



Lockstown Practice

INFORMATION BOOKLET FOR PATIENTS

Dr R Mandal, MBBS, MRCGP, DFRH

Dr Wasima Mandal, MBBS, MRCGP, MRCS, DFRH

**Willenhall Medical Centre
Gomer Street
Willenhall
WV13 2DR**

Disabled Friendly
induction loop, wheelchair access

Email: walccg.lockstownpractice@nhs.net

Web: www.lockstownpractice.co.uk



Walsall



Essential Contact Details

There's a range of free NHS services on your do
Or step.

- **NHS England**
NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 22 33 england.contactus@nhs.net
- **Out of hours services**
Between 06:30pm & 08:00am Monday to Friday or anytime at the weekend break or Bank Holidays.
- **Tel: 111 111.nhs.uk**
- **Extended Hours Clinics**
Monday to Friday evenings, 6.30pm to 9pm. Saturday, 9am to 5pm.
They are closed on Sundays and bank holidays.
Tel: 01922 501 999
- **NHS Go Smokefree**
Monday to Friday, 9am to 8pm. Saturday and Sunday, 11am to 4pm.
Tel: 0300 123 1044
- **PALS (Patient Advocacy & Liaison Service)**
PALS is a service to support you, your carers or relatives.
Tel: 01922 656 463
- **Family planning and sexual health**
WISH (Walsall Integrated Sexual Health)
Tel: 01922 270 400
- **Drug and alcohol help**
Tel: 01922 669 840
- **Black Country Integrated Care Board**
Civic Centre, St Peters Square, Wolverhampton, WV1 1SH
Tel: 0300 0120 281 www.blackcountry.icb.nhs.uk
- **Walsall Healthcare NHS Trust**
Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS
Tel: 01922 721 172 www.walsallhealthcare.nhs.uk
- **Dudley and Walsall Mental Health Trust**
Dorothy Pattison Hospital, Alumwell Close, Walsall
Tel: 01922 607 000





Welcome to Lockstown Practice

Partnership and Training Practice

This booklet is designed to inform you of the medical and other services available at the surgery. Please read the contents carefully and keep it in a safe place for future reference. It will be particularly useful if you or one of your family are ill and want to know what action to take, or how to get professional advice. We hold a General Medical Services (GMS) contract to supply NHS services with NHS England, Jubilee House, Bloxwich Lane, Walsall, WS2 7JL. We are a Training practice which undertakes the training of healthcare professionals or persons intending to be healthcare professionals



The Practice Team

General Practitioners

Dr R Mandal, GP Partner
MBBS, MRCP, DFRH (Male)

Language: English, Bengali, Hindi & Urdu

Dr Wasima Mandal, GP Partner
MBBS, MRCP, MRCS, DFRH
(Female)

Language: English

Dr S. Pradhan, Salaried GP
MBChB, MRCP (Male)

Language: Nepali, Hindi, Urdu, Basic Punjabi

Dr A. Retchless, Salaried GP
MBChB (Male)

Language: English

Practice Manager

The Practice Manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. They support GPs and other medical professionals with delivering patient services and also help to develop extended services to enhance patient care. The Practice Manager also enables the promotion of good practice across the local health community and some work across a group of practices. Often receptionists will refer to the practice manager or other senior administrative staff if they cannot help you with your enquiry or if you are upset about something and want to raise a concern. The practice manager is usually the first port of call for receiving written complaints.



Practice Nurses

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. Practice nurses usually run clinics for long-term health conditions such as COPD, asthma or diabetes and most practice nurses carry out cervical smears.

Healthcare Assistant and General Practice Assistant

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (blood tests), blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor. They may also perform extra duties such as ECG's, general wound care and removal of stitches. A general practice assistant can perform the clinical aspects of the healthcare assistant role along with providing a supporting role in carrying out routine administrative tasks working as a personal assistant to the GP

Attached Staff

Health Visitor

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. (Based at Willenhall Health Centre, Field Street, Willenhall)

Community Midwife

A Community midwives provide antenatal care for expectant mothers, during pregnancy, the birth or home births and postnatal care. They are available by appointment only.

Community Practice Pharmacist

Pharmacists working in primary care will work closely with GPs, practice nurses and community pharmacists and other health care professionals, and many are involved in offering advice to GP practices on good prescribing. They also review patient's medication and offer advice on compliance and changes.

Primary Mental Health Nurse

Looking at assessment and treatment of common mental health conditions ie. Depression, anxiety states, stress related issues Available in-house by appointment only

Social Prescriber

Social prescribers play a crucial role in improving health and wellbeing. It helps people feel heard, valued and understood. It creates thriving communities and supports those most at risk of poor health. Social prescribing provides a bridge between the NHS and the voluntary sector.



Receptionist's and Administrative Staff

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, dealing with financial claims, dealing with patient records and carrying out searches and practice audits.

The receptionists are here to help you. They are trained and qualified for their post and represent a very important part of the primary healthcare team. **They act on** doctor's instructions. When phoning for medical attention they may ask you for some details that the doctor needs to know, so that he/she can help you in the most appropriate way. Please be patient with this part of our system.

GP Registrars and Sessional Doctors

A GP Registrar or GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior GP or trainer.

A sessional doctor is a fully qualified GP who works regular sessions in the practice, they will also cover additional sessions cover the regular doctors when they are away from the practice, for example on holiday or on maternity leave.

Additional Services

EXTENDED HOURS

We currently provide 2.5 extended surgery hours. This applies to hours of service provided outside of our core contracted hours.

MINOR SURGERY

Minor surgery clinics are currently run by Dr Mandal. A referral from your GP is needed to generate an appointment.

At present we offer steroid injections. Complex procedures will still be referred to the hospital.



Surgery Opening Times

Monday	7.30am to 6.30pm
Tuesday	7.30am to 6.30pm
Wednesday	7.30am to 6.30pm
Thursday	7.30am to 7.30pm
Friday	7.30am to 6.30pm
Saturday	Closed
Sunday	Closed

General Consultation Times

Subject to change

Day	Morning	Afternoon
Monday	9.00-11.50am	3.00-5.50pm
Tuesday	9.00-11.50am	3.00-5.50pm
Wednesday	9.00-11.50am	3.00-5.50pm
Thursday	9.00-11.50am	3.00-5.50pm
Friday	9.00-11.50am	3.00-5.50pm

Extended Opening *

Day	Morning	Afternoon
Monday	*****	*****
Tuesday	*****	*****
Wednesday	*****	*****
Thursday	*****	6.30-7.30pm*
Friday	*****	*****

*Pre-booked appointments only. No telephone calls will be taken during this time



Repeat Prescriptions

A repeat prescription is medication that you have been given for a period of time or for long-term usage.



To enable the surgery to offer an efficient and effective service to patients we ask that the following points regarding repeat prescriptions be followed:

1. 48 hours notice is required for all repeat prescriptions (not including weekends)
2. It is the patients responsibility to organise the ordering and the collection of prescriptions
3. Repeat prescriptions can be requested:
 - * In writing at any time during opening hours or by presenting the printed counterfoil
 - * On line -By registering with patient access or NHS APP (ask at reception to be registered for this service)
 - * By email to walccg.lockstownpractice@nhs.net
 - * By post
 - * By telephone **between 9.00am – 12.00pm by calling 01902 600833 Option 2**
 - * By contacting a pharmacy that offers a collection/order service
4. Patients are requested to send a stamped addressed envelope if they require the prescription to be posted.
5. Prescriptions can be collected from the surgery any time during opening hours. If required, some chemists offer a collection and delivery service. You may arrange this **yourself** with a chemist of **your choice**.
6. In the case of lost prescriptions or medication, duplicates will only be issued at the doctor's discretion.
7. Prescriptions *maybe* repeated for up to six months without an appointment. If there is any medication you require that is not on the computer or on the printout, then an appointment must be made to see the doctor.
8. The reception staff may check the patients or their representative's identity before issuing a prescription.
9. Prescriptions will not be handed to children under the age of 13 years old.
10. Only in the case of an emergency or any special circumstances will repeat prescriptions be issued the same day. **Such prescriptions will be organised at a time convenient to the practice.**
11. We will keep prescriptions for 1 month once ordered.



****** If you are expecting a local pharmacy to collect or deliver your Prescription, a further 24-48 hours should be allowed.
Please consult your pharmacy for their procedures.



Disabled Access



Our premises have wheelchair access to both floors and disabled toilet facilities on the ground floor. If you need help, our reception staff will be happy to assist. We also have a hearing Loop in reception

Parking



Parking facilities are available for all patients at the front of the building and disabled parking spaces are for blue badge holders only. We have a clamping service in operation to protect our disabled spaces.

Baby facilities



Baby changing facilities are situated in the disabled toilet.

Please ask should you require a quiet/private place for breast feeding your baby.

Test Results



Results of investigations will not be given to any other person than the patient concerned; this being for the welfare and confidentiality of the patient. It helps us if you telephone for results:

We are happy to give advice over the telephone. However, if you need to speak to a doctor or nurse it may be necessary to speak to you at a later appointed time.

Practice Area



Please ask at reception if we cover your address or the address you are moving to, or see our interactive map on our website for our catchment area. If we keep you as a patient after moving out of our catchment area, we will not be responsible for visiting you at home if needed.





How To See Your Doctor

Appointments may be made by telephone or by visiting the practice during normal opening hours or online by using patient access or NHS APP (please ask at reception to register for this service). All urgent appointment requests are dealt with from 8.00 am Mon-Fri. (i.e. same day appointments). **Please do not congest the telephone line during this period with non-urgent/routine requests.** For routine matters you should make your appointment with your regular doctor, if you would like an appointment with a particular GP then please let our reception team know when calling or visiting the practice. However, your doctor may not always be available and you may have to be seen by one of the other doctors. We do not make doctor's appointments for more than **2 weeks** in advance. All routine health monitoring and check-ups will be undertaken by the practice nurses. **Please note: 1 problem requires 1 appointment, should you wish to see the doctor for multiple problems, please make a double appointment. Your doctor may ask you to re-book if necessary.**

Emergency appointments (same day requests) will be screened by the reception staff and justifiable request criteria must be fulfilled. You will be given an appointment time and allocated to a GP of our choice on arrival.

Please let us know if you cannot keep your appointment so that it can be offered to someone else. **We currently operate a Non-attendance Policy.**

If you require a home visit please telephone the surgery before 10.30 am. This enables your doctor to plan his/her day more efficiently.

	<p>For out-of- hours calls. (6.30 pm - 08.00 am) Telephone NHS 111</p>	
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If you require medical assistance which cannot wait until the surgery is open, please use this service. Your call will be taken by the out-of-hours NHS service provider, who will triage your call and assess your needs. This NHS service is totally **FREE** from a landline or mobile phone. You will receive either:

- Advice from a doctor or nurse
- An appointment at the Out Of Hours Centre or,
- A doctor to visit you at home where it is necessary.
- Or your call will be diverted to 999 emergency services.

ALL CALLS ARE RECORDED AND DOCUMENTED

Before you call our out of hour's services:

1. **Self-Care:** can you treat yourself at home?
2. **Pharmacist:** Have you visited your pharmacist or chemist?
3. **NHS Choices:** www.nhs.uk
4. **Dial 111:** For anything that is less than an emergency.
5. **A & E/ 999:** For a life threatening medical emergency (severe chest pain, extreme loss of blood, loss of consciousness, suspected or broken bones, serious accidents etc).



Patients' rights to General Medical Services

Patients have the right to:

- ✓ Be registered with a General Practitioner
- ✓ Change doctor if desired or change back to a previous GP
- ✓ Be offered a health check on joining the practice or,
- ✓ If you have not been seen at the surgery for 3 years (or 1 year for those over 75) you can request a health check appointment
- ✓ Receive emergency care
- ✓ Receive appropriate drugs and medicines
- ✓ Be referred to a specialist or second opinion if they and the GP agrees
- ✓ Have the right to view their medical records; subject to limitations and to know those working for the NHS are under legal obligation to keep the contents confidential.
- ✓ You have to right to express a preference of practitioner

With these rights come responsibilities and for the patient this means:

- ✓ Turning up for appointments or cancel them within reasonable time.
- ✓ Appointments are for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- ✓ Respecting others rights by being courteous to all staff.
- ✓ Expressing your right to only see one GP will not be applicable for emergency appointments.
- ✓ Letting us know when you change your address or telephone number.
- ✓ Only requesting a home visit when it is truly necessary for medical reasons - when a patient is too ill or immobile to get the surgery. Please give sufficient details to the problem so that we can give priority to the most urgent cases.
- ✓ Only requesting a home visit before **10.30 am** so that we can plan our day efficiently. Emergencies are seen whenever they occur but otherwise visits requested after 10.30 am may not be dealt with until the next day. It is not a patient's right to demand a visit; the decision for a visit belongs to your doctor.
- ✓ Use the out-of-hours service responsibly, remembering that it is for genuine emergencies only. It is not for social convenience or repeat prescriptions and we monitor all patients using this service incorrectly.
- ✓ Observing the no smoking (including e-cigarettes) and no mobile phone policy
- ✓ Do not try to order medication that is not on your printed Prescription list unless you have a written, signed request from the hospital or District Nurses. Refusal often offends. Please make an appointment and ask your GP.



Data Protection & Confidentiality Issues

General Principle

Patient information is held under legal and ethical obligations of confidentiality. Patients seeking treatment entrust sensitive information to those who provide their healthcare.



They do so in confidence and have the legitimate expectation that their privacy will be respected, and that their health records will be used by the health service to support their healthcare.

We need to keep personal information so that you can receive appropriate health care and treatment. This information is only passed to other healthcare professionals or organisations if it is in your interest. For example:

- If you are receiving care from other people (such as social services) as well as from the NHS we may all need to share information so that we can work together for your benefit.
- It has to be passed on by such law as to notify the birth of a baby.
- Your relatives or carers should be kept up to date with the progress of your treatment -
but only with your consent.
- If the information to be shared is with the best interests of the patient or child's welfare.



However, information about you is only passed on if there is a genuine need and is in yours and everyone's interests to do so. Whenever possible all details which identify you are deleted. No information will be discussed or divulged to relatives, partners or friends without your consent.



Do not ask us to break the law

Everyone working within the NHS has a legal duty to keep information about you confidential. **Anyone** who receives information about you from the NHS also has a legal duty to keep it confidential. Your GP does not use personal information for direct marketing purposes.

We operate an "Access to Health Records Policy". Any requests for the release of information must contain a signed authorisation from the patient. This form and further information is available from the Receptionists.



We ask that you help us to keep your
personal information up to
date by; Giving us accurate
information

Telling us as soon as possible if there are any
changes, such as a new address or telephone
number including mobile numbers



How to get the best from your doctor

Before you go

Before you visit your doctor it is a good idea to think through all the information you believe your doctor needs to know, for example,

- When did the symptoms start
- have symptoms changed
- How your life is affected and most importantly,
- tell your doctor how you feel. Don't be afraid to say what you think is causing your problem or making things worse.



Make a list

Write down your questions making sure the list is concise and clear. Prepare a copy to hand to your doctor so that you may run through the list together. If the list is longer than two or three points and it is obvious to you that you are not going to get through it at one appointment, it is possible to arrange a double appointment or another one a few days later.

Take a friend

Take a relative or friend with you if this will make you feel more comfortable. Briefly ask if your doctor would mind more than one person being present.

Make notes

Listen to what your doctor says. If you don't understand, or if you feel that he or she has not answered your questions, do not be afraid to ask again. Note down important points in writing. Check your list at the end of the appointment to make sure that you have covered all the points you wanted information on. If you feel you still need to discuss your concerns, make a further appointment.

Other options

Remember that there are other health professionals available to help you who may have more time to talk through your particular problem. Most GP surgeries have a nurse, health visitor or even a counsellor who would be happy to talk to you about how you feel, about your medication or about any social benefits to which you may be entitled.

Ask your chemist

Do not forget the chemist. The pharmacist dispensing your prescription either at your local chemist or hospital will be only too happy to explain any queries you may have about the medication, such as its possible side effects, the best time and way to take it and when the prescription should be renewed. Advice on general medical matters is also available.

Patient Advice and Liaison Service (PALS)

Many local NHS hospitals now offer a new service, the Patient Advice and Liaison Service. This service has been set up to support patients, their families and carers. It can answer questions, offer suggestions and listen to your concerns. It can help resolve problems on your behalf, explain how you can obtain your personal health information and can give you information on services, organisations and help groups.



We operate a **ZERO tolerance
POLICY** At this Practice.

- Abusive, racist, intoxicated, threatening and/or violent behaviour towards the doctors, their staff or other patients will not be tolerated, either on or off the premises.
- Anyone behaving in this manner is committing a criminal offence and the police will be called. Offenders will be immediately removed from the doctor's list and may be prosecuted. We may also report the matter to the Black Country ICB
- Full details will be reported to the police in all incidences.
- **Misuse of premises or services** provided by us will result in the removal of the offender from the doctor's list.
- **Non cancellation of appointments:** All patients failing to attend their appointments on three consecutive occasions within a six month period will be sent a warning letter. Further non-attendance will result in the removal from the doctors list.



Patient's suggestions and Complaints

We aim to provide and secure quality comprehensive health care that is appropriate, accessible and to the satisfaction of patients. These services are provided by a professionally competent, contented and motivated team. We aim to continually monitor the services provided and extend the range to ensure achievement of both national and local aims and objectives. We try to offer you the best service we can at all times. There may be occasions when you feel this has not happened.



We are very interested in hearing any constructive comments you may have and we have a suggestion box in the waiting room for this purpose. Alternatively, you can e-mail your comments to the Practice Manager at: walccg.lockstownpractice@nhs.net

We like to handle complaints ourselves since most arise from misunderstandings. It is best for all concerned to put things right as quickly as possible. If you have a concern or wish to make a complaint, please ask to speak or write to the Practice Manager.

If your complaint is regarding local pharmacies, please contact them directly

How to register at this practice

1. Collect an application form from reception (or complete on our website) for each member of the family. Complete **all** questions and return to the reception desk along with any identification papers that are required.
2. You will be notified in writing by post or SMS message within 14 days of your acceptance or, a reason for non-acceptance. This reason will not be based on the applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.
3. All accepted patients will be offered an appointment with the nurse for a new patient check-up. This appointment gives us chance to record vital information about your health and medications while we await your medical records.
4. From 1st April 2015, all of our patients have been allocated a named and accountable GP which you will be advised on request. Your named and accountable GP will have overall responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice as you may currently choose to do. Neither does it guarantee that you will see your named GP every time you visit the surgery or give you priority access over other patients. It is important to note that access to GP's will be via our normal appointment system and will continue to be subject to the availability of individual doctors. We aim to offer 'GP of choice' appointments where possible. Please ask a member of the reception team for more information



Fundraising

From time to time we hold fundraising events in practice, all charities are registered and receipt for monies received can be viewed on request. A little goes a long way. At present we support:



Compton Hospice

www.compton-hospice.org.uk

Your Local Integrated Care Board (ICB)

Black Country Integrated Care Board

Civic Centre, St Peter's Square

Wolverhampton, WV1 1SH

Telephone: 0300 0120 281

www.blackcountry.icg.nhs.uk

Dental Care and Treatment



Lockstown Practice will not treat dental problems such as infections, swollen gums/face and pain caused by a dental abscess.



HOSPITALS	
Walsall Manor Hospital	01922 721 172
New Cross Hospital	01902 307 999
Nuffield Hospital	01902 754 177
Little Aston Hospital	0121 353 2444
LOCAL USEFUL NUMBERS	
Age Concern	01922 638 825
Alcoholics Anonymous	0800 9177 650
PALS	01922 656 463
Red Cross	01922 721 604 01922 695 362
Registrar Births/Deaths	Walsall 01922 652 268
	W-hampton 01902 554 989
Relate	0121 643 1638 01902 428 447
Social Services	W-hampton 01902 553 166
	Walsall 0300 555 2922
Samaritans	01922 624000 01902 626422
Health Visitors	01902 435 603
Community Midwives	01922 721172 EXT 6248
Citizens Advice Bureau	01922 700 600/03444 111 444
Walsall Stop Smoking Service	01922 444044



CALL 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.



NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.



**when it's less
urgent than 999**

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, a walk-in center or urgent care center, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent just as quickly as if you had dialed 999.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

Typetalk or textphone

If you have difficulties communicating or hearing, you can use the NHS 111 service through a textphone by calling 18001 111.

Calls are connected to the TextDirect system and the textphone will display messages to tell you what is happening. A Typetalk Relay Assistant will automatically join the call. They will talk back what you've typed to the NHS 111 adviser and, in return, type back the adviser's conversation, so you can read it on your textphone's display or computer.



Minor Common Ailments

Chicken Pox

Symptoms: A slight fever, stomach ache and feeling generally run down. This starts a day or two before a flat, red spotty rash appears. The rash normally begins on the scalp, face and back but can spread anywhere. Itchy, watery blisters will follow and fresh red spots are usually seen next to blisters and crusts.

If exposed to the chicken pox virus, you will develop chickenpox 7 to 21 days later. The virus spreads quickly and will mainly last less than 2 weeks. You will be infectious until the last spot has crusted over.

Recommended: A tablespoon of bicarbonate of soda in bath water helps with itching and to dry up the blisters and take paracetamol for any temperature.

Colds and flu

Symptoms: Runny nose, sore throat, fever, aches and pains, and a phlegmy or dry cough and sneezing.

Recommended: Paracetamol every 4 hours, increase the amount of fluids, your pharmacist can advise on medication to help soothe a cough or sore throat and just rest!

Colds and flu are caused by viruses and antibiotics do not work on viruses so will not cure colds or flu!

Toothache/Dental Abscess

Symptoms: Swollen face and/or Pain!!!! Which can quickly become worse? It can be severe and throbbing; swelling of the gum which can be tender, swelling of the face and the gums can become red and inflamed.

Recommended: See your dentist and not your doctor. We are unable to treat any dental problems. If your dentist is closed, they will still provide an out-of-hours service the same as your doctor. Telephone your dentist for this number. Take paracetamol every 4 hours (dispersible is better) and see your dentist as soon as possible.



Anyone could be a carer – a 15-year-old girl looking after a parent with an alcohol problem, a 40-year-old man caring for his partner who has terminal cancer, or an 80-year-old woman looking after her husband who has Alzheimer's disease.

How does caring affect your life?

Although for many carers, caring can have positive and rewarding aspects, there are lots of reasons why caring can also leave you needing support.

- Caring can make you physically exhausted – you might be getting up several times in the night as well as caring throughout the day. You might need to lift and support an adult who is a lot heavier than you. You might be juggling caring with looking after the rest of your family and holding down a job. Caring can leave you emotionally exhausted because of the strain of seeing someone you care about experiencing pain, distress or discomfort. Caring can lead to stress, depression and other mental health issues. Caring can affect your relationship with your partner or other family members. **Your GP can assess you every year and help if you get stressed or depressed.**
- If you are caring in a couple you may no longer be able to have the physical or emotional life you had together, nor enjoy shared activities or plan for a future together. Caring can be isolating as you may find you can rarely leave the house. It may be hard to sustain friendships or develop new ones or keep up with interests and activities you may have previously enjoyed. Caring can lead to poverty if you have to give up work to care or are managing on benefits. The aids and equipment needed to help care can add an extra drain on tight finances. Carers in poverty will not be able to afford do the things that many of us take for granted, such as buying new or warm clothes, heating the house, house repairs, going on holiday or a short break, running a car or paying a bus fare.
- Young carers can find it hard to go to school/college/university or keep up with course work. They can be bullied and find it difficult to make or keep friends. They can take on responsibilities well beyond their years and have little time for play or socialising or to be children or young people. Caring may mean that you have to put your chance of a career on hold or never have the opportunity to have a career and reach your full potential. Becoming a carer can feel like a constant battle to access help for you and the person you care for, for example getting the right diagnosis for your child's condition, appropriate support at school for a young carer in your family, adaptations to the home, and benefits and other financial help.

There is help out there for you:

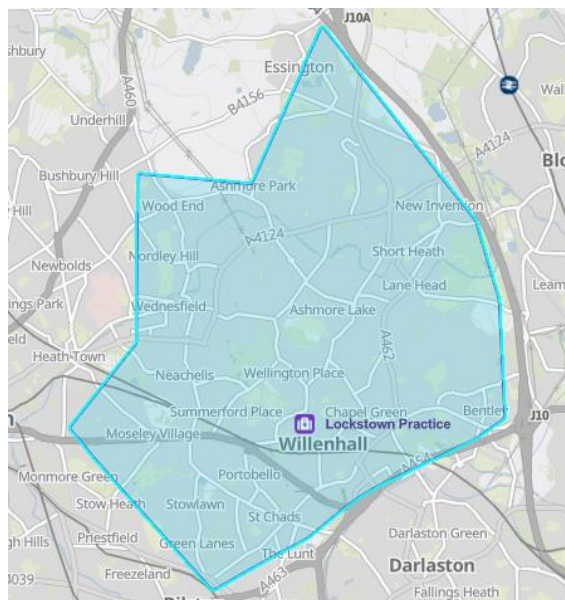


<https://carers.org/>

<http://walsallcarers.org/>



Practice Outer Boundary Area



Out-Of-Hours service providers

DIAL 1 1 1 From 6.30 pm until 8.00 am -when it is less than an emergency. Advice, home visits or an appointment given at your local centre. (FREE FROM LANDLINES AND MOBILES)

OurNet: On half days and training days between 1.00 pm & 6.30 pm **01922 501999**

