

# Living Well this winter

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Find out what's available across south east Essex to help you stay well this winter.



# Welcome

Welcome back to Living Well, a local publication that has been developed to provide people living across south east Essex with regular updates on what's available to help them stay healthy and well, and to gather views on what matters to local communities.

With the colder months fast approaching, it's important for people to know what's available to help them.

We'd like to encourage individuals and families to take more responsibility for their health, and to provide the appropriate support and information to enable them to do this.

This publication will therefore focus on what's available specifically during the winter – with helpful tips and advice about staying well and looking after yourself throughout the winter, including links to national and local resources.

We wanted to extend **a big thank you** to our CCGs' Readers' Panel for helping to review this publication and for all their feedback. If you'd like more information or to get involved in the Readers' Panel, let us know by emailing [SCCG.Communications@nhs.net](mailto:SCCG.Communications@nhs.net).

We hope you find the winter edition of Living Well useful – on behalf of NHS Castle Point and Rochford Clinical Commissioning Group and NHS Southend Clinical Commissioning Group.



## **Have you checked our directory of useful contacts?**

For a directory of free local and national health related contacts and services – **see pages 22-24** for more information.

## Send us your feedback

We'd like to hear from you to get your ideas, thoughts and feedback on what is currently supporting you to live a healthy lifestyle in your community.

Please see [page 25](#) for more information about how you can share your thoughts and ideas with us.

### Keep in touch

Living Well is just one of the many ways that you can keep informed about our work. Feel free to connect with us on Facebook, Twitter and through our websites for regular updates. You can share feedback on Living Well by emailing: [SCCG.Communications@nhs.net](mailto:SCCG.Communications@nhs.net) with 'Living Well feedback' in the subject line.



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[www.castlepointandrochfordccg.nhs.uk](http://www.castlepointandrochfordccg.nhs.uk)  
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01268 464 508

## Stay well this winter

Throughout winter, it's important to know which services are available to treat your symptoms best if you or your family are unwell. Not only will you get quicker and better treatment by choosing the right NHS service, it will also allow us to help those who need it most. This booklet includes tips on staying well, services near you and useful contact details.

### Staying well with self-care

There are many illnesses and injuries that can be treated at home with simple self-care. Self-care can also help you avoid getting sick in the first place.

**Self-care is...**about having the confidence, support and information to take control of your own health and wellbeing.

**Self-care is not...**about managing entirely on your own with no help. Lots of self-care support is available through the NHS. Self-care works well with the right NHS service for you.

### Winter conditions

Winter conditions can be seriously bad for our health, especially for people aged 65 or older and people who have long-term conditions, such as asthma, diabetes or heart or kidney disease. Being cold can raise the risk of increased blood pressure, heart attacks and strokes.

The cold and damp weather, ice, snow and high winds can all aggravate any existing health problems and make us more vulnerable to respiratory winter illnesses. But, there are lots of things you can do to help you stay well this winter – which you can find out more about in this leaflet.

## Feeling unwell? Don't wait – get advice from your nearest pharmacist.

At the first sign of a winter illness, even if it's just a cough or cold, get advice from your pharmacist, before it gets more serious. The sooner you get advice from a pharmacist, the better.

Pharmacists are fully qualified to advise you on the best course of action. This can be the best and quickest way to help you recover and get back to normal. If you can't get to a pharmacist yourself, ask someone to go for you, or to speak to your local pharmacy by phone.

### Pharmacists can help with:

- ✓ Medication reviews
- ✓ Medication queries
- ✓ Telephone reviews
- ✓ Treatment of minor illnesses



### Tip

Make sure you have a well-stocked medicine cabinet at home to help you with pain relief and to treat common ailments. For more winter wellness tips, visit: [www.nhs.uk/keepwarmkeepwell](http://www.nhs.uk/keepwarmkeepwell)

## Is your medicine cabinet ready for winter?

There's no need to panic if you have a minor cut, a headache, a cough or cold, or a splinter. You can treat these things quickly and easily in the comfort of your own home, as long as you are prepared.

### Useful items to keep in your first aid kit or medicine cabinet include:

- Paracetamol and aspirin (for headaches and other pain)
- Decongestants (for stuffy noses)
- Rehydration sachets (for diarrhoea and vomiting)
- Antacids (for indigestion and heartburn)
- Antiseptic creams (for minor cuts or grazes)
- Bandages and plasters (for minor injuries)
- Clean tweezers (for taking out splinters)
- A thermometer.

### Do not give aspirin to children under 12.

Your pharmacist can advise you on which medicines you should have, to help get you and your family through the winter season. Visit [www.nhs.uk/selfcare](http://www.nhs.uk/selfcare) for more advice.

Most common winter ailments, such as a cold, sore throat, cough, sinusitis or painful middle ear infection (earache), can't be treated with antibiotics. The best thing to do is:

- Rest
- Drink plenty of fluids
- Have at least one hot meal a day to keep energy levels up
- Talk to your pharmacist for advice on getting any pain relief you need, such as paracetamol or ibuprofen.

If you've been prescribed antibiotics or any other medication, make sure you take them as directed.

# We're open longer so you can get the help you need more easily.

Appointments with a GP are now available in the evenings and weekends, either at your local practice or another nearby NHS service.

Talk to your GP practice, visit their website or go to [www.nhs.uk/GPaccess](http://www.nhs.uk/GPaccess) to find out more.

**HELP US  
HELP YOU**

WHEN YOU NEED IT



## Make sure you get your flu jab

When the weather is cold, it is particularly important for certain groups of people to get their flu vaccination. Flu can turn serious very quickly for high risk groups and in some extreme cases, it can even be fatal. The following people can have a free flu vaccination:

- Over 65s
- Pregnant women
- Those living with a health condition (particularly heart or lung disease)
- Children aged two, three and four, or in school years one, two and three
- The main carer of an older or disabled person.

Children can receive their vaccination as a nasal spray instead of a needle injection. The nasal spray is quick, painless, and effective. Adults can get the vaccine via their GP, or, alternatively, at many local pharmacies. More information is available on the NHS website: [www.nhs.uk/flu](http://www.nhs.uk/flu)

### Other Vaccinations

**The HPV vaccine** (Gardasil 9) is available to help prevent and protect against infection by certain types of human papilloma virus (HPV). HPV is linked to 90% of cervical cancers and 5% of all cancers.

The vaccine is suitable for children over the age of nine, and women and men up to the age of 45. From September 2019, all 12 and 13-year-olds in school (Year 8) will be offered a free HPV vaccine from the NHS. It is best to get vaccinated before you have sex for the first time as this means you are protected before you are first exposed to HPV.



**MMR** is a safe and effective combined vaccine that protects against 3 separate illnesses – measles, mumps and rubella (German measles). These highly infectious conditions can have serious and potentially fatal complications, including meningitis.

Since the MMR vaccine was introduced in 1988, it's rare for children in the UK to develop these serious conditions. But outbreaks happen and there have been cases of measles in recent years, so it's important to make sure that you and your children are up-to-date with the MMR vaccination.

**The pneumococcal vaccine** protects against serious and potentially fatal pneumococcal infections. It's also known as the pneumonia vaccine.

A pneumococcal infection can affect anyone. But some people are at higher risk of serious illness, so it's recommended they're given the pneumococcal vaccination on the NHS. These include:

- babies
- adults aged 65 or over
- children and adults with certain long-term health conditions, such as a serious heart or kidney condition.

You can check with your GP if you're not sure if you or your child have had a particular vaccine.



### Important

Please be aware that anti-vaccine stories are spread online and through social media. These stories may not be based on scientific evidence and unless a doctor has said that your child should not be vaccinated, the decision to not vaccinate could put your child at risk of a serious illness. **Vaccination is proven to be safe and is very important for everybody's health.**

## Keep warm

It is important to keep warm in the winter – both inside and outside in order to help you stay well.

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

### **Below are some tips to help you keep warm**

- **Heat your home to at least 18°C (65°F).** You might prefer your main living room to be slightly warmer.

- **Keep your bedroom window closed on winter nights.**

Breathing cold air can be bad for your health as it increases the risk of chest infections.

- **Keep active when you're indoors.** Try not to sit still for more than an hour or so.

- **Wear several layers of light clothes.** Several layers trap warm air better than one bulky layer.

- **Make sure you're receiving all the help that you're entitled to.** Learn how to make your home more energy efficient, improve your heating and keep up with your energy bills at [www.gov.uk/phe/keep-warm](http://www.gov.uk/phe/keep-warm)

- **Check your heating and cooking appliances are safe.** Contact a Gas Safe registered engineer to make sure they're operating properly. Visit: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

You can visit [www.nhs.uk/livewell/winterhealth](http://www.nhs.uk/livewell/winterhealth) for more information about staying healthy this winter.

You can also read the '**Keep Warm Keep Well**' leaflet, which gives advice on staying well in cold weather, covering issues such as financial help, healthy lifestyle and heating.

If you are struggling to stay warm, you may be eligible for winter fuel payments, visit: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

## Local support to help keep you warm

Locally, the **Local Energy Advice Programme** (or LEAP) is a completely free of charge service for people on low incomes living in Southend.

It is there to support people who are struggling to pay their bills; and those who find their home is cold in the winter and it is affecting their health.

Those eligible for benefits, or with certain physical and mental health problems can receive help to save money and keep their home warm.

To find out more about LEAP, please visit the website: [www.applyforleap.org.uk](http://www.applyforleap.org.uk) or call **0800 060 7567**.

### **Citizens Advice Energy Advice**

For those living in Southend, Rayleigh and Rochford, you can get energy advice from Citizens Advice. This covers advice about bills, grants and benefits you may be entitled to and even advice about saving money on your energy bills.

To find out more, visit: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) or call 0300 330 2101, Monday to Friday, 10am to 4pm.

You can also find out more at:

<https://energycompare.citizensadvice.org.uk>

### **Essex Energy Switch (EES)**

Alternatively, the Essex Energy Switch is a county-wide collective energy switching campaign designed to help Essex residents cut their gas and electricity bills.

If you would like to find out more and to sign up, please visit: [www.essex.gov.uk/energyswitch](http://www.essex.gov.uk/energyswitch)

# NHS 111

## What is NHS 111?

111 is a free telephone number, including from mobiles, open 24 hours a day, seven days a week.

The line is staffed with highly trained advisers. They will ask you some questions then direct you to the right service for your need.

## When should I call 111?

You should call 111 if you need medical help or advice for health conditions that are urgent but not life-threatening, or if you are unwell and unsure about what care you need.

The advisers on the line will also be able to tell you where to go to get the right care and will be able to book an out-of-hours appointment with a GP.

## NHS 111 online

NHS 111 online uses the same process as the 111 phone service, taking you through questions about your symptoms to receive tailored advice on what to do next and where to go.

You can access NHS 111 online on a smartphone, tablet or computer, 24 hours a day, 7 days a week. And if you need more help, you will be connected to a nurse, emergency dentist or GP.

For more information, visit: [www.111.nhs.uk/](http://www.111.nhs.uk/)

## GP out-of-hours accessibility

GP appointments should be booked where possible in the normal way with your local GP surgery during usual business hours, or online.

You can call NHS 111 to access the out-of-hours service (between 6.30pm and 8.00am weekdays and all day at weekends or bank holidays).

### Weekend and bank holiday appointments

GP and nurse appointments on Saturdays, Sundays and bank holidays can be booked via your own GP practice during normal business hours, or by calling one of the numbers below on the day. Appointments are available from 9am to 3pm.

### Patients registered with any practice in Castle Point and Rochford:

**Audley Mills Surgery:** 57 Eastwood Road, Rayleigh, SS6 7JF (01268 740501)

**Hawkesbury Road Surgery:** 1A Hawkesbury Road, Canvey, SS8 0EX (01268 682303)

### Patients registered with any practice in Southend:

**Queensway Surgery:** 75 Queensway Southend-on-Sea, SS1 2AB (01702 742102)

**North Shoebury Surgery:** Frobisher Way, Shoeburyness, SS3 8UT (01702 742102)

### Weekday evening appointments

Evening appointments (6.30pm to 8pm) with a GP or nurse can be requested by asking at your own GP practice.

## Get the right care

Your GP surgery team is made up of a range of healthcare professionals with the expertise to help you with your health needs.

Often, people think that patients have to be treated by a doctor; however this is not always the case, as doctors within your GP surgery are supported by a specialist team of multidisciplinary healthcare professionals.

Some of the healthcare professionals who might be working within your GP surgery to help support your health and wellbeing are highlighted below.

### Care Navigator

Care Navigators are members of the surgery reception team trained to help patients get the right care from the right healthcare professional as soon as possible, by asking for a little more detail from the patient when they book an appointment.

### Healthcare Assistant

Healthcare Assistants can assist with a range of minor clinical duties, like taking blood samples and blood pressure checks under the guidance of the wider healthcare professional team. They work alongside the team and support with observing, monitoring and recording patients' conditions to provide more seamless joined-up care.

### Clinical Pharmacist

Clinical Pharmacists are becoming more common place in GP practices and are highly skilled at reviewing medications for patients who have long-term conditions. They can also treat minor illnesses and refer patients onto other services.



### **Advanced Nurse Practitioner**

Advanced Nurse Practitioners are highly-trained professionals that can undertake complex reviews of patients, just like GPs. They can assess symptoms and build a picture of a patient's condition, treat minor health problems, infections and minor injuries and prescribe medication where necessary.

### **Paramedic Practitioner**

Paramedic Practitioners or Emergency Care Practitioners carry out home visits and give advice over the phone to patients unable to travel to the surgery. Patients seen by a Paramedic Practitioner are normally elderly, infirm or nearing end of life.

### **Physiotherapist**

Musculoskeletal health issues such as back, muscle and joint pains are the most common cause of repeat GP appointments and account for around 1 in 5 of all GP appointments. Most of them can be dealt with effectively by a physiotherapist without any need to see the GP.

### **Link Workers/Social Prescribers**

Patients visit their GPs for a range of different reasons and sometimes these issues can be caused by non-medical matters such as loneliness, anxiety, unemployment, illness or debt. Link Workers, also known as Social Prescribers work in partnership with GP surgeries and can help people to access appropriate support in the community to help them make positive changes to their personal wellbeing.

## Antibiotics

Many people think that antibiotics are the answer to common colds, flu, sore throats and cough – and often expect their GPs to prescribe them.

Antibiotics do not work for viral infections such as colds and flu, and most coughs and sore throats. The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and to rest. Colds can last about two weeks but there are many over the counter remedies to ease the symptoms, for example, paracetamol. You can ask your pharmacist for advice.

If the cold lasts more than three weeks, or you become breathless or have chest pains, or already have a chest complaint, see your doctor.

### **Antibiotics are no longer routinely used to treat:**

- chest infections
- ear infections in children
- sore throats.

It can be very worrying as a parent if your child has a high temperature, or a persistent cough that keeps them awake. However, it's very common for children to have coughs and colds, on average about six times a year, especially when they go to school and mix with other children.

If the symptoms persist and you are concerned, see your doctor, but you shouldn't expect to be prescribed antibiotics.

When it comes to antibiotics, take your doctor's advice on whether you need them or not. Antibiotic resistance is a big problem – taking antibiotics when you do not need them can mean they will not work for you in the future when you may really need them.



## Mental health services

### What is mental health?

Mental health includes our emotional, psychological and social well-being. It affects how we think, feel and act. It also helps to determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life. As many as one in four people will experience some form of mental ill-health at some point in their lives. It might be a one-off reaction to a life event – for example grief, after bereavement – or it might come as a common mental illness like anxiety or depression.

Some people also experience more serious mental illnesses such as schizophrenia, bipolar disorder, eating disorders and certain types of phobias.

**‘Every Mind Matters’** is part of the **NHS One You** campaign to help people make small changes that fit their life, so they feel better and healthier, every day. Every Mind Matters can help people manage and maintain mental health, help people to relax more, achieve more and enjoy life more.

All the information and advice in Every Mind Matters has been developed with experts and has been approved by the NHS.

There are simple actions and steps everyone can take that can help to manage feelings of stress, anxiety, low mood or when we are struggling to get to sleep.

Find out more by visiting:

<https://www.nhs.uk/oneyou/about-one-you/>

## Getting help

People face very different challenges in their day-to-day lives. The type of therapy you need, and the way you want to access it, may be very different from someone else in your situation. That's why there are a range of treatments to suit people's needs as individuals.

## Therapy For You

Free online courses provided for residents of Castle Point and Southend such as **Therapy For You**, are a great way to get immediate access to therapy, which has been shown to be highly effective. But, if you'd prefer to speak to someone, you can speak face to face with a qualified therapist, where you can discuss your feelings, experiences and symptoms, while working towards feeling better.

To find out more about **Therapy For You** visit [www.therapyforyou.co.uk](http://www.therapyforyou.co.uk) or call between 9am and 5pm Monday to Friday on **01268 739 128**. Alternatively, you can also email: [epunft.contactcentre.iapt@nhs.net](mailto:epunft.contactcentre.iapt@nhs.net)

## REACH Recovery College

REACH Recovery College is managed by a local mental health and wellbeing charity, known as **Trust Links**. People can take part in a range of courses and workshops across Southend, Rochford and Castle Point, which help to deal with mental health symptoms and to get involved in positive activities such as crafts and fitness.

**Trust Links** also have a **Wellbeing Hub Team** that can link people with the right support to help take a positive step towards wellbeing and better mental health.

**Trust Links** can be contacted on **01702 213134** or via the website: [www.trustlinks.org](http://www.trustlinks.org)

## Southend Carers

If you are caring for somebody with a mental health issue, you may be able to access free counselling, and listening support, as well as a range of peer support groups and respite. If you live in Southend, you can contact **Southend Carers** on **01702 393 933** or visit [www.southendcarers.co.uk](http://www.southendcarers.co.uk) for further information and advice.

## Castle Point Association of Voluntary Services (CAVS)

In Castle Point, CAVS is a not for profit charity that can offer advice to carers. People can also benefit from their befriending service. CAVS additionally have a service for children and young people aimed at providing mentoring support to children, young people and their families, particularly around issues with anxiety. For further information, please contact **01268 214 000** or visit [www.cavsorg.uk](http://www.cavsorg.uk).

## Crisis Support/Samaritans

Adults needing mental health support should in the first instance contact their GP, call **0300 123 0808** for **Crisis Support** help or **Samaritans** free on **116 123** or by emailing: [jo@samaritans.org](mailto:jo@samaritans.org)

## NetPark Wellbeing

NetPark Wellbeing is a free mental health wellbeing project that runs Monday to Wednesday and is based in Chalkwell Park, Westcliff. It aims to help people with low level mental health problems by utilising art therapy. For more information contact **01702 470 700** or email: [emma.mills@metalculture.com](mailto:emma.mills@metalculture.com)

## Mental health services for children and young people

The **Emotional Wellbeing and Mental Health service** is a local NHS service providing mental health care for children and young people in the area under 18. The service is also for young people with special educational needs up to the age of 25. Call **0300 300 1600** 9am to 5pm, Monday to Friday.

## Look out for other people

Remember that other people like older neighbours, friends and family members may need a bit of extra help over the winter.

There's a lot you can do to help people who are frailer than you. Icy pavements and roads can be very slippery, and cold weather can stop people from getting out and about.

If they need to go out in the cold, encourage them to wear shoes with a good grip and a scarf around the mouth to protect them from the cold air. Make sure they get any prescription medicines before the holidays start on 24 December and if bad weather is forecast.

If you do need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 and speak to a call adviser who will be able to direct you to a local service that is open. You can also visit the NHS website at [www.nhs.uk](http://www.nhs.uk).

### Accident and Emergency (A&E)

In A&E you will be seen by specialist doctors and nurses ready to treat those with life-threatening injuries and illnesses.

A&E is for people with major, life-threatening illnesses and injuries, which can include:

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties and choking
- Severe bleeding that cannot be stopped
- Having fits
- Severe broken bones or burns.

### In an emergency, dial 999

An ambulance crew will start treating you as soon as they arrive and they will then take you to the right hospital service, to ensure you get the best possible treatment.

## How to help yourself stay well this winter

### Five things we recommend you do:

- Make sure you get your flu jab.
- Keep your home heated to at least 18°C (65°F) if you can.
- Take advantage of financial schemes and discounts to help you pay for your heating.
- Visit your local pharmacist as soon as you start to feel unwell
- Look out for other people who may need a bit of extra help over the winter.

### Write down your local pharmacy number here:

### Things I need to remember to do for winter:

## How we can help you to stay well this winter

Below are a range of services that can help you stay well this winter, when you need them.

**Call 111.** If you need medical help fast, but it's not life threatening or you're not sure where to go, a 111 adviser will assess you and direct you to the best placed service in your area. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Ask a pharmacist.** They're highly trained healthcare experts, on everything from colds to long-term conditions.

**Contact your GP.** Many GPs can offer advice over the phone and can arrange referral to a hospital specialist if you need it.

**A&E departments.** They're there for life-threatening emergencies. But if you're not sure whether it is an emergency, call 111 first.

### **Where to go for the right medical care**

If you need medical help fast, but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.

For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at: [www.nhs.uk](http://www.nhs.uk)

For more information and advice visit [www.nhs.uk/staywell](http://www.nhs.uk/staywell)

## Useful contacts directory

Below is a directory of local and national organisations that aim to support people to live well. Please note, this list is not exhaustive and if we have missed anything, or if it would be useful to include any other information, please get in touch.

This list is not intended for individuals in an emergency. If you are in a life-threatening situation, **please immediately dial 999**, or go to the nearest Accident and Emergency department.

Organisation	Number	Website	Information
Age UK Essex	01245 346 106	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>	Charity working with older people.
Dementia Community Support Team	01702 534 772	<a href="mailto:Dementiacommunitysupport@southend.gov.uk">Dementiacommunitysupport@southend.gov.uk</a>	Community support for people and their families/carers living with dementia.
Anxiety UK	03444 775 774	<a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a>	Offers support for those living with anxiety disorders.
Alcoholics Anonymous (AA)	0800 917 7650	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>	The AA offer support for anyone who has drinking problems and wants to stop drinking.
BEAT	0808 801 0677	<a href="http://www.beateatingdisorders.org.uk">www.beateatingdisorders.org.uk</a>	BEAT offers support for those who have or are worried they have an eating disorder, as well as others affected, such as friends and family members.
Big White Wall	0203 405 6196	<a href="http://www.bigwhitewall.co.uk">www.bigwhitewall.co.uk</a>	Big White Wall is a digital support and recovery service for people who are stressed, anxious, low or not coping.
British Heart Foundation	0300 330 3322	<a href="http://www.bhf.org.uk">www.bhf.org.uk</a>	The British Heart Foundation is a charity that funds research to beat heart and circulatory diseases and their risk factors.
Carers FIRST	0300 303 1555	<a href="http://www.carersfirst.org.uk">www.carersfirst.org.uk</a>	Support, information and advice for those who look after a relative or friend who cannot manage without their help.
Castle Point Association of Voluntary Services (CAVS)	01268 214 000	<a href="http://www.castlepointavs.org.uk">www.castlepointavs.org.uk</a>	Provides support and guidance to voluntary and community organisations including befriending services.

Citizens Advice	0300 330 2101	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>	Provide free, confidential information and advice to assist people with money, legal and other problems.
Childline	020 7825 2775	<a href="http://www.childline.org.uk">www.childline.org.uk</a>	ChildLine is a free counselling service for children and young people up to 19 in the UK.
Cruse Bereavement Care (Essex)	0845 266 9710	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	A large bereavement charity, which provide free care and bereavement counselling.
Essex Victim Gateway	01206 500 584	<a href="http://www.essexvictimsgateway.org">www.essexvictimsgateway.org</a>	Provide practical support to help you deal with the impact of a crime, even if you don't want to report it to police or it happened in the past.
HARP Southend	01702 430 696	<a href="http://www.harpsouthend.org.uk">www.harpsouthend.org.uk</a>	Southend homeless charity supporting people to overcome homelessness.
Healthwatch (Essex)	0300 500 1895	<a href="http://www.healthwatchessex.org.uk">www.healthwatchessex.org.uk</a>	Healthwatch Essex is an independent voice for the people of Essex, focusing on health and social care services in the county.
Healthwatch (Southend)	01702 416 320	<a href="http://www.healthwatchsouthend.co.uk">www.healthwatchsouthend.co.uk</a>	Healthwatch Southend is an independent voice for people of Southend and offers advice and information about health and social care services locally.
KOOTH	-	<a href="http://www.kooth.com">www.kooth.com</a>	Free, safe and anonymous on-line support for young people.
NSPCC	0808 800 5000	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>	Advice and support if you're worried about a child.
RRAVS	01268 772 796	<a href="http://www.rravs.org">www.rravs.org</a>	Community support, volunteering advice for the Rochford district.
Rethink	01702 330 267	<a href="http://www.rethink.org">www.rethink.org</a>	Help and support for people affected by mental illness.
Samaritans	01702 611 911	<a href="http://www.samaritans.org">www.samaritans.org</a>	A safe place for you to talk anytime you like, in your own way – about whatever's getting to you.
Silver Line	0800 4 70 80 90	<a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>	Free confidential helpline providing information, friendship and advice to older people.
South East and Central Essex MIND	01702 601 123	<a href="http://www.seandessexmind.org.uk">www.seandessexmind.org.uk</a>	Advice and support to empower anyone experiencing a mental health problem.
Southend Carers	01702 393 933	<a href="http://www.southendcarers.co.uk">www.southendcarers.co.uk</a>	Information, advice and other support for carers living in Southend.



Southend Association of Voluntary Services (SAVS)	01702 356 000	<a href="http://www.savs-southend.org">www.savs-southend.org</a>	Local organisation in Southend for voluntary services.
Southend MENCAP	01702 341 250	<a href="http://www.southendmencap.org.uk">www.southendmencap.org.uk</a>	Advice and support for people with learning disabilities.
Southend Treatment and Recovery Service (STARS)	01702 431 889	<a href="http://www.change-growlive.org">www.change-growlive.org</a>	Help and advice as well as structured interventions for individuals over 18 who have issues with substance misuse.
Therapy For You	01268 739 128	<a href="http://www.therapyforyou.co.uk">www.therapyforyou.co.uk</a>	Free NHS counselling and talking therapies service for people in South Essex.
Trust Links	01702 213134	<a href="http://www.trustlinks.org">www.trustlinks.org</a>	Local independent charity for wellbeing and mental health based in South East Essex.
Transpire	01702 668 060	<a href="http://www.transpiresouthend.org">www.transpiresouthend.org</a>	Local support group for transgender people and their friends and family.
Southend YMCA	01702 301 301	<a href="http://www.southendymca.org.uk">www.southendymca.org.uk</a>	Local support group for young people aged 8-24 providing support, advice and guidance including employment support, volunteering, training and education.

\*Please note, the helplines listed are for referral purposes only. The NHS does not make any recommendations or guarantees regarding the quality of response and medical advice from any of the helplines or websites.

# Information Service



**We can help you find out about:**

- Health and care services near to you
- How to access the support and advice you need
- What to do if you have a concern or complaint
- How to share feedback about services



**Call**  
**0300 500 1895**  
Monday to Friday 9am to 5pm  
for the cost of a local call

Healthwatch Essex is an independent voice for the people of Essex, which gathers your experiences of local services in order to help improve them

## Help us spread the word



### **What's already happening?**

If you already follow either of the Clinical Commissioning Groups (CCGs) on social media, you will have seen that we have developed a **#MondayMotivation** campaign that showcases some of the great work going on locally across south east Essex.

Please do follow our social media accounts for more information and to keep up to date with the latest health news.

### **We'd like to hear from you**

You can send your feedback directly by emailing us at: **[SCCG.Communications@nhs.net](mailto:SCCG.Communications@nhs.net)** with '**Living Well feedback**' in the subject line.

**Alternatively, you can freepost your feedback to:**  
FREEPOST NHS CASTLE POINT AND ROCHFORD CCG

# Know where to go for the right medical care this winter

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**999**

For life threatening emergencies, call 999.



If you need medical help fast, but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.



**GP  
Pharmacy  
www.nhs.uk**

For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at: [www.nhs.uk](http://www.nhs.uk)

For more information and advice, please visit:  
[www.nhs.uk/staywell](http://www.nhs.uk/staywell)

**If you need a translation of this leaflet, an interpreter, or a version in large print, Braille, or on audiotape, please telephone: 01268 464 508 or 01702 215 050.**

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NHS Southend CCG, 2019

**Websites:** [www.castlepointandrochfordccg.nhs.uk](http://www.castlepointandrochfordccg.nhs.uk)  
[www.southendccg.nhs.uk](http://www.southendccg.nhs.uk)

**Telephone:** 01268 464 508 or 01702 215050

**Address:** Pearl House, 12 Castle Road, Rayleigh, Essex  
SS6 7QF