



KESGRAVE CARES

HELPING YOU TO HELP YOURSELF

Produced by the Patient Participation Group (PPG)

Supported by The Birches Medical Centre

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All possible efforts have been made to make this information accurate at the time of going to press

INTRODUCTION FROM THE BIRCHES MANAGEMENT TEAM

At the Birches Medical Centre, patient care is at the heart of everything we do and our aim is always to support our patients in living a healthy and happy lifestyle.

We understand that as the population gets older their health deteriorates and has a detrimental impact on well-being.

This can also be affected by social issues such as isolation, reduced mobility, transport issues and lack of support.

In Kesgrave we are fortunate to have a great community activity program which provides activities, support, transport and socialisation for everyone. Evidence shows that people who are 'socially well' also experience better general health.

This booklet has been developed by the Patient

Participation Group, supported by The Birches Practice to

provide information on groups and services suitable for the over 65s.

IN AN EMERGENCY

When to call 111

Call NHS 111 if you have an urgent medical problem and you're not sure what to do e.g.

- You need medical help fast but it's not an emergency
- You don't know who to call or don't have a GP to call
- You think you might need to go to A&E or another NHS urgent care service
- You need health information or reassurance about what to do next

A fully trained person will ask you some questions, give advice and direct you to the local service that can help you best. Where possible they will make you an appointment or transfer you directly to the people you need to speak to (e.g. Dr, Nurse, Dentist)

If they think you need an ambulance, one will be sent to you just as quickly as if you had dialled 999.

When to call 999

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk. Medical emergencies include:

- Loss of consciousness
- An acute confused state
- Fits that aren't stopping
- Chest pain or breathing difficulties
- Severe bleeding that can't be stopped
- Severe allergic reactions
- Severe burns or scalds

Call 999 immediately if you or someone else is having a heart attack or stroke, a fall from a height or a serious head injury. You will need to tell the call handler: where you are (including the postcode) the phone number you are calling from and what has happened.

APPOINTMENTS AND SERVICES OFFERED AT THE BIRCHES MEDICAL CENTRE

Twelve Acre Approach, Kesgrave, Ipswich IP5 1JF
Tel 01473 624800

The Birches now have the NHS App giving patients the ability to book and manage GP appointments, order repeat prescriptions, view their medical records and access a range of other services. Patients can download the app from the Apple or Android app stores and follow the simple on screen instructions to set it up, link it to their GP practice [Digital.nhs.uk](https://digital.nhs.uk)

Urgent appointments

Urgent on-the-day appointments are released each day at 8am for booking on the telephone through reception. These

appointments are for urgent matters that need to be seen that day.

You may find that if you call for an on the day appointment that you may be first triaged by an experienced Advanced Nurse Practitioner. The Advanced Nurse Practitioner will be able to book patients in to see a GP or suitable clinician on the same day if this is required.

Weekly routine appointments

Routine appointments are released up to one week in advance and are for non-urgent matters.

Half of these appointments are released on Friday afternoon after 6.30pm for booking on the automated telephone system and online. The other half of these appointments are released on Monday morning at 8am for booking on the telephone through reception.

Extended hours access clinic

Extended hours pre-booked appointments are available on a Wednesday evening from 6.30pm – 8.15pm bookable in advance through reception. These are also ideal for people who work or cannot get to the surgery during normal working hours.

GP+

GP+ appointments are also available to book through the GP surgery via reception. There are appointments available with various clinicians such as GP's, Advanced Nurse Practitioners, Practice Nurses and Physiotherapists.

The GP+ service release their 'on the day' evening appointments at 12pm each day, available to book via reception.

They also run a weekly and weekend appointment system which can be booked through the surgery up to a week in advance.

Clinics for the over 65s

The NHS is geared towards keeping patients well, including the over 65s. There are several screening programs and review systems in place to help monitor health and we would encourage all patients to attend screening and review invitations. These include:-

- Breast Screening (Female patients only)
- Health checks for the over 70s
- Bowel Cancer Screening
- Invitation for annual flu vaccination and shingles vaccination (dependant on age)
- Condition reviews including Diabetes, Hypertension, Rheumatoid Arthritis
- Diabetic retinal screening

Connect for Health social prescribing programme

This is a free service for adults over 18. If you require help with any of the below issues, you can self - refer to the

Connect for Health social prescribing programme, alternatively, your GP Practice or another professional can do a referral for you:

- Social isolation and loneliness
- Welfare benefits and financial support
- Emotional wellbeing
- Healthy lifestyle choices
- Arts, culture and creative activities
- Life changing events such as bereavement
- Poor health linked to housing or housing conditions
- Accessing work, training, education and volunteering and learning opportunities

Tel 07967 395985 or 07790 922228

Email ConnectFor.HealthSuffolk@shaw-trust.org.uk

Download the connect for health referral form at www.shaw-trust.org.uk

LOOKING AFTER YOURSELF

As we get older it is important that we keep ourselves as healthy as possible. Knowing where to get help can be a bit confusing. In this booklet we are outlining where resources and help can be obtained locally.

It is not always necessary to see a GP about everything. Pharmacists are trained and are able to advise on a range of minor ailments and conditions.

You can help yourself by ensuring that if you have on-going problems you submit your repeat prescriptions in time and collect the medication before you run out.

A pill box which can hold a weeks' worth of medication is useful as it provides an easy visual check as to whether tablets have been taken.

Keep warm in winter and try to eat a balanced diet. If possible, do some gentle exercise.

Keep a first aid kit at home to treat minor injuries.

Think about doing a basic first aid course.

Make sure you drink enough fluid each day.

Use Suffolk Age UK befriending service Tel: 01473 353061 or e-mail befriending@ageuksuffolk.org

If anyone is at risk or afraid of falling, please see your doctor for a medical assessment

HEALTH SERVICES

Bladder and Bowel Continence Advisory Service

Advisory service for people with bladder and bowel conditions - self-referral or referral via your GP.

Clinics held in Ipswich, Woodbridge and Felixstowe

Suffolk Community Healthcare (SCH) Tel: 0300 123 2425

Customer First

This is the first point of contact for Adult and Community Services in Suffolk. **Tel: 0808 917 1109**

Email: customer.first@suffolk.gov.uk

Dentists

Orchid Dental (NHS)

47 Holly Road, Kesgrave, Ipswich IP5 1HX

Tel: 01473 610160 Email: dental.orchid@gmail.com

Finding an NHS dentist

The service finder on the NHS website enables you to find local NHS services including dentists.

You will need to contact the dental practice directly and check whether they are currently accepting NHS patients.

www.nhs.uk

If after contacting several dental practices you still can't find a dentist accepting NHS patients, you should call NHS England's Customer Contact Centre on **Tel: 0300 311 2233**.

If you have a dental emergency out of hours please call **111**.

Foot Health Podiatry Clinics (Suffolk)

An advice, assessment and treatment service for people who have problems with their feet (e.g. infections, nail problems) **Tel: 0300 123 2425**

Suffolk Podiatry Specialist foot care for people with a higher risk of foot complications or who have active foot disease requiring quick assessment and treatment.

Tel: 01473 275204 or complete an online self referral at www.podiatryreferrals.co.uk

Information for foot conditions available from:

www.scpod.org/foot-health/common-foot-problems

Headway Suffolk supports people with acquired brain injuries/neurological conditions and those who care for them. Locally Headway offer community support and home care.

For more information about Headway services

Tel: 01473 712225 or www.headwaysuffolk.org.uk

Local Healthcare Teams Community (district) nurses, physiotherapists and occupational therapists in the community. **Tel: 0300 123 2425**

Local Pharmacists.

Kesgrave Pharmacy **Tel: 01473 622513** 34a Penzance Road, Kesgrave , Ipswich, IP5 1JS

Tesco Pharmacy **Tel: 01473 560108** Ropes Drive, Kesgrave, Ipswich, IP5 2FU

Tesco Pharmacy **Tel: 01473 560111** Anson Rd, Martlesham Heath, Ipswich, IP5 3RU

Medicine Advice Line

Free and confidential service provided by Ipswich hospital Monday – Friday 9am -5pm Ipswich Hospital

Tel: 01473 703604

Physiotherapists Allied Health Professionals (AHP) Providing physiotherapy services for patients in East Anglia. Self-referral under the NHS. Ipswich, Woodbridge & Felixstowe. **Tel: 03330 433966** www.ahpsuffolk.co.uk

Sensing Change Sensing change is based in Ipswich and supports adults with sight and/or hearing loss living in Suffolk.

Services include assessment, rehabilitation, equipment and communication support. You can refer yourself directly to sensing change **Tel: 01473 260030** or

www.sensingchange.org.uk

email: info@sensingchange.org.uk or

Suffolk Hearing Advisory Service. Tel: 01473 286060

Hearing Aid Batteries Available from Ipswich Hospital and Framfield House, Woodbridge. **Tel: 01394 703117**

CANCER SUPPORT

John Le Vay Cancer Support and Information Centre
Advice, support and information for people living with and beyond cancer.
Ipswich Hospital. Monday - Friday 9am to 4pm
Tel: 01473 715748

Macmillan Cancer Support Group at Kesgrave Library -
The 4th Monday of the month 9.30am - 11.30am (except bank holidays).
An opportunity to chat and meet new friends. Leaflets and advice available. **Tel: 01473 626103**

Macmillan Benefits Advice. Financial help and advice, including a full assessment of your eligibility for any benefits and assistance claiming them.
To book an appointment call the local Macmillan Benefits team on **Tel: 0345 600 6257.**

St Elizabeths Hospice, Onecall. A 24 Hr Advice line for patients and carers. Advice on new symptoms, pain control, dosages of pain medication etc, **Tel: 0800 567 0111** (Free from a BT land line)

FOOD AND HOME FOOD DELIVERIES

Kesgrave is fairly well equipped with food outlets some of which carry out home deliveries and/or take away services. There are a considerable number of taxi delivered meals

available within the Ipswich area including traditional, Chinese, Indian and Thai.

Aspect Living Foundation Home delivery
Tel: 01473 749927 www.aspectliving.org.uk

Oakhouse Foods Home delivery
www.oakhousefoods.co.uk

Suffolk Info Link Tel: 01206 843907

The Parsley Box (no refrigeration is necessary)
Home delivery Tel: 0800 6127225 www.parsleybox.com

Wiltshire Farm Foods Home delivery Tel: 0800 0773100

Hot Meal Delivery Services

Audrey's Catering. Tel: 01473 604521
www.audreyscatering.vpweb.co.uk

Ipswich WRVS (Meals on Wheels). Tel: 01473 749927

TRAVEL AND TRANSPORT

BSEVC Community Transport A charity which is supported by the Town Council.
The vehicle is fully accessible for wheelchair users and transport can be booked two weeks in advance. The scheme is designed to support local residents who are unable to access public transport due to mobility difficulties. This service operates Monday to Saturday.
Tel: 01449 614271 text 07493 866652
e-mail; bookings@bsevc.co.uk

CATS Coastal accessible transport services
www.cats-paws.co.uk

Demand Responsive Tel: 01728 635938

Door to door Tel: 01728 831215

Driving Miss Daisy Have 3 wheelchair accessible vans with seats for non disabled passengers.

Drivers are DBS checked, private hire licence, first aid accredited and trained to assist Pre booking essential. **Tel: 03330146211 or 07743812581**

First buses Tel: 0345 6020121

Ipswich buses Tel: 0800 919390

Kesgrave Town Council Community Transport Services

www.Kesgravetowncouncil.org.uk

Park and Ride Tel: 0345 6020121

Suffolk on board Connecting communities

www.suffolkonboard.com

Travel line South East and Anglia

www.travelineeastanglia.org.uk

MOBILITY EQUIPMENT

Central Equipment Store To obtain equipment, return equipment or report faulty equipment issued by Social Care Services or NHS.

Tel: 01473 274804 or 01473 274816

Essex Stairlifts. New, reconditioned and rental stairlifts.

Tel: 01206 231568 www.essexstairlifts.co.uk

Felgains (Ipswich) Mobility Equipment Supplier

Tel: 01473 741144 <http://www.felgains.com>

Felixstowe Mobility Tel: 01394 671400

Hadleigh Mobility Centre Tel: 01473 823235
www.hadleighmobilitycentre.com

Ipswich Easier living Mobility Centre Tel: 01473 250157

Mid Suffolk Mobility and Care Equipment Centre
(Bacton, Stowmarket) Tel: 01449 781804
www.midsuffolkmobility.co.uk

ALARMS

Age UK Personal Alarms Tel: 0800 011 3846
www.ageuk.org.uk/alarm

Hears Alarm (Ipswich Borough Council) Tel: 01473 433236
www.hearsalarm.co.uk

SUPPORT SERVICES / OTHER RESOURCE AGENCIES

Age UK Suffolk (Ipswich Helpdesk) Tel: 01473 257039
www.ageuk.org.uk

Age UK Suffolk (Housework Help) Tel: 01473 357070

Age UK Suffolk countrywide Benefits Helpline
Tel: 01449 674222 benefits@ageuksuffolk.org

Age UK Suffolk Information and advice line.
Tel: 01473 351234

Cinnamon trust

Specialist charity that provides many services that help care for pets when elderly people are sick at home or in hospital.
Tel: 01736 757900 www.cinnamon.org.uk

Citizens advice: Woodbridge **Tel:01728 832193**

Infolink Suffolk Infolink Suffolk provides Information advice and help for adults including, health and care, emotional wellbeing and mental health. It also has a community directory listing support groups and organisations, providing information about local services to help you live independently. www.infolink.suffolk.gov.uk

Libraries can advise where to get mental health and well-being services

NHS Choices Comprehensive health information service that puts you in control of your healthcare. www.nhs.uk

Red Cross Services Borrow a wheelchair. Get support at home. Help with loneliness.
Open Tuesdays and Fridays 10 to 12.30 for the use of loan equipment. **Tel: 01473 219 261** www.redcross.org.uk

Silverline is a free national confidential helpline providing information, friendship and advice to older people 24 hours a day every day of the year. **Tel: 0800 470 8090**

Suffolk Family Carers provide information, advice and support to family carers across Suffolk
Tel: 01473 835477 Monday to Friday

Onelife Suffolk Offering a number of free services across the county to help people in Suffolk to live healthier lives and improve their quality of life.
Tel: 01473 718193 Email info@onelifesuffolk.co.uk
www.onelifesuffolk.co.uk

GENERAL INFORMATION

British Heart Foundation

Heart Helpline For Medical Enquiries. **Tel: 0300 330 3311**
www.bhf.org.uk

British Lung Foundation Helpline Mon- Fri 9am to 5pm

Tel: 0300 030 555

www.blf.org.uk

Diabetes UK

Tel: 0345 123 2399 www.diabetes.org.uk

Living With Osteoporosis

www.nhs.uk/conditions/osteoporosis/living-with/

Royal Osteoporosis Society **Tel: 0808 800 0035**

www.theros.org.uk

MENTAL HEALTH

If you are worried about your mental health the following contacts may be useful.

Cruse Supports people who have suffered a bereavement.

Tel: 01473 230888 Email suffolkcrse.co.uk

Dementia Sue Ryder Dementia Together **08081 688 000** or
e mail SRYC.DementiaTogether@nhs.net

Kesgrave Dementia Café British Legion Hall, Kesgrave,
Ropes Drive from 10.30am -12.30pm every third
Wednesday of each month. Anyone living with Dementia is
welcome and must be accompanied by a Carer. To provide
activities that stimulate and motivate, helping to improve
confidence and social interaction in a safe environment.

Tel: 01473 624044

Mind Provides support and advice to anyone with mental health needs and offers counselling and peer support.
Tel: 0300 111 6000 Email. Suffolkmindnrguk

Samaritans Confidential support for what ever you are going through.

Free national 24/7 helpline Tel: 116 123

Email: jo@samaritans.org response time 24hrs

Suffolk Wellbeing Service A service for people stressed, low, anxious or depressed. Self-referral or by GP.

Non-emergency contact number **Tel: 0300 123 1503**

www.wellbeingnands.co.uk

LEISURE ACTIVITIES

Activities at Kesgrave War Memorial Community and Conference Centre (**KWMCC**) Information about all activities is available on **Tel: 01473 612648**.

Activities at Kesgrave Library (**LIB**). Information about all activities is available from Kesgrave Library

Tel 01473 626103. Email: help@suffolklibraries.co.uk

Activities at Kesgrave Scout Hall. Further information about these activities is available from **Tel: 07923574990**

Keepfit / Sport

Active Adults Monday 9.30am and 10.30am **KWMCC**

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Active Adults Friday 10.00am to 11.00am **KWMCC**

Casual Adult Badminton term time Mondays 11am to 1pm
November to March **KWMCC**

Casual Adult Badminton Term time Tuesdays between 9.30am and 11.30am. **KWMCC**

Casual Adult Badminton term time Fridays 11am to 1pm. **KWMCC**

Commit to Get Fit Wednesday mornings between 9.15am and 9.45am. **KWMCC**

Core Strength Yoga Monday between 11.30am and 2.30pm. **KWMCC**

Indoor Short Mat Bowls Club Sunday evenings, mid-September to March. **KWMCC**

Kesgrave Cricket Club **KWMCC**

Tai Chi Foundation Beginners Monday 10:30am–11:30am
Scout Hall

Tai Chi Lok Hup Beginners Monday 10:00am–10:30am
Scout Hall

Tai Chi Improvers Monday 10:30am–12:45pm **Scout Hall**

Tai Chi Friday morning between 10.00am and 11.00am
KWMCC

Yoga Monday evening and Thursday evening. **KWMCC**

Zumba Sunday evening between 7.15pm and 8.15pm.
KWMCC

Social/Friendship

Big Chinwag 3rd Friday of each month 2pm-4pm includes entertainment and free refreshments **KWMCC**

Co-op Women's Guild 2nd and 4th Tuesday evening of each month. **KWMCC**

Kesgrave Friendship Club 1st and 3rd Tuesday afternoon each month. **KWMCC**

Kesgrave Help Centre Thursday Morning. **KWMCC**

Kesgrave Women's Institute 1st Thursday Evening of each Month. **KWMCC**

Knit and Natter first and third Wednesday of the month **LIB**

Meet Up Mondays The Black Tiles, Martlesham
Monday 11 am–1 pm **Tel 01603 628059**
www.blacktiles.co.uk or meetupmondays.org.uk

Recreation/Leisure

Adult Colouring Tuesday, 9am-12pm **LIB**

Afternoon Book Club first Thursday of month at 2:45pm **LIB**

Evening Book Club one Thursday evening per month at 7pm **LIB**

Cafe 66 Tuesday 10:00am – 13:30pm **Scout Hall**

Cafe 66 Wednesday 10:00am-13:30pm **Scout Hall**

Cafe 66 Thursday 10:00am-13:30pm **Scout Hall**

Cafe 66 Friday 10:00am-13:30pm **Scout Hall**

Ipswich and East Suffolk Bee Keepers Association
7pm-9pm on 1st Wed of Month **Scout Hall**

Ipswich Hospital Bridge Club Monday Evenings. **KWMCC**

Ipswich & Kesgrave Duplicate Bridge Club Thursday Evening. **KWMCC**

Kesgrave Art Club Tuesday Morning. **KWMCC**
The Arts Society South East Suffolk first Tuesday morning of each month. **KWMCC**

KWMCC Kesgrave Bowls Club
Weekends mid-April to mid-September

Kesgrave Needlecraft Club 6:30pm-7:45pm on 2nd and 4th Wed of month **Scout Hall**

Kesgrave Singers Monday 2pm–4pm **Scout Hall**

Entertainment/Theatre

The Masque Players KWMCC Springfield Follies Theatre Group **KWMCC**

IT/Technology

Computer Club Thursday 10:30am–12:30pm **Scout Hall**

IT drop-in session third Monday of the month (9:30am-12pm) **LIB**

One-to-One IT sessions last Saturday of the month (9:30am-12pm) **LIB**

Health

Breatheasy 2nd Tuesday of the month 2pm – 4pm
KWMCC

Slimming World Wednesday morning, afternoon and evening. **KWMCC**

Weight Watchers Thursday evening. **KWMCC**

Education

University of 3rd Age Last Monday afternoon of each month. **KWMCC**

East Suffolk National Trust Association 3rd Tuesday evening of each month January – May and September. **KWMCC**

Market

Kesgrave Market 9am-12:30pm on 3rd Saturday of month.
Scout Hall

IT and printing facilities at the Library:

- Free Wi-Fi
- Book a computer
- Photocopying – available in A4, A3, black and white, and colour
- Printing in colour available in A4 only
- Scan to email
- Note: For Printing, photocopying and scanning – charges apply

Other Library Services:

Home Library Service: if health or mobility issues are preventing you getting to a branch, volunteers from Suffolk Libraries home library service may be able to help. The service is free and available from most libraries.

Tel: 01473 351249 Email volunteer@suffolklibraries.co.uk