

## **Who is a Carer?**

If you provide help and support to a partner, relative, child, friend or neighbour who could not manage without your help due to physical or mental illness, disability, frailty or addiction, then you are one of thousands of unpaid carers in Bristol.

Anyone can become a carer, children, parents, daughters, sons, spouses, partners and friends. Many people don't think of themselves as carers; they just look after someone close to them. Caring often just happens to you; if you didn't do what you do, who would?

Many people juggle work and caring; some don't live with the person they are caring for.

## **Supporting You**

A Carer Link Volunteer called Dawn will be visiting the Practice on the third Wednesday of each month 10.30am – 12.30pm from January 2017.

Dawn will be supporting the Practice in identifying / registering carers and signposting them to the support available from the Practice, Carers' Support Centre and other organisations.

Many carers feel isolated and struggle to get the information they need.

When you are looking after someone, you may be able to have some help and support for yourself as a carer such as a break from caring. You can contact Bristol City Council Health and Social Care on their Care Direct line 0117 922 2700 or you can get some advice about to get some help from local carers' organisations by calling the Carersline: 0117 965 2200

The Carers Centre can provide you with information and advice about the range of support and services that might be useful, e.g. the Carers Emergency Card. They can put you in touch with other organisations that for example support carers of people with a dementia, mental health problems, recovering from stroke and living with long term health conditions.

You or the person you look after may be entitled to some financial help. The Carers Centre Carersline can give you the numbers to contact for benefits advice.

The Carers Centre can tell you where your nearest Carer's Support Group meet.

## **Your Own Health**

If you are a carer it is important that you look after your own health; it is easy not to look after your own health when you are looking after someone else.

Here at Bedminster Family Practice we want to be able to do all we can to try to help you to stay as fit and healthy as possible.

We will do our best to help you look after yourself as well as the person you care for. For example carers are a group of people to whom we are keen to offer 'flu' vaccinations each autumn.

In this Practice we keep a register of the carers who are our patients. This enables us to let carers know of any new services or support that becomes available and can help us to share information with you about the person you care for.

## **Your Voice**

If you would you like to take a more active interest in developing local healthcare services consider joining our Patient Participation Group (PPG).

Patients, carers\* and staff to work together to share ideas to help patients to take more responsibility for their own

health and to help improve the services offered at the Practice.

Please ask one of receptionists for more details (PPG Leaflet).

\*We accept carers of our registered patients even if you are not registered with us.

### **SUMMARY OF USEFUL TELEPHONE NUMBERS AND WEBSITES**

**Bristol City Council Health and Social Care:** Care Direct 0117 922 2700 [www.bristol.gov.uk/social-care-health/carers](http://www.bristol.gov.uk/social-care-health/carers) provides information, advice, assessment and commissions and arranges care and support services

**Carers Support Centre Bristol and South Gloucestershire:** - Carers Support Centre provides support, information and advice to carers of any age living in the Bristol and South Gloucestershire areas. Tel: 0117 965 2200. [www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

**Well Aware:** 0808 808 5252 [www.wellaware.org.uk](http://www.wellaware.org.uk) provides information on health, wellbeing and community resources

If you need to contact us for an appointment or you need to see a

doctor or another member of the Practice Team our contact details and surgery times and out of hours contact information is as follows:

### **Surgery Times:**

Monday – Friday 8.30am – 6.30pm

### **OUT OF HOURS:**

In an **EMERGENCY**, phone **999** for an ambulance.

**NHS 111** - You should use the NHS 111 service if you urgently need medical help or advice (but it's not a life-threatening situation) which cannot wait until the surgery re-opens. The NHS 111 service is free from both landline and mobile phones.

Telephone **1 1 1**.

### **Bedminster Family Practice**

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Bedminster

Bristol

BS3 4AT

Tel: 0117 966 3149

Fax: 0117 953 0699

## **BEDMINSTER FAMILY**

## **PRACTICE**



## **LOOKING AFTER SOMEONE**

## **DO YOU LOOK AFTER SOMEONE WHO COULD NOT MANAGE WITHOUT YOU?**