

***If you need this in another language please ask and we will attempt to supply you with this***

Dear Patient

Ancora Medical Practice has been looking at ways to provide our older patients with information that you may find helpful. It varies from local activity groups to help you keep mind and body active, to information on home food delivery options and also information that may help you with any financial worries you may have.

The information is only a guide for your information and no particular services are individually recommended by the practice.

We hope that this will be of some use to you. You will also see a record card that we can add medical information to after a visit to the surgery; you can take this away with you on holidays or visits to family and friends. You will also find space to keep a copy of your medication list, also useful if you are travelling.

If you feel there is any other information you would like adding or feel we could improve on this booklet please let us know at the practice.

## FEELING POORLY? NOT SURE WHERE TO GO?



**Self-Care:** make sure you always have the basics at home, such as Paracetamol, cough and cold remedies and a nit comb.



**Pharmacy:** Visit without an appointment and get advice on coughs, colds, sore throats, diarrhoea, warts, verrucas, nits and more.



**Your Family Doctor:** GPs are highly trained and skilled medics who can deal with your complex and urgent conditions.



**Out-of-Hours:** If you need a GP when your practice is closed, call the practice to get through to the Out-of-Hours GP service.



**Accident and Emergency:** For serious and life-threatening conditions only, such as suspected strokes, heart attacks or serious injuries.

**LET'S KEEP A & E  
FOR THOSE WHO REALLY  
NEED IT.**

## **ACTIVITY/SOCIAL**

**Fresh Start**: is a local Council run service, offering many activity groups from bowling, ten pin and green groups, to rug and card making groups, sports for disabled clients to social evenings. Some activities may have a small cost. You can have a monthly newsletter delivered with a list of all the activities, please contact the numbers or email below and the staff are very willing to offer information.

[www.connecttosupport.org/northlincs](http://www.connecttosupport.org/northlincs)

Fresh Start Office: Tel. 01724 277906

**Workers Education Association (WEA)**: This is a charity that offers adults a safe, supportive and friendly way to learn. It has thousands of courses to choose from nationally. You do not need any previous knowledge or qualifications to join most of the courses. They have branches in Scunthorpe, Barton, Doncaster and Grimsby.

Scunthorpe offers such courses as computer workshops, photography, creative writing, languages, music etc.

Contact: Regional office Tel: 001132453304

Website: [www.wea.org.uk/yh](http://www.wea.org.uk/yh)

Scunthorpe: 01724 844245

## **SOCIAL SUPPORT**

Many people can feel isolated or lonely in later life with the loss of family and friends. Below is a list of organisations that can offer support.

**Fresh Start:** can offer a befriending and shopping service,

Contact: **01724 277906** to ask about the service.

**Friends of the Elderly:** is a charity motivated by a desire for all people in old age to retain independence, dignity, choice and peace of mind. They offer a service where a friend will keep in regular contact with you by phone.

To find out more please contact: Tel. 02077308263

Email: [info@phoningfriends.fote.org.uk](mailto:info@phoningfriends.fote.org.uk)

Website: [www.fote.org.uk](http://www.fote.org.uk)

**Memory Lane:** this is a volunteer service to support isolated and vulnerable older people by offering a volunteer service for a period of time. It offers support, time for a chat, helps you to access community services.

Speak to the practice if you are interested and we can refer you in.

## **PEOPLE AND PETS ADVOCATES**

This is a new non-profit organisation who are establishing a network of volunteers to support people by sharing the care of their pets during difficult times.

PAPAS offers free practical help such as dog walking, respite care, fostering, grooming, transporting pets to vets and administering basic medical care.

They offer an alternative to pet re-homing, abandonment, neglect or even a loved one being put to sleep during the owners period of ill health.

Contact Tel.: 0300 666 3999

Email: [enquiries@papas.org.uk](mailto:enquiries@papas.org.uk)

## **PERSONAL AND FINANCIAL SUPPORT**

At times you may need advice or support in dealing with financial or personal issues to aid you in maintaining your independence. Below are a few support groups that may be able to offer you the support you need.

**Access and Adult Protection: Safeguarding Team:** this is a good contact number to obtain relevant telephone numbers on domestic services, carers etc., to help support you at home.

Tel: 01724 297979

**Carers Service:** they can offer information and advice on specific illnesses; they can offer advocacy, information on home care available etc.

Tel: 01652 650585

**Age UK:** they can offer information and advice on anything from health to housing.

Call free: 0800 1696565

**Home Assistance:** this is a local service for HOME OWNERS ONLY. You can contact the number below if you are having problems funding essential home repairs e.g. your boiler has broken down. They can offer improved insulation and heating if you have an old system. After you contact the service they would send you a small form to complete, they may come to the home and assist with the form if you have problems filling forms in. Then following a check they can advise you of any services they would offer.

Tel: 01724 297000

**Friends of the Elderly:** This charity can offer financial support to people over 60 years who live in England or Wales, live on a low income and have savings of less than £3,000 for a single person or £4,500 for a couple. They can offer one off grants for unexpected household costs like a large bill or a property repair. They can also offer a regular allowance where the income does not cover the basic cost of living.

To find out more contact: 020 7730 8263

Email: [info@supportingfriends.fote.org.uk](mailto:info@supportingfriends.fote.org.uk)

**Home Delivery Food Services:** Below are a couple of numbers for companies that can provide ready meals for home delivery, we do not personally recommend any service it is just an idea for you to review. Remember if you or a family member has internet access you could order your groceries/ready meals etc. direct from a supermarket and they will deliver for a small charge.

Wiltshire Farm Foods

0800 773 773

[www.wiltshirefarmfoods.com/](http://www.wiltshirefarmfoods.com/)

Oakhouse Foods

Tel. 0845 6432009

[www.oakhousefoods.co.uk/](http://www.oakhousefoods.co.uk/)

## **DOMESTIC PROBLEMS**

The local Council run a scheme to provide the numbers of approved local services such as builders, plumbers, electricians etc. Here is the service the Council offer:

### **Trading Standards Approved**

North Lincolnshire Council Trading Standards recognise that it is often difficult to find a business that consumers can trust, so they introduced Trading Standards Approved (TSA).

TSA businesses are local (within North Lincolnshire) and they have been comprehensively vetted or audited by Trading Standards to ensure that they trade in a fair, safe and honest manner. TSA businesses also work with us to increase levels of consumer satisfaction.

In order to gain and retain TSA status, a business must apply then pass a set of tailored background checks including a review of their complaint history and complaints policy, ensuring the paperwork is legal and agreeing to regular audits. For businesses who work in your home additional CRB checks, CCJ checks and references are required from previous customers.

To find a local service contact the Council:

Tel: 01724 297664

## VACCINATIONS

Below is a list of the routine vaccinations that are recommended for our elderly patients. Travel vaccinations are dealt with on an individual basis and we would request a travel form be completed at least 6 weeks prior to any foreign holiday so we have chance to review your records.

Flu Vaccination: Offered to patients over 60 years of age, this is a once yearly vaccination to reduce the effect of flu if you were to contract this disease. Flus given between Sept-Feb each year.

Pneumonia: Unless you have any very specific medical disease this is offered over the age of 60 years and is a single dose vaccine. It can be given at any time of the year.

Shingles: This is given to reduce the long term effect from shingles if you contract the disease. Long term effects being pain and discomfort over the nerve affected by the virus.

At present we are giving to specific age groups as designated by the Department of health. At present this is 70 year olds and 78 and 79 year olds. This vaccine is given throughout the year. This is a single one dose vaccine.

**If you are unsure of your vaccination status please contact the surgery to discuss or book an appointment with a nurse.**



## **USEFUL PHONE NUMBERS**

Detuyll Street: 01724 747280

Ashby Road: 01724 842244

NHS Urgent Care: 111

National Gas Emergency: 0800 111999

Non-urgent Policy enquiry: 101

Alzheimer's Society

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Carers UK 0808 808 7777

[www.carersuk.org](http://www.carersuk.org)

Royal Voluntary Service 0845 608 0122

Dementia UK 0207 697 4160

[www.dementiauk.org](http://www.dementiauk.org)

## **COUNCIL SERVICES**

Home Library Services 01724 860161

Adult Services: 01724 297979

Waste and Recycling problems,  
or to request assisted collection: 01724 297000

Alzheimer's Society

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Carers UK 0808 808 7777

[www.carersuk.org](http://www.carersuk.org)

Royal Voluntary Service 0845 608 0122

Dementia UK 0207 697 4160

[www.dementiauk.org](http://www.dementiauk.org)

## **HELP AND ADVICE**

### **CRUSE BEREAVEMENT CARE**

Cruse Bereavement Care is here to support people after the death of someone close. Face-to-face and group support is delivered by trained bereavement support volunteers.

105-107 Frodingham Road, Scunthorpe, DN15 7JT

Tel: 01724 281178

### **FORESIGHT**

A day centre offering care services for adults with learning disabilities. The day centre is based

at 45 Minster Road (Scunthorpe) and is open Monday to Friday 10 am to 3 pm

For further information and details of charges contact 01724 271381

### **FOODBANKS**

Scunthorpe, Scunthorpe Baptist Church: Ashby Road, Scunthorpe, DN16 1NR

Monday: 1.00 pm to 2.30 pm/Thursday: 1.00 pm to 2.30 pm

For enquiries please contact: [foodbank@scunthorpebaptist.co.uk](mailto:foodbank@scunthorpebaptist.co.uk)

## **THE FORGE**

The Forge Project is passionate about reducing the impact of poverty and homelessness in Scunthorpe and the surrounding area. The Day Centre offers warm nutritious meals four days a week and a befriending service and whoever attends the project is guaranteed a warm welcome by people who care. As well as food, warmth and a friendly atmosphere our Day Centre staff provide support, signposting and referral to appropriate agencies as and where required.

Cottage Beck Road, Scunthorpe, North Lincolnshire, DN16 1UB

Tel: 01724 276742 – E-mail: [talktous@theforgeproject.co.uk](mailto:talktous@theforgeproject.co.uk)

## **ALZHEIMERS SOCIETY**

Providing an information service to people with dementia and their families.

Suite 21, Queensway Business Centre, Dunlop Way, Queensway Industrial Estate,  
Scunthorpe, DN16 3RN

Tel: 01724 848594

Website: [www.alzheimers.org.uk/scunthorpe](http://www.alzheimers.org.uk/scunthorpe)

## **AGE UK**

Barton Office: 31 High Street, Barton-upon-Humber, North Lincolnshire, DN18 5PD

Tel: 01652 631411

Opening times: Monday to Wednesday 9 am to 3.30 pm

Scunthorpe Office: 34a Crosby Road, Scunthorpe, DN15 6SF

Please note that the entrance is on Wells Street, opposite Riley's Pool hall.

Tel: 01724 747600

Opening times: Monday to Friday 10 am to 3.30 pm

Website: [www.ageuk.org.uk/northlincolnshire](http://www.ageuk.org.uk/northlincolnshire)

## **STROKE ASSOCIATION**

Information advice and support service helps stroke survivors and their families prepare for the changes after stroke. Information, practical advice and emotional support.

Communication Support Service supports survivors with aphasia and difficult in using language. Contact Sally Darley e: [sally.darley@stroke.org.uk](mailto:sally.darley@stroke.org.uk), 80a Oswald Road, Scunthorpe, Dn15 7PA. Tel: 01724 850813.

Stroke Association is a Company Limited by Guarantee, registered in England and Wales (No 61274)

Registered office: Stroke Association 240 City Road, London, EC1v 2PR

## **ARTHRITIS CARE**

Hydropool (half-hour) sessions available on Wednesdays after school in St Hugh's School pool Bushfield Road, also a Thursday at 12.15 pm. For more information contact Margaret on 01724 782238 or 01724 735262

## **TALKING NEWSPAPER**

Provides local news on tape and CD to partially sighted and visually impaired people across North Lincolnshire  
19 Henry Street, Scunthorpe, North Lincolnshire, DN15 7QG  
Tel: 01724 840211

## **WESTCLIFFE DROP-IN CENTRE**

Community led organisation, vision is for a thriving, united, joyful community filled with inspiration; where all residents have the opportunities and confidence to prosper and lead happy and healthy lives. Providing advocacy support, debt advice, training and volunteer opportunities.

12 The Precinct, Westcliffe, Scunthorpe, North Lincolnshire, DN17 1PS

Tel: 01724 861565

Email: [Westcliffe-dic@btconnect.com](mailto:Westcliffe-dic@btconnect.com)

## **CLOVERLEAF**

Offer independent, on-to-one advocacy support for people with mental health needs (including Independent Mental Health Advocacy –IMHA), people with learning disabilities, physical or sensory impairment, people on the autistic spectrum and older people. We also provide the Independent Mental Capacity Advocacy Service (IMCA) for the area and the Relevant Person’s Representative Role (RPR) under the Deprivation of Liberty Safeguards (DOLS).

Central Community Centre, Lindum Street, Scunthorpe, DN15 6QU

Tel: 01724 854952 – Email: [northlincs@colverleaf-advoccy.co.uk](mailto:northlincs@colverleaf-advoccy.co.uk)

## **CROSBY COMMUNITY ASSOCIATION**

Register charity founded in 1994, offers a range of advice and information for the local community. Casework in debt, housing and welfare benefits. Representation at tribunals.

Open daily between

9 am and 5 pm. Outreach service in Barton-upon-Humber. 1

05-107 Frodingham Road, Scunthorpe, DN15 7JT – Tel: 01724 330022

Email: [reception@crosbycom.org.uk](mailto:reception@crosbycom.org.uk)

## **SCUNTHORPE AND DISTRICT CITIZENS ADVICE BUREAU**

Operates a gateway assessment and general advice service based at 12 Oswald Road, Scunthorpe for walk-in clients and appointments. Specialist employment advice and money advice along with representation at tribunals and at court is also offered. We also run weekly outreaches at various locations throughout the North Lincolnshire area.

12 Oswald Road, Scunthorpe, North Lincolnshire DN15 7PT

Tel: 01724 870941

Mon: 09.15 - 12.00 and 13.00 - 16.00 Gateway assessment (am) Generalist advice appointments (pm)

Tue: 09.15 - 12.00 and 13.00 - 16.00 Gateway assessment (am) Debt casework (all day) Immigration casework (pm)

Wed: 09.15 - 12.00 and 13.00 - 16.00 Generalist advice appointments (am) Debt casework (pm) Immigration casework (pm)

Thu: 09.15 - 12.00 and 13.00 - 16.00 Generalist advice appointments (all day) Debt casework (all day)

Fri: 09.15 - 12.00 and 13.00 - 16.00 Generalist advice appointments (am) Debt casework (pm)

CAB offices also in Ashby, Barton, Brigg, Crowle, Westcliffe and Winterton. See website for more details

[www.scunthorpecab.org.uk](http://www.scunthorpecab.org.uk)

## **SAMARITANS**

Local Office – Tel: 01724 860000