

Join the conversation

We know that co-designing and co-producing local health and care services produces better and more sustainable outcomes for everyone.

We've got big ambitions to build a different relationship with local people and communities, strengthening our existing partnerships and creating a sense of shared ownership - ultimately improving the experiences for you and your family.

There are so many ways for you to help shape your local health and care services and we are inviting you to join the conversation:

- Discover opportunities for involvement and share your views, thoughts and feelings on a wide range of issues via our new **Insight and Involvement Portal**
- Join our **Board** when they meet in public
- Participate in one of our **Community Forums** or **Annual General Meetings** – hear about our work and influence priorities together
- Apply to our **Innovation Fund** – funding new ideas and projects that can support health and wellbeing in our communities
- **Volunteer your time**, either directly with us or with one of our many voluntary sector partners across the area. We can help connect you to local volunteering opportunities.

For more information and opportunities please visit:
www.frimleyhealthandcare.org.uk/get-involved

Finally we would love to know what you think about this booklet.

Please scan the QR code to answer a short set of questions.



Frimley Health and Care



Helping you to stay well



Welcome to Frimley Health and Care Integrated Care System

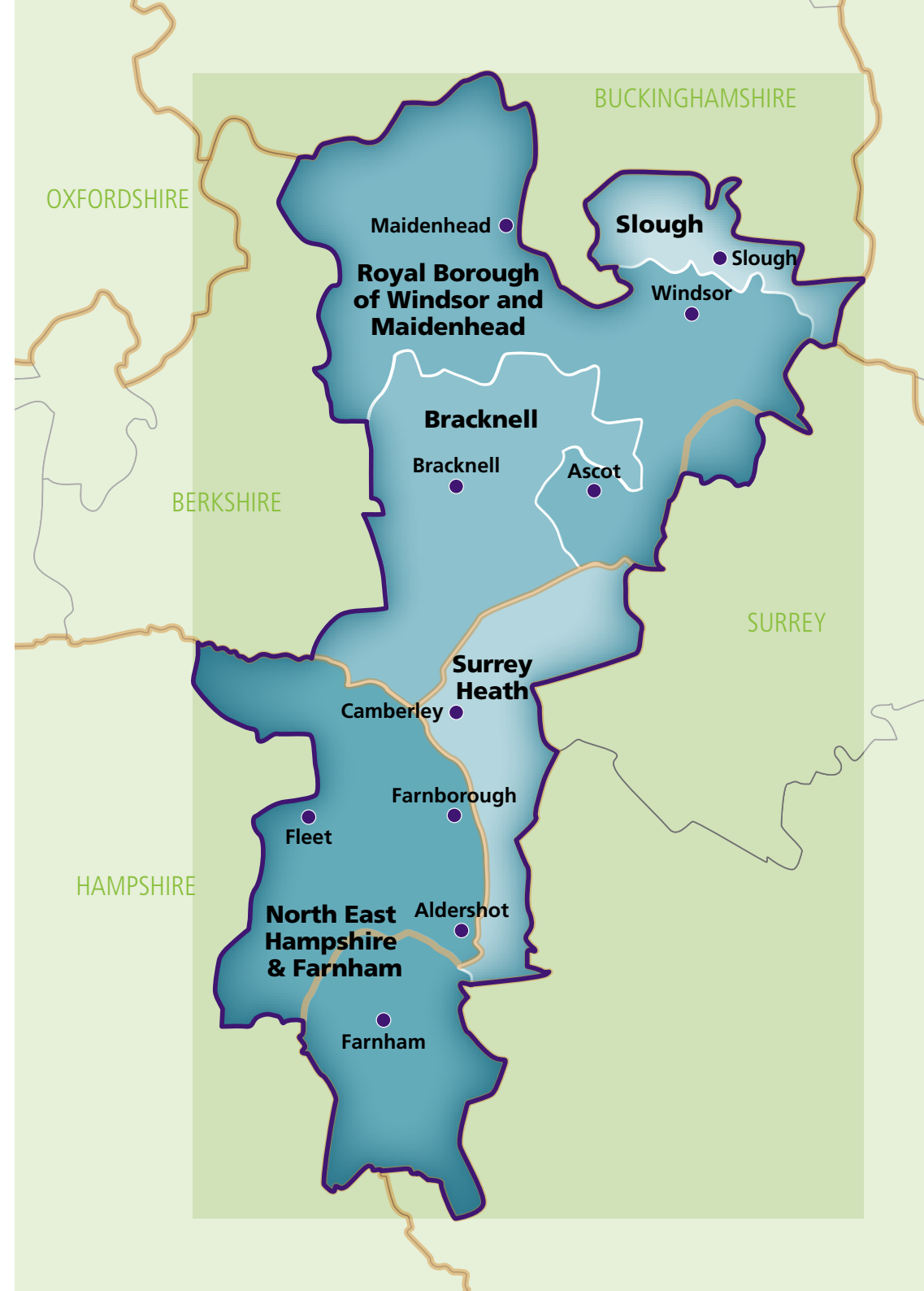
We are the local organisations involved in planning, buying and providing health and care services to you and your family. As NHS, social care and voluntary service organisations we work together, alongside our local communities, to ensure that Frimley Health and Care is focused on the things that matter most, to help us to all live healthier lives.

Our key ambitions are:

- That everyone gets the best start in life, from healthy pregnancies and beyond
- That everyone has the opportunity to live well, in healthier communities, no matter where in our system you call home
- That we will listen and co-design Community Deals because we know that working with local people provides better solutions
- That we will come together to encourage an inclusive, empowered and inspirational culture across our workforce
- That we will work in partnership to encourage and build collaboration, ensuring local people have the chance to contribute
- That we will offer the best possible care, treatment and support, where it is most needed, in the most affordable ways, using the best available evidence

This booklet has been produced to help you and your family stay well and to support you in knowing where to turn when you need help.

Please share these messages with your friends and family to help them stay well too.





See your pharmacist before it gets worse

If you or a family member start to feel unwell, talk to your pharmacist. They are qualified healthcare professionals, who can offer clinical advice and over-the-counter medicines for:

- minor aches and pains
- burns and scalds
- head lice
- bites and stings, etc.

They can also help with queries about medication type, suitability and dosage, urgent requests for medication, medication related to hospital discharge and repeat prescriptions.



Ensure you minimise risk of infection when unwell

- use and dispose of tissues correctly
- wash your hands regularly
- keep surfaces clean
- keep indoor spaces well ventilated
- take up vaccinations when offered

Live Well

Healthier living starts with little changes. So whether you want to lose weight, get active, sleep better or drink less, you can visit www.nhs.uk/better-health or talk with your pharmacist/GP practice. For help to quit smoking visit www.frimleyhealthandcare.org.uk/quitsmoking



First Aid

A little bit of first aid knowledge can enable you to manage many minor ailments at home and could even save a life. Make sure you know what to do by visiting www.redcross.org.uk/firstaid



Check in on yourself and others

It can be easy for us, and others, to mask things when we're not feeling our best physically or mentally but don't let it get worse. For mental wellbeing tips and support visit www.nhs.uk/every-mind-matters

If you are experiencing physical symptoms, don't ignore them! Speak with your GP.



Ensure you stay safe in the sun and warm in winter

When heading out into strong sunshine, use sunscreen of at least SPF30 and stay hydrated.

On colder days keep your home heated to 18°C, eat hot meals and make up for the lack of sun by taking the recommended 10 micrograms a day of vitamin D.



Apps



Apps can be great for improving our health and wellbeing but which one should you choose? We have collated a range of trusted health and wellbeing apps which have been through an independent review process by health and care professionals. You can find them by visiting www.frimleyhealthandcare.org.uk/wellbeingapps

Regularly check your medicine cabinet

Do you have what you need to care for yourself at home? Many minor ailments can be treated using what's in your medicine cabinet. Don't wait for something to happen - make sure you are prepared and remember to regularly check your prescriptions too. Visit www.frimleyhealthandcare.org.uk/medicinecabinet





Know where to go when feeling unwell

- view your Covid-19 vaccination details
- order repeat prescriptions
- book appointments
- get health advice
- view your health record and more



GP surgery

Visit your GP surgery website and click on eConsult to:

- get help for a condition that has not improved after seeking help from your pharmacy
- report urgent conditions that are not life threatening
- report a deteriorating chronic condition

Please continue to use usual routes, including online patient access, to order repeat prescriptions. If you do not have access to the internet, you can continue to phone your surgery.



Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do

Available 24 hours a day, every day. If needed, an NHS advisor will help you to be seen quickly and safely.



Minor injuries

A minor injury service is only for conditions such as the following:

- sprains and strains
- suspected broken limbs
- minor head injuries
- cuts and grazes
- minor scalds and burns
- skin infections

Whether you're booked into the minor injury service via your GP, NHS 111 or you decide to walk-in, the service is available 7 days a week, from 8am-8pm.

The minor injury service is located at Bracknell Urgent Care Centre.



Emergency department or call 999

Only for very serious or life-threatening situations. This can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Call **999** immediately if you or someone else is having a heart attack or stroke.

Also call **999** if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

If you are unsure, call **NHS 111** or go on-line at **111.nhs.uk**



For urgent help for your mental health

Use the NHS 111 online service, or call 111 if you are unable to get help online. Please dial 999 if:

- you've injured yourself
- taken an overdose
- you are in an emergency and believe that your life is at risk

www.nhs.uk/every-mind-matters provides NHS-approved expert advice and practical tips to help you look after your mental health and wellbeing.

You can also text Shout 85258. Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

For mental health services local to you, please visit www.frimleyhealthandcare.org.uk/mentalwellbeing

Supporting your family

Frimley Healthier Together website for parents and carers of children from 0-18



Healthier Together
Improving the health of babies, children and young people throughout Frimley

When children become ill it can be difficult for their parents and carers to always know the best way to care for them, particularly if they are very young and can't tell you exactly what is wrong.

The NHS Frimley Healthier Together website provides expert advice and reassurance to support parents and carers to help them manage a range of common childhood illnesses at home and helps them recognise what might be wrong, what to do to help their children whilst at home, and where to go for more help if they do need to see a healthcare professional.

The site gives "red flags" of worrying features that need urgent medical review. This way parents and carers can be reassured they are taking appropriate action at home and know when they need more specialist help.

You can get support on the following:

- Childhood illnesses, including, coughs colds, fever
- Caring for newborns
- Children and young people's emotional and mental wellbeing
- Maternal and paternal health
- Child feeding and development

Visit frimley-healthierttogether.nhs.uk or scan the QR code.



Community Support

Things happen in life that we don't always know how to deal with. Your local council and the voluntary sector, have a lot to offer if you are looking for help and advice on anything from domestic violence to bereavement support.

We encourage you to reach out to local agencies such as Citizens Advice and your Council for Voluntary Services to better understand how they may be able to help or signpost you. We have pulled together a number of resources which may be helpful and you can find them all by visiting www.frimleyhealthandcare.org.uk/communitysupport

Frimley Maternity Website

The Frimley Health and Care maternity website can support you and provide you with information at the beginning of your pregnancy journey through to caring for your baby and yourself.

Frimley Health is proud to offer high-quality maternity services with a woman-centred focus. They support approximately 9,500 expectant mothers a year who come from across Hampshire, Surrey, East Berkshire and South Buckinghamshire. In addition to the community setting, Frimley Health provides maternity care at Frimley Park Hospital and Wexham Park Hospital.

Both sites offer a wide variety of services including co-located midwifery led centres, for women with uncomplicated pregnancies, to specialist services for women with more complex needs who require a multi-professional approach.

Regardless of which hospital you choose, you can be confident that you will be at the centre of a supportive and safe service. Your care will be provided by staff who strive to reflect the trust's values: facing the future, committed to excellence and working together.

Frimley Health look forward to supporting you and your baby during this unique and exciting time. If you would like to learn more, no matter what stage of your journey, please visit www.frimleyhealthandcare.org.uk/maternity



Carers Support

Did you know that 2 in 3 people find themselves caring for someone over their lifetime. This may start out with simple tasks like picking up a little bit of shopping or a prescription, however these responsibilities can change over time as your loved one's needs grow - often beginning to feel overwhelming alongside other responsibilities.

Help is out there for you if you find yourself with unpaid caring responsibilities. Ensure you register as a carer with your GP and advise the GP of the person you are caring for. Seek advice and guidance from your GP, local carers organisations and/or your local council, who will be able to help you. Visit our community support page to find out what else is available in your area.

www.frimleyhealthandcare.org.uk/communitysupport

This is not something that you need to do alone, so please ask for help if you need it.

Supporting your mental health

Your mental health is as important as your physical health - and the two are linked. It's easy to think that you, your family and friends are all ok but have you really stopped to ask yourself twice?

There are a range of services available to support local people in maintaining good mental wellbeing and in addressing any problems as they arise.

As with everything, don't let it get worse - make sure you seek the advice and support you need, whether that be through:

- apps
- websites
- text services
- or through talking to someone

You can find information on the services available to you free of charge by visiting www.frimleyhealthandcare.org.uk/mentalwellbeing and picking the section that feels most relevant to your needs.

Remember for urgent help for your mental health, use the **NHS 111** online service, or call **111** if you are unable to get help online.

If you've injured yourself, taken an overdose or are in an emergency and believe that your life is at risk, please dial **999**.

You can also call Samaritans 24 hours a day 365 days a year on **116 123** or text **Shout to 85258**. Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.



Your data and the NHS

Health and care organisations work together to provide joined-up services for local people. To do this well, health and care professionals need access to accurate and up-to-date information to help them make the best decisions about your care.

This could be the staff in your GP practice, hospital or care home. Sharing this information means you shouldn't have to keep repeating your story and important information, to different people.

The sort of information that is shared includes:

- any illnesses you have
- any medicines you are taking
- any allergies you have
- your treatment and care
- your test results
- information about your hospital appointments and admissions



Certain information can also help to plan future services. For example, looking at how many children have been born over a period of time will help us to plan services for young people in the future.

By linking together small amounts of data from lots of patients - planners and researchers can look for patterns, helping them identify ways to improve health and care services.

Considering the above, you have the right to be informed how your information is used, and shared. More information can be found at www.frimleyhealthandcare.org.uk/your-health-and-care-information

You may also like to view this short film which further describes how health and care information can be used to improve care for everyone.

understandingpatientdata.org.uk/introducing-patient-data