

Including pull-out Patient
Prospectus in centre pages



Hull Clinical Commissioning Group

How to get the most from your local health services

“Creating a Healthier Hull”



How to get the most from your local health services

This leaflet will provide you with useful information about health services in Hull.

This includes how to register with a family doctor or dentist, where to go if you need urgent medical treatment when the doctor's surgery is closed and what to do in a medical emergency.

We have also included information about other services you or your family can access to help you keep fit, safe and healthy.

To find an NHS service – including hospitals, GPs, dentists, opticians and minor injuries units located near you visit www.nhs.uk and use the postcode search facility.

NHS Hull Clinical Commissioning Group

Tel: 01482 344700

Website: www.hullccg.nhs.uk

Email: HULLCCG.contactus@nhs.net

Contents

Your local NHS services

- Doctor/GP services 4
- Out of hours GP services 6
- NHS 111 6
- Accidents and Emergencies 7
- Minor Injuries Units 8
- Confidential help and advice 9
- Pharmacies 10
- Dental services 11
- Sexual health services 12
- Maternity services 13
- Services in your community 14

Keeping you safe and healthy

- Mental health services 16
- Managing pain 17
- Weight management 18
- Help to stop smoking 19
- Support for healthy living 19
- Alcohol and drug problems 20
- Support for people with long term conditions 21
- Domestic violence 22
- Making your voice count 23



Please keep this leaflet in a safe place

Doctor/GP services

How to register with a Doctor/GP

Family doctors are also known as General Practitioners or GPs.

Choose the GP surgery that you want to register with and check it covers the area where you live. You can find your nearest GP on the NHS Choices website www.nhs.uk or by calling **NHS 111** (see page 6).

Registering with a GP surgery

Contact the GP surgery and ask to register with them. They will usually ask you to complete a form that will provide them with the following details:

- your name and address
- your date of birth
- your NHS number (if you know it)
- other information, such as the name and address of your previous GP

Some GP surgeries will also ask to see proof of your identity, for example:

- photo identity, such as your passport or driving licence
- proof of address, which could be found on a recent gas, electricity, water or phone bill, (not a mobile phone bill) or your council tax bill.

The GP surgery will write to you confirming that you're registered with the surgery and your medical records will be transferred to the new surgery.

Temporary registration

If you want to see a GP and are visiting an area for more than 24 hours, but less than three months, you can apply to register with a GP surgery as a temporary resident.

Can I register with a specific GP?

You will be registered with the GP surgery, rather than an individual GP.

If you prefer to see a specific GP, the surgery can note this in your records. However, you may have to:

- wait longer to see your preferred GP
- see someone else if your preferred GP is unavailable

You should register with a GP as soon as you move into a new area. Do not wait until you are unwell.

Health checks

When you register with a new GP surgery, you may be invited to make an appointment for a health check within six months.

What if the surgery doesn't accept me?

Sometimes, you may not be able to register with a GP surgery, for example if:

- you live outside the area that the surgery covers
- the surgery is not accepting new patients

You will need to register with another GP surgery in your area instead.

If a GP practice has concerns about a patient's behaviour or demands on the service they can write to a patient advising if their behaviour does not change they will be removed from the GP list. If an incident occurs and the Police are involved, a patient will be removed from the GP list with immediate effect.

Changing your GP

You can choose to change your GP at any time. You can approach another GP in your area to ask that they accept you as an NHS patient. If they agree they will advise you of the process. If their list is currently closed they are unable to accept new patients. If they refuse when

their list is open you can request a reason in writing.

If you have difficulty finding a GP or registering, contact the **Patient Relations Service on 01482 335409, and select option 2 or email HullCCG.Pals@nhs.net**

Walk-in centres

Walk-in centres are open 365 days a year from 8am-8pm and can treat both registered and non-registered patients without an appointment.

Hull's walk-in centre is based within **Wilberforce Health Centre**
6-10 Story Street
Hull
HU1 3SA
Tel: **01482 335180**

Opening hours:

8am-8pm every day of the year

Patients registered at Story Street GP Practice at Wilberforce Health Centre get priority over walk-in patients.

Out of hours GP services

How to see a doctor when your practice is closed

The Out of Hours Service should only be used if you have a medical emergency that cannot wait until the next working day to be treated.

The Hull GP Out of Hours Service operates **between the hours of 6.30pm and 8.00am**, Monday to Friday, plus throughout weekends and Bank Holidays.

The service is available for people who live in Hull or who are registered with a Hull GP practice via NHS 111. Please ring **111**.



NHS 111

NHS '111' is the number to call for patients requiring medical advice when it's less urgent than 999.

Calls to NHS 111 from landlines and mobile phones are **FREE** and the service is available 24 hours a day, 365 days a year, to respond to health care needs when:

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

Calls to NHS 111 are handled by a team of highly trained call advisors, supported by experienced doctors and nurses who use a database of all health care services available to people in Hull.

Accidents and Emergencies

Accident and emergency department (A&E)

Accident and Emergency Departments are located in larger hospitals. They are often called A&E or sometimes the Emergency Department (ED). You should go to your nearest A&E department if you:

- have a wound which may need stitches
- think you have broken a bone
- have a burn larger than the palm of a hand, over a joint or on a child
- have an eye injury
- have a head injury and have a severe headache, vomiting, or your vision is blurred
- have swallowed a poisonous substance

Please remember that A&E treats accidents and emergencies only.

Going straight to A&E can put the emergency services and hospitals under added pressure and could prevent someone whose condition is more serious than yours from getting treatment. Please consider whether another service is more appropriate.

Ambulance services

Call 999 for serious medical emergencies only. An emergency is a critical or life threatening situation, which may include losing consciousness, severe chest pain or heavy bleeding that doesn't stop.

If you are deaf, hard of hearing or have difficulties with your speech, you can make emergency calls from a **Textphone** by dialling **18000**.

When you dial 18000, you will get straight through to an emergency services operator. A Typetalk Relay Assistant will be brought into the call as soon as the emergency services operator answers your call.

Your nearest A&E department is located at:

Hull Royal Infirmary
Anlaby Road
Hull
HU3 2JZ
Tel: **01482 604300**
www.hey.nhs.uk

Where else can I go for help?

Minor Injuries Units / Minor Treatment Centre

Minor Injuries Units can be a quick alternative to A&E for minor injuries such as burns and scalds, insect bites and stings and sprains.

It is not necessary to live locally to make an appointment – you can simply walk-in.

Medical care is provided by highly trained and experienced Nurse Practitioners who treat the following conditions for patients **over 18 months old:**

- ankle, hand, wrist, knee, and elbow injuries
- animal and insect bites
- burns and scalds
- cuts including those needing stitching
- eye complaints
- minor head injuries

If you need treatment for a child under 18 months of age please see your GP, Out of Hours or A&E.

There are two Minor Injuries Units in Hull located at:

Bransholme Health Centre

Goodhart Road
Bransholme
Hull
HU7 4DW
Tel: **01482 344665**

Opening hours:

9am - 8pm Monday - Friday
9am - 5pm Saturdays, Sundays and Bank Holidays

Treatment Centre (within The Freedom Centre)

Preston Road
Hull
HU9 3QB
Tel: **01482 344580**

Opening hours:

9am - 5pm Monday - Friday

Please note there are no x-ray facilities within these two units.

Confidential help and advice

Patient Relations Service

NHS Hull Clinical Commissioning Group (CCG) welcomes feedback from patients, families and carers. If you have a complaint about a service, it is advised you contact the service directly in the first instance to make a complaint. The Patient Relations Service, formerly known as Patient Advice and Liaison Service (PALS), will manage complaints, concerns and compliments on behalf of NHS Hull CCG for services that they commission, which includes local community services and local hospital services.

Hull CCG Patient Relations Service can be contacted at the following:

Patient Relations

Health House
Grange Park Lane
Willerby
East Yorkshire
HU10 6DT
Tel: **01482 335409**
Email: HullCCG.Pals@nhs.net

Some complaints and concerns have become the responsibility of NHS England, this includes complaints about

GPs, Dentists and Pharmacists. The NHS Hull CCG Patient Relations Service will be able to advise you if your enquiry needs to be directed to NHS England.

NHS England can be contacted at the following:

NHS England

PO Box 16738
Redditch B97 9PT

Tel: **0300 311 22 33** (Monday-Friday 8am-6pm, excluding Bank Holidays)
Email: england.contactus@nhs.net

Healthwatch

Healthwatch Hull is a new independent voice for the people of Hull, helping to shape, challenge and improve local health and social care services. This new service will enable people to share their views and concerns about their local health and social care services.

Healthwatch Hull

The Strand, Beverley Road
Hull HU3 1XL
Tel: **0808 801 0386**
Email: enquiries@kingstonuponhullhealthwatch.co.uk

Local pharmacists / chemists

👉 Health advice and remedies

Pharmacists are qualified experts who can offer health advice and remedies for a range of minor medical problems, without the need for an appointment. Visit www.nhs.uk or contact **NHS 111** (see page 6) to find your nearest pharmacy.

Pharmacists dispense medicines prescribed by your GP and can offer advice on a range of common conditions including:

- bugs and viruses
- minor injuries
- tummy troubles
- women's health
- skin conditions
- allergies
- aches and pains
- children's ailments

Details for pharmacies operating extended hours or out of hours can be found by visiting www.nhs.uk or contacting **NHS 111** (see page 6).

Some pharmacies can offer additional services including:

- emergency contraception
- truss fittings
- incontinence supplies
- needle exchange and supervised drug administration
- pregnancy testing
- stop smoking services
- medicines use reviews
- chlamydia screening and treatment
- weight management

Support and Self Care Scheme

For illnesses such as coughs, colds, headaches, indigestion, sickness and diarrhoea or heartburn, your local pharmacy will be able to help.

The majority of local pharmacies in Hull now operate a "Support & Self Care Scheme" (formally known as the "Minor Ailments Scheme") for patients who are exempt from paying for prescriptions.

Your pharmacist will explain how the scheme works and will see patients without a prior appointment.

Dental services

👉 How to find a local dentist

Details of dentists who are able to treat new NHS patients are available by calling **01482 335409** and **selecting option 1**.

A recorded message will list details of available dentists. Take a note of the numbers then contact the dentist of your choice to make an appointment.

The dentist will decide whether you are able to be treated at that practice.

If you have difficulty finding a suitable dental practice or getting dental treatment you can speak to the Hull Patient Relations Service by calling **01482 335409** and **selecting option 2**.

👉 Emergency dental care

If you do not receive routine dental care and you need emergency dental treatment the Dental Out of Hours service can be accessed via NHS 111. Call **111**.



Sexual health services

Free confidential sexual health services

Sexual health services are available FREE of charge at:

Wilberforce Health Centre

6-10 Story Street
Hull
HU1 3SA
Tel: **01482 336336**

Services include information about, and supplies of, contraceptives (all methods); emergency contraception and referrals for female sterilisation.

You don't need a prior appointment and can "drop in" for advice. On arrival at the centre please report to the main reception which is located on the second floor.

The Warren

47-49 Queens Dock Avenue
Hull
HU1 3DR
Tel: **01482 218115**

The Warren provides free condoms to young people (16-25 years) and can also offer pregnancy testing, chlamydia testing and general sexual health support and information.

The NHS Treatment Centre (within the Freedom Centre)

Preston Road
Hull
HU9 3QB
Tel: **01482 344580**

Confidential pop-in services for young people, offering contraception emergency contraception, condoms, free pregnancy testing and screening for sexually transmitted diseases.

Family planning clinics

These drop-in clinics are held at different places throughout Hull at different days and times. Please call **01482 336336** for information on opening times

Emergency contraception

You can get emergency contraception from family-planning clinics, GP services and certain pharmacies. NHS 111 will have full details of out-of-hours arrangements by ringing **111**.

Free online sexual health advice

Visit City Health Care Partnership CIC's Luvhull website at www.luvhull.co.uk

Patient Prospectus

From April 2013, the way the NHS in England is organised has changed. **Clinical Commissioning Groups** (CCGs), are now responsible for the planning and buying (also known as commissioning) of hospital, community health and mental health services.

NHS Hull Clinical Commissioning Group CCG is led by a membership of 57 local GP practices. The CCG has a budget of around £362m to commission health services to meet the needs of the people of Hull. Our vision is to **Create a Healthier Hull**, and in order to achieve this we work in close collaboration with our partners to improve health, reduce health inequality and secure excellent services for all the communities in Hull.

Primary care services such as GPs and dentists, and some other specialist services are commissioned directly by NHS England (the newly formed National Commissioning Board). Public health services, such as support to stop smoking or lose weight are now the responsibility of local authorities.

For the next three years NHS Hull CCG has agreed to prioritise four main areas of work. These priority areas have been

drawn together following a wide-ranging consultation process involving doctors, other health professionals, patients and the public.

The four priority areas are:

- **Primary care** (including better management of long term conditions)
- **Unplanned care** (such as emergency health services)
- **Planned care** (such as outpatient appointments and planned operations)
- **Partnerships** (covering mental health services, learning disability services, children and young people services and maternity services)

The centre pages of this leaflet provide more detail about our key initiatives and our aims in relation to each of these priority areas.

Our full Commissioning Strategy is available at www.hullccg.nhs.uk or a printed copy can be obtained by calling (01482) 344700.

Follow developments at NHS Hull CCG:

[@NHSHullCCG](https://twitter.com/NHSHullCCG)
 www.hullccg.nhs.uk

Creating a Healthier Hull

OUR PRIORITIES FOR TRANSFORMING SERVICES

Our PARTNERSHIP initiatives will strengthen working with voluntary, community and public service organisations, as well as Hull's community and hospital care providers.

Our aims include:

- a choice of safe, high quality maternity care, with an increase in normal births;
- better assessment and diagnosis of autism for children and young people;
- more people able to access psychological therapy for mild to moderate depression;
- more patients with an early diagnosis of dementia;
- more children, requiring standard wheelchairs, receiving their wheelchair on the day of their assessment.

Our PRIMARY CARE initiatives will mean better management for patients with long term conditions, particularly those in care homes and/or at higher risk of being admitted to hospital.

Our aims include:

- a comprehensive review of 2,000 patients with multiple long term conditions each year;
- more patients with long term condition supported by assistive technology like telehealth;
- better support within care homes to reduce unplanned admissions to hospital;
- patients with long term conditions supported to be able to self care;
- an additional 100 people in Hull supported with a personal health budget each year.

Our PLANNED CARE initiatives will ensure people are treated in the most appropriate place, as close to home as possible and as conveniently as possible.

Our aims include:

- improved waiting times for outpatient appointments, tests and operations;
- increased choice and access to outpatients clinics in the community;
- more patients seen in the community for the busiest specialities;
- increased direct access to community ultrasound;
- increased early diagnosis of breast, bowel and cervical cancer.

Our UNPLANNED (EMERGENCY) CARE initiatives will mean better access to integrated health and social care services closer to home, better emergency care for patients who do not need to be admitted to a hospital bed and better emergency care for 0-19 year olds.

Our aims include:

- 20,000 attendances managed through the new primary care service located within the Accident and Emergency Department (A&E);
- more patients at the end of their life being cared for in their preferred place;
- 1,400 patients able to live independently in the community supported by health teams;
- 2,000 people receiving a community care assessment, and services from social care teams which enable them to live independently in the community.

How you can get involved

NHS Hull CCG has made a commitment to involve the people of Hull in its decision-making, with patient and public engagement embedded into the commissioning process. There are many ways that patients and members of the public can get involved and help influence decisions.

You can join the newly formed **People's Panel**, a partnership between NHS Hull CCG and Hull City Council, that helps us to seek views on a variety of topics that affect the health and wellbeing of the city. Members of the panel will receive four surveys a year and newsletters which will include updates on how your feedback from previous surveys has helped shape local services. This combined panel provides a real opportunity for local residents to comment and contribute to the development of public services in Hull

You can join the panel in one of the following ways:

Call: 01482 300300

Text: 'panel' and your message to 07795 563000

Email: panel@hullcc.gov.uk

You can attend one of our **Listening Events**. These are informal events where members of the NHS Hull CCG

team share plans for the future and listen to your feedback and experiences as a patient. Details of forthcoming Listening Events will be promoted on the website www.hullcc.nhs.uk and sent to members of the people's panel.

The large majority of GP surgeries in Hull have a **Patient Participation Group**, where patients can get involved in making suggestions to help develop plans that enhance the way that the practice functions. These Practice Participation Groups, also known as PPGs, can also feed ideas and suggestions through to the CCG for wider improvements to local health services. The CCG will inform the PPGs how these ideas have been used in helping to develop or improve existing services.

We welcome feedback on your experience of local health services. You can contact the **Patient Relations Service**, which works on behalf of NHS Hull CCG, with concerns, complaints and compliments using the details below:

Patient Relations Service

Health House
Grange Park Lane
Willerby HU10 6DT
01482 335409

Email: HULLCCG.PALS@nhs.net

Maternity services

Who to contact if you are pregnant

Women are encouraged to access maternity services as early as possible in pregnancy. If you think you may be pregnant there is a range of services to support you in Hull.

When you know you are pregnant you will need to make arrangements for your antenatal care (care during pregnancy), the birth and aftercare for you and your baby. You can contact one of the following:

Maternity and Midwifery Service (Direct Access)

Contact Hull Women's and Children's Hospital on **01482 605304** and an appointment with a midwife will be made for you as soon as possible.

Your GP

If you would like your antenatal care to be carried out by your GP, contact your GP practice to find out if they provide antenatal care.

Your local maternity unit is located at:

Women & Children's Hospital

Anlaby Road
Hull
HU3 2JZ
Tel: **01482 382603**

If you have any concerns about your maternity care you can speak to a Supervisor of Midwives on **01482 605304**

Further information and advice about maternity care and your choices around where you can give birth is available at www.nhs.uk or www.netmums.com

The **Teenage Pregnancy Support Service** offers support to pregnant teenagers, dads-to-be and young mums and dads who are under 20 in Hull. Contact:

Wilberforce Health Centre

6-10 Story Street
Hull
HU1 3SA
Tel: **01482 336379**



Services in your community

Community Health Services

City Health Care Partnership CIC and Humber NHS Foundation Trust provide community health services for Hull. They deliver over 75 services in a community setting including End of Life, District Nursing, TB clinics, Community Paediatric Nursing, Health Visitors, School Nursing, Stop Smoking Support, Weight Management, Sexual Health, Dentistry, Public Health, Prison Health, GP Practices, Minor Injury Units, Eating Disorders and Psychological Wellbeing.

A range of community nursing and therapies services is available at your local health centre. For information on access to these services and opening times for your nearest clinic see the contact details below.

City Health Care Partnership

www.chcphull.nhs.uk

Tel: **01482 347620**

Humber NHS Foundation Trust

www.humber.nhs.uk

Tel: **01482 301700**

Childcare advice from the Family Information Service

If you are a parent or carer with a child or children under 20, the Family Information Service (FIS) can provide you with free, impartial advice and information.

Visit www.fis@hullcc.gov.uk or call **01482 318318** for information on:

- finding local childcare
- choosing childcare
- help with childcare costs
- flexible, free early education
- children's centres*
- support for childcare providers

* Children's centres offer all families with children under five a range of services, information and support in their local community.

Children's centres work closely with other local organisations, so if there is something they can't help you with themselves, they will usually be able to give you details of an organisation who can.

Health visiting

Every family with a child under the age of five years of age has a health visitor. Their role is to offer support and professional advice to families through the early years – from pregnancy and birth to primary school.

Health visiting teams deal with the following issues:

- breastfeeding & weaning
- healthy eating
- hygiene
- safety in the home
- postnatal depression
- bereavement
- children's growth and development
- attachment and bonding
- minor ailments
- behaviour issues
- sleeping
- eating
- potty training
- teething
- role of the father
- family support in times of crisis
- support of children with special needs

Members of health visiting teams are available 9am-5pm Monday-Friday.

There are four health visiting teams within neighbourhood areas across the city. Please visit www.chcphull.nhs.uk for more information or call **01482 347620**.



Mental health services

Help and support for those feeling anxious or depressed

If you, or someone you know, needs help, support, advice or treatment there is an NHS psychological support service for people aged over 18 living in Hull or registered to a Hull GP. You can refer yourself into this service directly.

Call **01482 335000** or email singlepointofaccess@humber.nhs.uk (please note that someone from the team will return the call on the next working day).



Child and Adolescent Mental Health Services (CAMHS) for under 18 year olds can be accessed via your GP or through any professional working with young people.

Managing pain

Services to help you manage pain

Pain is a common reason why people visit their GP. Pain can often be easily self-managed (without the need to go to your GP or local A&E department) and a visit to your local pharmacist can often help. Call NHS **111** (see page 6) or visit www.nhs.uk for your nearest pharmacy.

If you do visit your GP, you and your GP will discuss the best way to manage your pain. It may be that you need to access a particular health service, for example the community based pain management service, which can help you. Your GP may decide that, if the pain is severe or cannot be managed by our community services, you may need to visit specialist pain services in hospital. If this is the case, your GP will give you a choice of hospital.

You can find out more about community based pain management services at www.hullccg.nhs.uk



Support services

Weight management

A number of exciting projects are offered around the city to help keep you fit and healthy. These include:

FitFans

FitFans is a FREE adult (+18 years) weight management programme built around a pre & post consultation, 12 weekly group sessions and on-going support including post course exercise sessions. FitFans teaches the fundamentals of long-term weight management through physical activity and the accompanying benefits, including better long-term health.

To enroll, call **01482 224545**, email info@fitfans.co.uk or for more information visit www.fitfans.co.uk

Alive 'n' Kicking

Alive 'n' Kicking is a FREE programme which caters for families with children within the age range of 5-16 years old, who require help & support in achieving a healthy lifestyle. It is a 12 week programme featuring nutrition advice, a physical activity programme, family team games, food tasting & recipe

challenges. The age range is divided into a junior programme for 5-10 year olds & a senior programme for 11-16 year olds.

To enroll call **01482 224545**, email hull@ank.uk.com or for more information visit www.ank.uk.com

HealthyRoutes

FREE services to help adults lose weight, get active and eat well. HealthyRoutes is a Weight Management Service with a range of options to help you improve your general health, lose weight and/or increase your activity. We will look at a wide range of options available to you and meet up regularly to help you achieve your goals.

We offer one-to-one, group and web based support. You can contact us for more information by: calling our administrators on **01482 335209**, texting **ROUTES to 61825**, emailing us at activelifestyles@chcphull.nhs.uk or by visiting www.healthyroutes.co.uk

Support services

Help to stop smoking

The Hull and East Riding Stop Smoking Service knows that everyone is different and this is why it offers a range of FREE and convenient services to suit the lifestyles and needs of people who want to stop smoking. Provided by City Health Care Partnership, services include:

- one-to-one support at walk-in sessions
- stopping with others in a joint stop smoking group
- telephone and online help: www.readytostopsmoking.co.uk
- FREE Nicotine Replacement Therapy
- the Smokefree Families Team offers a range of support for pregnant women, their partners and other family members
- the Acute Team offers help to people who are due to be admitted to or are in hospital to deal with cravings and offers support for them to go on to become smoke free

For more information on stop smoking services call **0800 9155959** or visit www.readytostopsmoking.co.uk or text **Buddy to 61825**.

Support for healthy living

Health Central is a 'public health one stop shop' based right in the city centre just outside of St Stephen's on Ferensway. It brings together a range of free health services under one roof including: stop smoking support, weight management services and breast screening. There are also WellPoint kiosks where you can keep track of your BMI, blood pressure and body fat. Hull Health Trainers are on hand to offer advice. You can just walk in without needing an appointment.

Health Central

St Stephen's
Ferensway
Hull
HU2 8LN

Tel: **01482 477828**

Opening hours:

9:30am-5:30pm Monday-Friday
10am-3pm Saturday

Alcohol and drug problems

Help with drug problems

If you, or someone you know, has a drug problem, **Compass Open Access Service** can help in the following ways:

- open access drop in
- motivational support (called 'brief interventions')
- screening and referral for treatment
- peer educators - people who have been through the experience can offer support to help to achieve and maintain recovery

You can drop in at Compass or contact:

Compass Open Access Service

17 Albion Street

Hull

HU1 3TG

Tel: **01482 221551**

Email:

Harm.reduction@compass-uk.org

Help with alcohol problems

If you would like help, advice, support or treatment for your own or someone else's alcohol problems, help, support and advice, is available by dropping in or contacting:

The Alcohol Project

82 Spring Bank

Hull

HU3 1AB

Tel: **01482 320606** for opening hours

Staff will listen to and explore your concerns, and after asking you some questions discuss the options available.

This may be a referral to a specialist team or signposting to a self-help group, for example Abstain Tel: **01482 806500** or Alcoholics Anonymous
Tel: **0845 769 7555**.

If you are concerned about someone else's drinking, the Alcohol Project staff will listen to your concerns, give you any information you need, and explore what support is available to you.

Support for people with long-term conditions

Expert Patients Programme

Improve your quality of life with a FREE course to help you take control of your condition. The course is led by trained volunteer tutors who are living with a long term health condition, so they understand the difficulties and can speak from first hand experience.

Many patients have gained the life skills to cope with a chronic condition or mild to moderate anxiety or depression, and there is increasing evidence that patients, with proper support, can take a lead in 'self-managing' their conditions.

The free six week course - one 2½ hour session per week - covers:

- dealing with pain and extreme tiredness
- coping with depression, stress and low self image
- finding ways to relax
- healthy eating and exercise
- communicating more effectively
- triggers and symptom relapse awareness
- planning for the future

The programme is an opportunity to meet other people with long-term health problems or mental health issues, to share experiences and learn new skills.

If you have one or more long-term conditions you could benefit from this programme. Speak to your GP to see if the course is suitable for you.



Domestic violence

What to do if you are experiencing domestic violence

Domestic violence is physical, sexual, psychological or financial abuse - a pattern of controlling and abusive behaviour within an intimate or family type relationship.

If you are being abused there are three simple steps you can take:

- recognise that it is happening to you - domestic violence is a pattern of behaviour. Some abusers are sorry for their actions and persuade their partners that the abuse won't happen again, but the violence usually gets worse
- accept that you are not to blame - it is not easy to accept that a loved one can behave so aggressively and because you can't explain your partner's behaviour, you may assume that you are to blame. You are not. It is your abuser's behaviour that needs to change. There is no excuse
- get help and support - the most important thing you can do is to tell someone you can trust. Never be afraid to ask for help and remember **in an emergency call 999**

If you are a man or a woman experiencing domestic violence, get help and support - you do not have to suffer alone.

Contact:

Domestic Abuse Partnership

Hull City Council
Kingston House
Bond Street
Hull
HU1 3ER

Tel: **01482 318759**

Text phone: **01482 300349**

Email: **Hull.DAP@hullcc.gov.uk**

A full list of additional services that can help people affected by domestic violence can be found at: **www.hullcc.gov.uk**

Making your voice count

Have your say on health services

If you want to have your say on local health services you can join our new city-wide People's Panel – a joint initiative between NHS Hull Clinical Commissioning Group and Hull City Council.

The combined panel provides a real means through which local residents can comment and contribute to the development of public services in Hull and means that we will be able to regularly seek your views on a variety of topics that affect the health and wellbeing of the region.

As a member of the People's Panel you will be invited to complete a questionnaire covering a number of topics around four times a year. You will also be sent regular newsletters which will keep you informed of the results of the surveys and what is being done as a result. We will let you know of other things that are going on that you might be interested in. You will also be invited to NHS events and be able to get involved in and have your say on health related issues. As a thank you for your

involvement you will receive a member's discount card for you to use at many local shops and businesses.

It's your city, sign up today and make sure you have your say.

Tel: **01482 300300**

Text: **'panel' 07795 563000**

Email: **panel@hullcc.gov.uk**

If you would like this information explaining to you in your own language, please tick the appropriate box and send it to the address below:

Polish

Jeśli potrzebują Państwo wyjaśnienia tych informacji w języku polskim, proszę zaznaczyć właściwą kratkę i odesłać formularz na adres:

Swahili

Kama ungependa kupata habari hii kwa lugha yako, tafadhali tia alama katika kisanduku kinachofaa, na utume kwa:

Mandarin

如果您希望此信息按您自己的语言进行说明，请勾选相应的方框并将其发送

Farsi

اگر مایل هستید این اطلاعات به زبان خودتان برای شما شرح داده شود، لطفاً در مربع مربوطه علامت زده و به اینجا بفرستید:

Kurdish

ئەگەر دەخوازیت ئەم زانیارییەت بە زمانی خۆت بۆ بۆ روونبکرتەوه، ئەوا تکایە نیشانه له خانەسی گونجاو بده و بیگەرینەر هوه بۆ:

Imię i nazwisko, Isim 姓名 نام ناو	
Adres Adres 地址 آدرس ناونیشان	
	

**The Engagement Team, NHS Hull Clinical Commissioning Group,
The Maltings, Silvester Square, Silvester Street, Hull, HU1 3HA**

This document can also be made available in alternative languages and other formats including Braille, audio tape and large print. Please call (01482) 344700.