

# **ST MARY'S SURGERY**



## **THE PATIENT GUIDE**

**YOUR LOCAL SERVICES**

## **Patient Guide**

We have produced this Guide to give as much information as possible to help and support patients suffering from a range of illnesses, together with their Carers. We would like this to be a 'living' document, with patients adding entries of organisations and charities they have found to provide help and support. Plus if you know of a change of telephone number or address then please let us know so we can keep the guide up to date.

Please don't hesitate to contact Jill Hannington via email [jill.hannington@btinternet.com](mailto:jill.hannington@btinternet.com) or via the Surgery.

Friends of St. Mary's Surgery Patient Participation Group (PPG) is made up of Patient's who have volunteered to help the Surgery to provide services to help you, if you would like to join us then you would be very welcome.

Friends of St. Mary's Surgery Patient Participation Group.

November 2017

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# **Alzheimer's and Dementia**

For anyone who suspects they or a loved one is showing signs of any form of dementia, the first port of call should be a GP, who can investigate symptoms and initiate diagnoses as required. In many cases, the memory loss or other behaviours will have a treatable cause that is not dementia related. For those who would like independent advice or support, either through the process of diagnosis, or as a sufferer or carer, various statutory or voluntary organisations can help.

## **Dementia Adviser Service**

This is a local service provided by The Alzheimer's Association and Andover Mind, to support anyone with a diagnosis or people with suspected dementia. Various other sources of help can be accessed by talking to this Service.

**Contact:** 01264-353363  
**Email:** [dementiaadvice@andovermind.org.uk](mailto:dementiaadvice@andovermind.org.uk)

## **Alzheimer's Society**

**Contact:** 0300-222-1122  
**Email:** [helpline@alzheimers.org.uk](mailto:helpline@alzheimers.org.uk)

## **Alzheimer's Society Live Online Advice Service**

This is available on the Alzheimer's Society website, open 9am -12pm Monday to Friday, and 6pm - 8pm Monday to Wednesday. There is also an online discussion forum called 'Talking Point'.

## **Dementia Cafe, Andover**

This is provided by The Alzheimer's Society at The Guildhall, High Street, Andover, SP10 1NT on the 3rd Monday of each month, from 14.00 - 16.00 hours. Information on living with dementia and details of other local services can be obtained by calling in at the Cafe.

**Contact:** 01256-363393  
**Email:** [winchester@alzheimers.org.uk](mailto:winchester@alzheimers.org.uk)

## **Information and Advice for Unpaid Carers**

This is provided by The Princess Royal Trust for Carers in Hampshire at The Andover Memorial Hospital.

**Contact:** 01264-835246

## **Time Together Group**

This group is also provided by The Princess Royal Trust for carers in Hampshire, and consists of monthly meetings for carers, families and friends.

**Contact:** 01264-835246

**Website:** [www.carercentre.com](http://www.carercentre.com)

## **AskSara Self Help Guide**

A guide to the use of technology to help with dementia can be found.

**Website:** [asksara.dlf.org.uk](http://asksara.dlf.org.uk)

## **Unforgettable**

A website providing advice, articles, booklets, technology aids etc.

**Contact:** 020-3322-9070

**Website:** [Unforgettable.org](http://Unforgettable.org)

## **My House of Memories App**

A mobile phone app for advice and help with exploring objects from the past and how to share memories together.

**Website:** [houseofmemories.co.uk](http://houseofmemories.co.uk)

## **Hampshire Dementia Action Alliance**

An alliance of organisations committed to creating a more dementia-friendly society, for example, training shop staff. For details on their work and help with setting up local action groups visit their website.

**Website:** [dementiaaction.org.uk/localalliances](http://dementiaaction.org.uk/localalliances)

## **Age Concern Hampshire**

**Contact:** 0800-328-7154 (Information and Advice Line)

**Email:** [info@ageconcernhampshire.org.uk](mailto:info@ageconcernhampshire.org.uk)

Age Concern run 13 Day Care Centres in Hampshire under contract to the County Council.



## **IN TIMES OF BEREAVEMENT**

In the unfortunate event that a person has passed away, there are three things that must be done in the first few days;

- Get a medical certificate from your GP or hospital doctor (this is necessary to register the death)
- Register the death within 5 days (8 days in Scotland). You will then receive the necessary documents for the funeral.
- Make the necessary funeral arrangements.

### **Register the death**

If the death has been reported to the coroner (or Procurator Fiscal in Scotland) they must give permission before registering the death.

You can register the death if you are a relative, a witness to the death, a hospital administrator or the person making the arrangements with the funeral directors.

You can use the '[Register a Death](#)' page on the gov.uk website that will guide you through the process. This will also explain the registration process for Scotland and Northern Ireland.

### **Arrange the funeral**

The funeral can usually only take place after the death is registered. Most people use a funeral director, though you can arrange a funeral yourself.

### **Funeral directors**

Choose a funeral director who's a member of one of the following:

- [National Association of Funeral Directors](#)
- [National Federation of Funeral Directors](#)
- [Society of Allied and Independent Funeral Directors](#)

These organisations have codes of practice - they must give you a price list when asked. Some local councils run their own [funeral services](#), for example for non-religious burials. The [British Humanist Association](#) can also help with non-religious funerals or a Civil Celebrant [www.funeralcelebrants.org.uk](http://www.funeralcelebrants.org.uk)

## Andover Funeral Directors

<b>Maddocks S &amp; J Ltd</b>	Station Approach 01264 355600
<b>Dunning Funeral Directors</b>	2 Church Close 01264 334436
<b>Halcrow &amp; Sons Funeral Directors</b>	6a Bridge Street 01264 335255
<b>The Southern Co-operative Funeral care</b>	22 London Street 01264 334798
<b>Andover Funeral Care</b>	14 Bridge Street 01264 3332534

### **Arranging the funeral yourself**

Contact the Cemeteries and Crematorium Department of your local council /area i.e. Basingstoke, Salisbury to arrange a funeral yourself you can also arrange a Woodland Funeral.

### **Funeral costs**

Funeral costs can include:

- funeral director fees
- things the funeral director pays for on your behalf (called 'disbursements' or 'third-party costs'), for example, crematorium or cemetery fees, or a newspaper announcement about the death
- local authority burial or cremation fees

Funeral directors may list all these costs in their quotes.

For free independent advice on bereavement issues, you can find more information at [lastingpost.com](http://lastingpost.com)



# **CARDIAC SERVICES**

## **NHS Services**

The primary hospital for cardiac Care for the area is the Basingstoke and North Hants Hospital, Aldermaston Road, Basingstoke. RG24 9NA.

Initial appointments are normally via GP. Or in some circumstances via Emergency Department for example a heart attack. Community services such as Heart Failure Nurses can also refer as can the Ambulance Service.

Cardiac Care and the hospital are rated as Good by Care Quality Commission report (Nov 2015).

The Hospital Trust offers Cardiac Rehabilitation at Andover War Memorial Hospital and 3 other centres.

The West Hampshire CCG funds a Heart Failure Nursing service in the community at 1 nurse per 100,000 of the population which is better than the average for England and in line with the targets set nationally. Local hospital and GP's services can refer patients.

## **SUPPORT FROM CHARITIES**

### **British Heart Foundation**

Publishes quarterly magazine "Heart Matters" to sign up just visit [bhf.org.uk/heartmatters](http://bhf.org.uk/heartmatters)

**Contact:** 0300 330 3300.

**Website:** [bhf.org.uk](http://bhf.org.uk) British Heart Foundation affiliated

### **Andover Heart Support Group**

A friendly and supportive group with a calendar of social activities. Partners are welcome. Meets on Tuesdays and Thursdays between 5.30 and 7.00 pm for exercise and to socialise

**Contact:** Molly on 01264 738019 for more information.

**Address:** Andover War Memorial Hospital, Charlton Rd, Andover SP10 3LB.

## **Arrhythmia Alliance**

Alliance of charities concerned with arrhythmias these charities include Atrial Fibrillation Association, Stars etc. Publishes a number of helpful guides for patients.

**Contact:** hearthymalliance.org

## **Hampshire Arrhythmia Support Group**

**Contact:** Julie Fear 01789 867533

**Email:** [julie@heartrhythmalliance.org](mailto:julie@heartrhythmalliance.org).

**Address:** Meets at Peaches Restaurant, Andover Hospital. Charlton Road, SP10 3LB

## **Pumping Marvellous**

National charity for heart failure. Publishes a number of guides and information leaflets.

**Contact:** 01772 796542

Offers support through a range of social media sites/groups.

**Twitter:** @pumpinghearts

**Facebook:** heartfailureaware (open).

**Website:** [www.pumpingmarvellous.org](http://www.pumpingmarvellous.org)

## **Cardiomyopathy uk**

National charity for the heart muscle group of diseases known as cardiomyopathies.

Runs national helpline staffed by heart failure nurses. Key contacts, are people who have undergone training and are affected by cardiomyopathy. You may talk to somebody who suffers from the same form of cardiomyopathy as yourself or has undergone the same form of treatment as may be proposed for you.

Support Groups. Local support groups in many areas.

**Contact:** Jo. 01494 791224

**Email:** [contact@cardiomyopathy.org](mailto:contact@cardiomyopathy.org)

**Website:** Cardiomyopathy.org.uk

➤ **National Information:**

Publishes magazine my life

**Helpline:** 0800 0181 024

➤ **Hampshire Support Group**

Meets in Portsmouth.

**Contact :** Sue Bailey 01329 285733

➤ **Thames Valley**

Meets in various locations.

**Contact:** Richard Corder 01264 392695

➤ **Wiltshire**

Meets in Salisbury

**Contact:** Jo. 01494 791224

**Email:** [mark b 869@hotmail.com](mailto:mark_b_869@hotmail.com)

## **Heart UK**

The national cholesterol charity. The first call for anybody diagnosed or with suspected Inherited Familial Hypercholesterolemia.

Helps with advice on any aspect of diet and lowering Cholesterol.

**Contact:** 0345 450 5988

**Website:** [heartuk.org.uk](http://heartuk.org.uk)

## **Congenital Heart Disease**

There are a number of charities working in this area mostly regional and few offer a helpline.

**Contact:** Children's Heart Foundation 0800 808 5000

**Website:** [chfed.org.uk](http://chfed.org.uk)

**Contact:** Somerville Foundation 0800 854 759

**Website:** [thesf.org.uk](http://thesf.org.uk)

**Contact:** Max Appeal 0800 821227

**Website:** [maxappeal.org.uk](http://maxappeal.org.uk)

# Disability

## Enham Trust

Is a disability charity that works with over 8,500 individuals each year, helping them have increased independence and choice in the cornerstone areas of their lives. In Housing, Employment and Leisure. Supporting people to live the life they choose

### **Contact:**

**Disability advice line:** [08451 307 504](tel:08451307504)

**Head office reception:** 01264 345800

**Head office fax:** 01264 333638

**Email:** [info@enhamtrust.org.uk](mailto:info@enhamtrust.org.uk)

**Address:** Enham Trust Head Office

Enham Place

Enham Alamein

Andover

Hampshire

SP11 6JS

## Andover PHAB

The provision or the assistance in the provision, in the interest of social welfare of facilities for recreation or other leisure time occupation for people with and without a physical disability, resident in the area of Andover

- Elderly/old people
- Children/young people
- People with disabilities
- The general public/mankind

**Contact:** 01264 358 817

**Address:** 2 Test Court

Andover

Hampshire

SP10 5HG



## **SCOPE – about disability**

Scope exists to make this country a place where disabled people have the same opportunities as everyone else. Until then we will be here.  
We provide support, information and advice to more than a quarter of a million disabled people and their families every year. We raise awareness of issues that matter.

**Contact:** 0808 800 3333

**Website:** [www.scope.org.uk/campaigns](http://www.scope.org.uk/campaigns)

**Facebook:** facebook.com/scope:

**Twitter:** twitter.com/scope.

# HELP FOR OLDER PEOPLE

## Hampshire County Council Social Services Adult Care

- specialist help if you are experiencing difficulties around the home, or with managing everyday activities, or if you are concerned about your health and wellbeing
- help with linking you into appropriate health and community services
- support, advice and guidance on a range of issues such as keeping warm, safe, fit and eating well
- support to know what social or leisure opportunities are available and how to access them

You may have to meet costs associated with any community resources and services you choose to access.

### **Contacts:**

**Phone:** 0300 555 1386

8.30am to 5pm, Monday to Thursday

8.30am to 4.30pm Friday

**Textphone:** 0300 555 1390

### Meals on Wheels Apetito

- [hampshire.office@apetito.co.uk](mailto:hampshire.office@apetito.co.uk)
- phone 01962 779 338 (out of office hours answer machine)

**Website:** <https://www.hants.gov.uk/socialcareandhealth/adultsocialcare>

## AGE CONCERN

### **Mid Hampshire AGE UK**

Our local branch in Town Mill House in Bridge Street, Andover. Offer information and advice. Benefits advice at home, Foot care clinics. Support when you leave hospital or face challenging circumstances. Sunday lunch and weekly social groups, Take a Break scheme, Befriending, Support service to guide people through the process for a Lasting Power of Attorney. (A charge is made for this service)

**Contact:** 01264 354425

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

Hours of opening 10- 12pm Monday to Friday.

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

## **Andover Neighbourcare**

Neighbourcare offers many services to the elderly over 64ys to keep them active, informed, & add to their quality of living. Transport to Doctors & Hospitals, shopping. Cleaning & gardening, Relieving Carers, Home from Hospital help, fetching prescriptions, pop in service, Community shop, Computer lessons, Social Club. Leisure trips out on a mini bus to coast, canal trips and many more.

**Contact:** Pam Delderfield 01264 339899, 404142, 336020

**E Mail:** [neighbourcare@andover.co.uk](mailto:neighbourcare@andover.co.uk)

**Address:** Neighbourcare Office  
Union Street  
Andover

**Open:** Monday to Friday 9.00am to 4pm.

## **INDEPENDENT AGE**

Offer Free guides for later life 'Our wise guides contain everything you need to know to help you enjoy older age. 1) Advice for Later Life: 2) Extra Help at Home: 3) Healthy, Happy, Connect: 4) Choosing a Care Home.

If you would like to speak to a friendly adviser for confidential independent advice

**Contact:** Call us free on 0800 319 6789

**Website:** [www.independentage.org](http://www.independentage.org).



# Mental Health

'Mental Health' covers a wide range of medical and social conditions, and support at a local and national level can be of a general or very specific nature. It may be helpful for those who need a friendly, human voice to listen and guide them through the many statutory and voluntary systems which are in place, to make initial contact with :

## HAMPSHIRE COUNTY COUNCIL

**HCC** provides a wide range of services, information and advice on all aspects of health and social care - effectively a one-stop shop for help.

**Contacts:**

0300-555-1386 (working hours) or 0300-500-1373 (out of hours).

**Website:**

[www.hants.gov.uk/socialcareandhealth](http://www.hants.gov.uk/socialcareandhealth)

and then click on the appropriate link for your needs.

## ANDOVER MIND

A charity providing advice and help on all aspects of mental health.

**Contacts:**

Advice and Information line : 0300-5000-907

To speak to someone, phone : 01264-332297

email : [advice@andovermind.org.uk](mailto:advice@andovermind.org.uk)

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

**Support from the NHS is usually accessed via your GP, who may refer you to;**

## COMMUNITY MENTAL HEALTH TEAMS

These NHS teams offer a wide range of treatments and therapies to support those with mental health issues. you can telephone or search for services relevant to young people, adults, mother and baby, and older people.

**Contacts:**

For advice in Andover, phone : 01264-358180

**Website:**

[www.southernhealth.nhs.uk/services/mental-health/](http://www.southernhealth.nhs.uk/services/mental-health/)

## **OTHER LOCAL ORGANISATIONS INCLUDE:**

### **Andover Crisis & Support Centre**

Provides accommodation for women and women with children.

**Contact:** 01264-366122 (0330-0165112 between 11pm and 8am)

**Website :** [andovercrisisandsupportcentre.org.uk](http://andovercrisisandsupportcentre.org.uk)

### **Inclusion Andover**

Offers a range of interventions for anyone aged 18 or over with drug and alcohol issues.

**Contact :** 0300-124-0103 option 8

**Email :** [info@inclusionuk.org](mailto:info@inclusionuk.org)

**Website :** [www.inclusion.org](http://www.inclusion.org)

➤ **National contact :** 01285-221-662

### **italk**

Offers treatment and support to people aged 16 and over with depression and anxiety disorders, by self-referral or via a GP.

**Contact:** 023-8038-3920

**Email :** [info@italk.org.uk](mailto:info@italk.org.uk)

### **Eating Disorders Service**

Based in Southampton, accessed via your GP for the outpatient service or the Intensive Community Support Programme

**Contact:** 023-8081-9000



## **RASAC**

A rape and sexual abuse / harassment counselling service based in Winchester, offering a free, confidential listening and support service for women and men.

**Contact:** 01962-807037

**Helplines:** 01962-868688 and 01962-864433

**Email:** [rasac@waca.org.uk](mailto:rasac@waca.org.uk)

## **Connect to Support Hampshire**

An online information and advice guide for adults with care and support needs.

**Website:** [www.connectsupport.hants.gov.uk](http://www.connectsupport.hants.gov.uk)

For children and young people, visit HCC's Children's Services

**Website:** [www.hants.gov.uk/socialcareandhealth/childrenandfamilies/contacts](http://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/contacts)

## **Support for Carers (Hantsweb)**

Mental Health Carers Support Workers can be contacted through the local Community Mental Health Team.

**Contact:** 01264-358180

Alternatively, "**Carers Together**" is a charity supporting unpaid carers in Hampshire, and can be

**Contact:** 01794-519495.

A carers listening line operates 365 days a year on **08000-323456**

## **Hampshire CAMHS - Youth Wellbeing**

CAMHS is an NHS mental health and wellbeing service for all children and young people (including those with learning disabilities) up to the age of 18. Referrals can be from an individual, parent, teacher or GP.

**Contact:** Andover CAMHS on 01264-835356

## **Southernhealth NHS - Substance Mis-Use Service**

For anyone concerned about their own or someone else's drug or alcohol use.

**Contact:** 0238-0224-224 (aged 24 and under)  
0238-0717-171 (aged 25 and over)

Alternatively, the HCC Substance Mis-Use and Mental Health Social Care Team can be contacted by calling Sara Craig on 01264-358180

## **NATIONAL ORGANISATIONS**

### **SAMARITANS**

UK charity supporting people who are suicidal or despairing.

**Contact:** Winchester Branch: Phone 116123  
Basingstoke Branch: Phone 01256-462333

**Website:** [www.samaritans.org](http://www.samaritans.org)

### **PAPYRUS**

UK charity dedicated to the prevention of young suicide (up to age 35)

**Contact:** Hopeline UK : phone 0800-068-4141  
**SMS:** 07786-209697  
**Email:** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**Website:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

### **NO PANIC**

UK charity helping those who suffer panic attacks, phobias, OCD and other anxiety related disorders, and their carers.

**Contact:** 0844-967-4848 (or 0330-606-1174 for 13 to 20 year-olds)  
**Email:** [membership@nopanic.org.uk](mailto:membership@nopanic.org.uk)

## **ALABARE**

UK Christian charity supporting vulnerable, homeless and marginalised people, through provision of homes, drop-in centres and support services.

**Contact:** 01722-322-882

**Website:** [alabare.co.uk](http://alabare.co.uk)

## **The Andover Foyer**

Is an integrated learning and accommodation service run by Alabare for 16-21 year-olds.

**Contact:** 01264-369694

## **FAMILY LIVES**

UK charity providing support and advice on all aspects of family life, including cyber bullying.

**Contact:** 0808-800-2222

**Website:** [familylives.org.uk](http://familylives.org.uk)

## **RELATE**

UK charity providing relationship support through counselling and other services. Operates in Andover in New Street and the Memorial Hospital.

**Contact:** 0300-100-1234

**Email:** [Relate.Enquiries@relate.org.uk](mailto:Relate.Enquiries@relate.org.uk)

**Website:** [relate.org.uk](http://relate.org.uk)

## **CRUSE Bereavement Care**

UK charity providing support and advice to children, young people and adults when someone dies.

**Contact:** For services in Andover, phone 01264-336006

**Website:** [cruse.org.uk](http://cruse.org.uk)