

Other Contact Numbers

For health advice and information during evenings, nights or weekends telephone NHS 24 on **08454 242424**.

For a social work service during evening, nights or weekends telephone **01224 693936**.

If you are unable to attend your appointment, please phone your practice to cancel as the appointment can be given to someone else.

For help with **language / interpreting** and other formats of communication support, please contact: 01224 523 542

ভাষা/হিন্টারপ্রেটিং এবং অন্যান্য ফরমেটের যোগাযোগ সাহায্যের জন্য দয়া করে :01224 523 542 নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的傳訊支援服務，請聯絡:01224 523 542。

Если требуется помощь при выборе языка / переводчика или других способов общения, звоните по телефону : 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة و وسائل الاتصال الأخرى، الرجاء الاتصال بالرقم التالي: 01224 523 542

زبان / ترجمانی (انٹرپرائٹنگ) میں مدد اور اپنی بات دوسروں تک پہنچانے میں مدد کی دوسری طرزوں کیلئے، براہ کرم اس نمبر پر رابطہ کریں: 01224 523 542

Jeśli potrzebujesz pomocy **językowej / tłumacza** lub innej pomocy w porozumiewaniu się, proszę zadzwonić pod numer: 01224 523 542

Arrangements can be made to have this leaflet available in audio-cassette, Braille and large print. Telephone 01224 523933.



Integrated Health and Social Care Teams

Important Information

HOW TO GET HELP

from
Nurses
Social Care Managers
Health Visitors
Occupational Therapists
Community Care Coordinators
(Care at Home)

معلومات من قسم العمل الإجتماعي

資訊來源於福利救濟工作部

تماتی بھبود کے ادارے سے معلومات حاصل کریں

সোসাল ওয়ার্ক ডিপার্টমেন্ট

থেকে সংবাদ জানুন

What does the Team do?

The Team provides a range of health and social care services. This new way of working will improve the overall care that practice patients receive.

Who's in the Team?

GP

The GP is usually the first point of contact for people of all ages for medical care and may refer on to the network of health services.

District Nursing Team

Following referral, the District Nurses provide all aspects of nursing care to individuals who are unable to attend the surgery and provide support to families and carers.

Health Visiting Team

The Health Visiting Team are qualified nurses with specialist training and experience in child health, health promotion, care of older people and education. They are part of the wider health care team providing support and advice to people.

Social Care Manager

Care Managers assess people who have complex needs. They plan and arrange services for adults over the age of 16.

Community Care Coordinator (Care at Home)

Community Care Coordinators assess people to find out what care they need at home. This may include personal care, meals service, domestic assistance, community alarm and day care. A financial assessment may also be carried out. After assessment, care to meet

your needs may be arranged. This care package will be monitored and reviewed.

Occupational Therapy

Occupational Therapy staff assess, advise and treat any problems with day to day living skills. They may also provide equipment in the home to enable independence.

Administrator

The Administrator provides clerical support for all team members, deals with the day to day running of the office and may be your first point of contact.

One of the staff above will act as Team Coordinator.

Confidentiality

Some of the information which you give to members of the Team about yourself may, with your consent, be shared with colleagues for the purpose of meeting your care and/or support needs.

Comments & Complaints

If you want to comment or complain about the service you are receiving, members of the Team or the Team Co-ordinator can advise you how to do this.

This is an important leaflet.

Please keep it at hand e.g. by your telephone.

It contains useful phone numbers that you may need in the future.

Remember that your GP number will remain the same.