

COVID 19 USEFUL CONTACT DETAILS

Hello, my name is Kate and I am the new Social Prescribing Lead at Puddletown Surgery. I am also one of the Practice Receptionists.

We are all adjusting to the new times we find ourselves in and need some support at one time or another. So please take a moment to see what help and support there is available out there for you.

If you would like to speak about your concerns or would like help finding the support you need, please feel free to contact me – I am here to help you.

In the meantime, please take care of yourselves.

Kate

GENERAL SUPPORT

- **Prescription Support**

For patients who are unable to collect their prescriptions and do not have anyone who can collect on their behalf please phone the surgery and we have different delivery options available. If someone is collecting your medication please let them know how you re-order your medication and whether you pay for prescriptions or if exempt, which box to tick.

- **Dorset Council**

The council have a dedicated help line set up to support residents who need help and advice – particularly those who don't have family, friends or a support network. Their general number is **01305 221000**. For ones who are shielding, the number is **01305 221022**. Lines are open from 8am to 8pm, 7 days a week. Alternatively, you can email communityresponse@dorsetcouncil.gov.uk.

- **Help and Kindness**

A website which is collating all help and support available in your local area: their website is <https://www.helpandkindness.co.uk/search/dorset/coronavirus>.

- **Age UK**

They are coordinating requests for help with issues relating to loneliness and isolation, as well as accessing items such as food, cash or medication. To request help, call **01305 269444** (Age UK Dorchester) or send an email to enquiries@ageuknswd.org.uk.

- **Gov UK**

If you are shielding and vulnerable you can register for additional support with shopping & social care at: www.gov.uk/coronavirus-extremely-vulnerable.

To find out what help and support you can receive if affected by coronavirus, please see their new website www.gov.uk/find-coronavirus-support.

CARERS

- **Age UK**

They have a helpline open every day of the year 8am to 7pm for older people, their families, friends and carers. Call **0800 055 6112**.

- **Carers UK**

During this time, it is important to know what support is available to you as a carer and those you look after. For up to date help and advice please see:

www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19.

Alternatively, call **0800 3688349**.

- **Carers Resource Information & Support (CRISP)**

They offer advice, information & guidance relating to the coronavirus. Call **01202 458204** or visit www.crispweb.org.

- **The Leonardo Trust**

They have launched a Carers Covid-19 Helpline to offer support to all carers in Dorset. Tel: **01202 698325** (Mon to Fri 10am – 2pm) or visit www.leonardotrust.org.

DOMESTIC ABUSE

- Help is available if you are affected by domestic abuse, and we encourage you to visit this page to find out about helplines and other support:

<https://www.dorsetcouncil.gov.uk/your-community/community-safety/domestic-abuse/help-for-those-who-have-experienced-domestic-abuse.aspx>

- **Domestic Abuse Helpline: 0800 032 5204. In an emergency, call 999.** If you are unable to talk out loud you can **press 55** on a mobile to let the operator know you need help.

FINANCIAL ADVICE

- **Citizens Advice** are providing free, independent and confidential advice on financial concerns including Statutory Sick Pay and rights, or advice for self-employed. Please call the surgery and we will add you to our advisors list or visit: <http://westdorsetca.org.uk/contact-dorchester>

FOOD SUPPORT

- **Dorchester Community Kitchen**

A Dorchester project set up to supply food to vulnerable people, those who are struggling financially, or anyone who finds themselves in a difficult situation. You can register online at www.dorchestercommunitykitchen.org or by emailing dorchestercommunitykitchen@gmail.com.

- **Dorset Mums**

On their website you can see a list of local businesses & companies delivering food and provisions during this time: <https://www.dorsetmums.co.uk>.

- **Healthy Start Scheme**

The national Healthy Start Scheme provides eligible families with a monetary voucher towards the cost of essential food items such as fruit, vegetables and milk. Visit their website www.healthystart.nhs.uk or call **0345 607 6823**.

- **Foodbanks**

A list of current foodbanks can be found here:

www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/community-response/i-need-help-or-i-know-someone-who-needs-help-coronavirus-information.aspx

- **Help and Kindness**

A website collating information of shops which will take payment over the phone and do deliveries. If you put in your postcode, you will get all relevant local information & phone numbers. Their website is:

<https://www.helpandkindness.co.uk/search/dorset/coronavirus>.

MENTAL HEALTH & BEFRIENDING SUPPORT

- **Dorset Healthcare Access Mental Health – Connection**

A round-the-clock helpline for people of all ages, anywhere in Dorset, who need some support: **0300 123 5440** or <https://www.dorsethealthcare.nhs.uk/access-mental-health>

- **Steps to Wellbeing**

They accept self-referrals for mental health problems such as anxiety, depression and stress using an online referral form: <https://www.steps2wellbeing.co.uk/> or call **0300 790 6828**.

- **In an emergency: Crisis response team 01305 255871 or Samaritans** if you are feeling in need of urgent help **116 121** or **text message only** number available on **07725 909090**

- **Dorset Mind**

The mental health charity has a web page 'Coronavirus and your wellbeing' with tips on how to look after your wellbeing whilst staying at home.

They offer a befriending service and support for those with mental health and wellbeing problems. To make a referral, download and complete the referral form found on their website www.dorsetmind.uk/help-and-support/befriending.

They now have new online support groups for people wanting to improve their wellbeing. Register at adultwellbeingservices@dorsetmind.uk.

- **Gov UK**

Guidance for the Public on mental health and wellbeing can be found here: www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing. Guidance for Parents and Carers on supporting children and young people's mental health and wellbeing can be found here: www.gov.uk/government/publications/covid-19-guidance-on