for all in the borough

Living Well North Tyneside

Information and advice on how to maintain a healthy mind and body, support available with shopping and prescription deliveries, details of useful services in the borough, and lots more.

Welcome

It's often difficult to find useful information about local health and care services. We have produced this booklet to give you a brief overview of some of the local services that are available to people in North Tyneside.

The Living Well North Tyneside Partnership is a group of local organisations working to improve access to information in North Tyneside. We hope you find this information booklet helpful and that you keep it to refer to in the future. In summer 2021, we will be launching a new website called Living Well North Tyneside that will include lots of information about living well, local activities and the support that is available to you.

The Living Well North Tyneside Partnership

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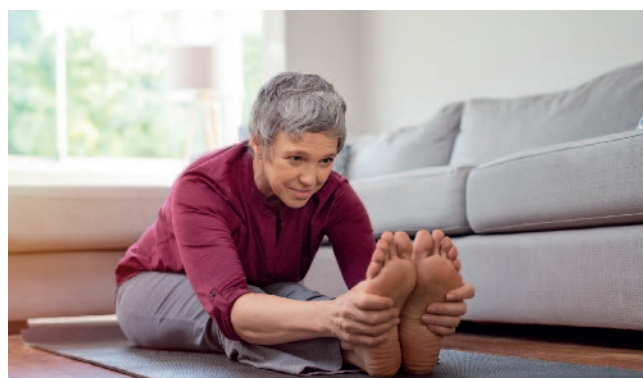
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For You Photography
www.foryounewcastle.co.uk



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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 January 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.

Ever feel like you need some extra help?

Are you over the age of 50? Are you finding it difficult to manage around the house? Or struggling for money? You may be entitled to claim one or more of the following benefits and entitlements.

Help you may be able to claim

Attendance Allowance

If you have a disability, you may be able to claim Attendance Allowance, a benefit for people over 65 who need help with personal tasks around the house or supervision during the day or night. Personal Independence Payment (PIP) is the same benefit for under-65s.

Pension Credit

If you are on a low income, you may be entitled to Pension Credit, a means-tested benefit for people over State Pension age. If you or your partner are under pension age, you may need to claim Universal Credit instead.

Housing Benefit and Council Tax

You may be able to claim housing benefit towards your rent, as well as a reduction in your Council Tax if you are on a low income.

Winter Fuel Payment

You can claim this towards your bills.

Blue Badge

If you have problems walking or with both arms, you can claim a Blue Badge for parking purposes. You can also apply for a Concessionary Travel Pass for buses and metro.

Carer's Allowance

If you care for someone else who is sick or disabled, you may be able to claim Carer's Allowance.

For further advice about any of these entitlements:

- Call Age UK North Tyneside on: 0191 280 8484 option 1
- Call North Tyneside Citizens Advice on: 0191 270 4495
- Visit www.ntcab.org.uk or www.ageuk.org.uk/northtyneside





What to do when you feel ill in North Tyneside



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: 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 you 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.

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

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

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

Talk to a GP online

The number of GP appointments available to people registered with North Tyneside's GP practices has recently increased with the introduction of Livi, a digital app that lets patients book and see a GP by video using their mobile phone or tablet. Appointments are available Monday to Friday 7am-10pm, Saturday and Sunday 8am-4pm. See opposite, or for more information and help to register contact your GP surgery.

Healthwatch North Tyneside would like to hear about your experiences of using GP services including Livi. You can leave your feedback by visiting www.hwnt.co.uk or calling 0191 263 5321.



Contacting your GP: What to expect

What happens when you contact your GP practice has changed since the outbreak of the coronavirus pandemic. Different practices work slightly differently but there are some things you can expect:

- If you need to contact your practice you can do so by telephone or by completing an E-consult online form on your practice's website.

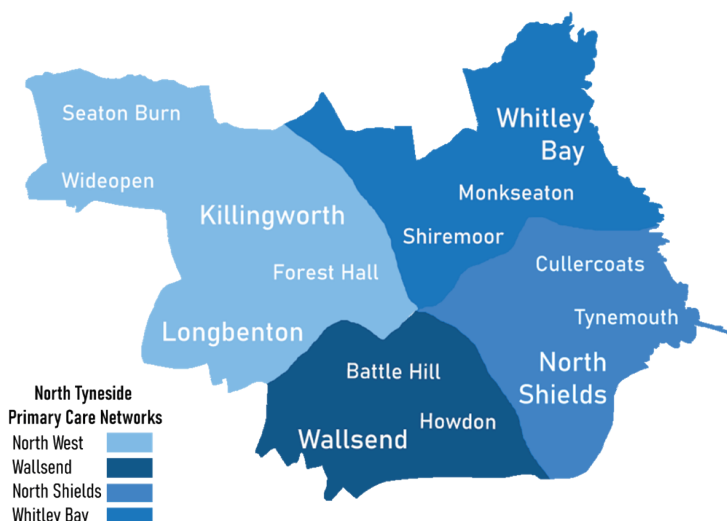


Local GP practices are working together more than ever to coordinate their support for local communities. They are grouped into four Primary Care Network areas shown in the map: North West, Wallsend, North Shields and Whitley Bay.



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, telephone 0191 486 2195 or visit www.tynehealth.org.uk.

- Based on what you tell the practice, they will decide who is best to help you, this could mean talking to a doctor, nurse, or other specialist such as a pharmacist or mental health worker.
- The practice will also tell you whether your appointment will be over the phone, by video call or face-to-face depending on your condition and needs.



NHS
North Tyneside
Clinical Commissioning Group

See a GP by video

livi

Download
the app
today



North Tyneside CCG and its GP practices are working in partnership with Livi to offer this service to you - **free on the NHS**.



Healthy body,

Keeping fit is an important part of healthy living, and regular exercise has been shown to benefit your physical health including joint and muscle problems, high blood pressure, type 2 diabetes and improving your weight and mobility. It also benefits your mental health too.

Get fit in your own front room



Local Consultant Physician, Dr Steve Parry, has developed HowFit, an easy-to-use programme of exercises you can do at home without the need for any specialist equipment. Dr Parry worked with a personal trainer and professional

physiotherapists to create exercises of varying difficulties, meaning that it is suitable for adults of any age, whether you currently exercise or not. You can see these exercises at www.howfittoday.co.uk; you might have received a copy of the booklet through your door and Age UK North Tyneside has paper copies of the booklet and DVDs of the exercises. Contact them on 0191 280 8484 option 1.

Active North Tyneside

The Active North Tyneside team are here to encourage everyone to try and get active every day. The team are funded by Public Health and are part of North Tyneside Council's Sport and Leisure service. They run lots of different activity programmes including health walks and walking football. For more information call 0191 643 7171 or visit www.activenorthtyneside.org.uk

Your mind matters

Looking after your mental health and mental wellbeing is really important and there are a number of things you may wish to consider to keep you mentally well.

Try to keep in touch with friends and family through telephone calls, video calls, emails and letter writing. Connecting with others can help lift your mood and theirs.



healthy mind

Do your best to eat a balanced diet, drink plenty water and be mindful of your use of alcohol. If you smoke cigarettes and want to reduce or stop smoking, talk to your pharmacist about the help they can offer.

The NHS Every Mind Matters website has lots of useful information about looking after your mental health. For more information visit www.nhs.uk/oneyou/every-mind-matters.

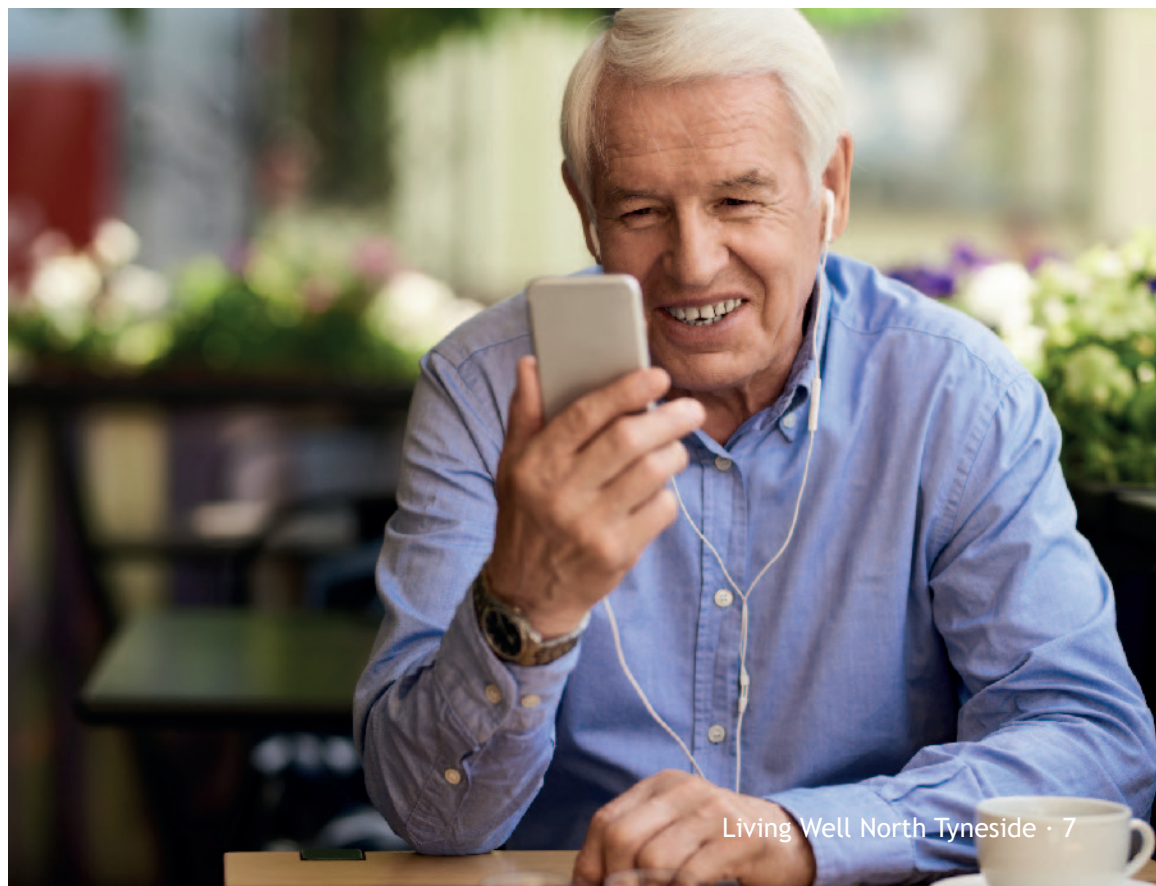
If you are struggling to cope, help is available. Reach out for help as early as possible. Talking to someone about your worries can help you to explore possible solutions to alleviate some of your worries.

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

Worried about your memory?

If you are worried about your memory or you are struggling to cope with day-to-day living, talk to your GP. They can do some tests to see whether you need a more specialised assessment. Memory loss can be related to being physically unwell or being depressed and seeking early help can ensure that you receive the right support when you need it.

Age UK North Tyneside's Dementia Connections Team provides a holistic package of services that can support people living with dementia, and their carers. Within the team are Admiral Nurses who are specifically trained to provide the specialist dementia support that families need. If you or the person you are caring for needs further assistance or for more information, telephone **0191 280 8484 option 1** or visit www.ageuk.org.uk/northtyneside/our-services/dementia-services.



Support available with...



Food and Essentials Shopping

All major supermarkets offer a home delivery service. Most are able to provide priority delivery slots to vulnerable residents. If you are able to get online then you should be able to access home delivery slots by visiting the supermarket's own websites.

Some supermarkets now offer shopping schemes that can be accessed by the telephone, which means you can phone the supermarket, place your order with a member of staff and delivery will be arranged within 24 hours. You can choose to make payment over the phone when placing your order or in person on the doorstep when your delivery arrives.

Local organisations can also help you to get the shopping that you need - for more information see the Living Well Services Directory on page 11.

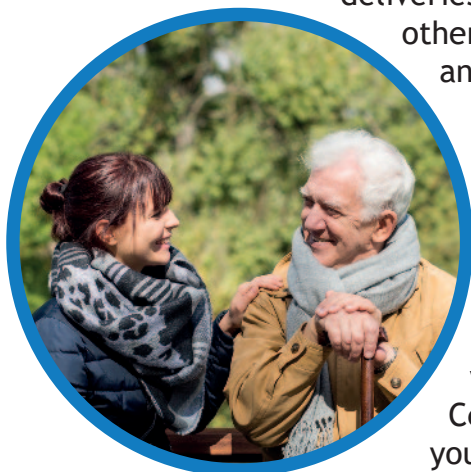
Prescription Delivery

You can have your prescriptions delivered to your door. Healthwatch North Tyneside has produced a useful guide to pharmacies and their delivery options, which mainly involves a driver picking up your prescription from a local pharmacy. In addition to these local services, there are several online pharmacies that will deliver your medication through the post. Ask at your local pharmacy, visit www.healthwatchnorthtyneside.co.uk/infoandadvice or telephone Healthwatch on 0191 263 5321 for information about prescription deliveries and lots of other useful health and care services.



Caring for Someone

Many people look after someone else but don't realise that they are carers. If you're looking after someone regularly to help them with their daily life because they're ill or disabled, or can't manage without your support, then you may be a carer. North Tyneside Carers' Centre are there to help, get in touch to find out how they can support you. Telephone 0191 643 2298 or visit www.northtynesidecarers.org.uk.



Using Online Services

The coronavirus pandemic has resulted in more services being delivered online than ever before and technology is really helping people to stay in touch with friends and loved ones. It can be scary to use an online service if you haven't used them before. North Tyneside VODA is coordinating a team of volunteers who are available to support local residents to become more digitally connected.

Volunteers are on hand to teach people how to use their tablets, smartphones or computers to communicate with loved ones, shop online and access other useful services. Support can be provided by telephone, video call, instruction leaflets, and via COVID-secure doorstep support. Some local organisations can also help you get access to the kit you might need - for more information contact VODA on 0191 643 2626 or visit www.voda.org.uk.



Helping to prevent the spread of coronavirus

The roll out of covid vaccines has started but, when this booklet was printed, infection rates continue to fluctuate. To help stop the spread of the coronavirus it's important that we all take these basic steps. For the latest advice and guidance about coronavirus measures see North Tyneside Council's website at www.northtynesidecouncil.gov.uk.



HM Government



WASH HANDS

For 20 seconds



1.

COVER FACE

In enclosed spaces



2.

MAKE SPACE

2 metres where possible
or 1 metre with
extra precautions



3.



Tips for keeping well in winter

www.nhs.uk/keepwarmkeepwell

Keep warm

Heat your home to at least 18°C (65°F). You may prefer your main living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing in cold air can increase the risk of chest infections. Use a hot water bottle to keep warm in bed.

Get financial support

There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. See page 3 for more information.

Look after yourself

- ❄ Contact your GP to get your free flu jab if you are aged 65 or over, live in a residential or nursing home, or are the main carer for an older or disabled person.
- ❄ Don't delay treating minor winter ailments like colds or sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker. See page 4 for more information.
- ❄ Layer your clothing whether you are indoors or outside. Wrap a scarf around your mouth to protect your lungs from the cold air.
- ❄ Wear shoes with a good grip if you go outside.
- ❄ When you're indoors, try not to sit still for more than an hour or so. Get up, stretch your legs and make yourself a warm drink.
- ❄ Eat at least one hot meal a day. Eating regularly helps keep you warm.
- ❄ Have your heating and cooking appliances checked by a Gas Safe registered engineer to make sure they are operating safely.
- ❄ Age UK North Tyneside will contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.

For more information about how to stay warm and well in winter contact Age UK North Tyneside: telephone 0191 280 8484 option 1 or www.ageuk.org.uk/winterprep

Useful Services Directory



Here in North Tyneside we have access to a wealth of services, local charities and community organisations. You can search the North Tyneside SIGN Directory for full details of services in your area at www.sign-nt.co.uk. In summer 2021, a new website called Living Well North Tyneside will be launched, which will include useful information about the activities and support available in the borough.

Healthwatch North Tyneside

is the independent voice for people using local health and care services in North Tyneside.

Healthwatch can:

- provide information about health and care services
- listen to your feedback about the health and care services you use and work with service providers to improve what they do
- run consultations about particular issues and services so that users are involved in decisions about future services

To share your experiences or find information:

0191 263 5321

www.hwnt.co.uk

Age UK North Tyneside

is the one-stop shop for older people in North Tyneside, there to help you make more of life. Age UK North Tyneside offers:

- Emergency hot meals and essential shopping support
- Information, advice and guidance including benefit entitlement (see page 3)
- Dementia Connections advice and support
- Carers and bereavement peer support groups
- Telephone befriending
- Virtual social groups
- Healthy Habits programme
- Ex-services personnel support

0191 280 8484 option 1

www.ageuk.org.uk/northtyneside

Email enquiries@ageuknorthtyneside.co.uk

North Tyneside Council

The Council's **Care & Connect** service provides advice and support to stay independent and connected with the community.

0191 643 7474 or email

care&connect@northtyneside.gov.uk

The Council's **Gateway Team** is the first point of contact for adult social care needs.

0191 643 2777

www.northtyneside.gov.uk

Citizens Advice North Tyneside

offers free impartial advice on debt, benefits, employment, pensions, housing, family, consumer issues, and other such problems you may have.

0300 330 9047 (9am to 5pm, Mon-Fri)

www.ntcab.org.uk

Dreamshine CIC

If you live in North Tyneside and feel a bit lonely or isolated, you can talk to a friendly Dreamshine volunteer.

0300 365 8554

www.dreamshine.co.uk

VODA's Good Neighbours Project

provides support to local residents via a team of trained volunteers. You can access support from Good Neighbours if you live in North Tyneside and are unable to shop or collect prescriptions independently due to health, disability, age or other barriers, and have no-one else in your network that can help. Good Neighbours volunteers can assist with:

- delivering a click and collect order you have booked
- topping up your gas or electricity
- shopping
- prescription collection and delivery
- helping you to get online

To request support from Good Neighbours contact 0345 2000 101

North Tyneside Carers' Centre

provides information, advice, counselling and support for carers. They also deliver a range of activities and workshops to give carers the chance to connect with others, look after their own wellbeing and receive help in their caring role.

0191 643 2298 or email

enquiries@ntcarers.co.uk

What to do if you feel ill in 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

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 the support you need so that the practice staff can arrange the necessary care or treatment - by phone, video or in person.



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