

# HEALTH MATTERS

A HEALTHIER LIFESTYLE WITHIN THE HOME AND THE COMMUNITY

## Welcome to the 'Health Matters' Neighbourhood Agreement

### WHAT IS A NEIGHBOURHOOD AGREEMENT?

It is a contract designed and agreed by the residents and the providers of services in the area. The service providers detail what they intend to do and, how, where and when they will do it. The residents on their part will have specific roles and responsibilities so that they can work with the service providers to ensure the best possible outcome for both sides.

### WHAT DOES THIS AGREEMENT COVER?

- Using Medical Services & Access
- Self Care & Training
- Healthy Eating
- Sport and Activities
- Contraception and sexual health services Healthy schools
- Help to stop smoking
- Support with Mental Health
- Support for Drugs Problems
- Support for Alcohol Problems
- Supporting Carers - Young & Old
- Supporting Disability
- Healthy Schools

### WHAT IS THIS AGREEMENT FOR?

This agreement outlines the joint actions that NHS Oldham, Oldham Council, Oldham Community Health Services and their partners will take together with residents to help make Oldham a happier and healthier place to work and live.

### WHO IS INVOLVED IN THIS AGREEMENT?

- NHS Oldham
- Oldham Community Health Services
- Age Concern
- The Drug & Alcohol Team (DAAT)
- Oldham Addiction Dependency Solutions (ADS)
- Oldham Alcohol Substance Intervention Service
- Oldham Community Leisure (OCL)
- Oldham Integrated Youth Services
- Brook
- Oldham Personal Advocacy Ltd (OPAL)
- Oldham Contraception and Sexual Health Service (CASH)
- Residents



NHS Oldham is the Primary Care Trust, or PCT for the borough of Oldham. The PCT commissions (plans, pays for and monitors) the health improvement and health care services you might need if you live in Oldham.

The NHS will:	Residents will:
Assess the health needs of the community and commission the necessary services in a clear and transparent way, so you can understand how services are planned and delivered.	Use services appropriately (e.g. making use of the Walk in Centre instead of Accident and Emergency for minor injuries or illnesses).
Provide NHS services, free of charge (apart from certain limited exceptions sanctioned by Parliament), and without discrimination.	Recognise that they can make a significant contribution to their own health, and the health and well-being of family.
Ensure residents can see a GP within 48 hours or Practice Nurse etc. within 24 hours.	Keep appointments or cancel within reasonable time.
Ensure people start consultant-led treatment within 18 weeks from referral for non-urgent conditions.	Ensure that those closest to them are aware of specific wishes around organ donation.
Ensure that urgent conditions are seen, and will receive treatment more quickly – e.g. patients referred with suspected cancer by their GP would wait a maximum of two weeks to see a specialist.	Register with a GP practice – the main point of access to NHS care.
Ensure that, if an operation is cancelled for non-clinical reasons, on or after the day of admission, the patient will be offered another binding date within 28 days, or the treatment will be funded at a time and hospital of the persons choice.	Treat NHS staff and other patients with respect. Provide accurate information about their health, condition and status.
Ensure a fully equipped ambulance will arrive for the most urgent calls within 8 minutes (75% of the time) and 19 minutes (95% of the time).	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; text-align: center;"> <p>Missed patient appointments cost the NHS millions of pounds each year. It is estimated that <b>£700m</b> is lost from patients not attending outpatient appointments alone.</p> </div>
Ensure people have to wait no longer than four hours in A&E from arrival to admission, transfer or discharge.	
Ensure that when treatment moves between services, this change is handled as smoothly as possible, with the patient included in the relevant discussions.	Follow the course of treatment agreed, and talk to a health professional if there are difficulties.
Ensure that services are provided in a clean, safe and suitable environment.	Take part in the breast, cervical and bowel cancer screening programmes.
Ensure any letters sent between healthcare professionals about your treatment are shared with you.	Ensure children receive their routine immunisations such as MMR and MenC.
Ensure residents have the information needed to enable them to participate fully in their healthcare decision making.	If you are 65 years and over, or have some long-term medical conditions, get an annual flu jab.
Ensure patients are treated with courtesy and receive appropriate support throughout the handling of a complaint.	Let health providers know if you are happy with the service you have received and have your say in consultations.
Ensure that when mistakes happen, we acknowledge them, apologise, explain what went wrong and put things right quickly and effectively.	

Please think carefully about how you use NHS Services. Choosing well ensures that appropriate treatment is given as quickly as possible, targeting in-demand services to those who need them most.

**If you become unwell or are injured this winter,** a range of NHS services exist to help you get well. Choosing the right one will ensure you receive the best possible treatment, allowing in-demand services to help those in most need.



A&E or 999  
NHS Walk-in Centre  
GP  
Pharmacist  
NHS Direct  
Self-care




[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

The following services are currently commissioned to work with communities to promote health and wellbeing:

## Patient Advice and Liaison Service (PALS)

The Services will:	Residents will:
Provide people with information on NHS services, and help find GPs, dentists and other services.	Contact PALS if you have a comment, suggestion or problem with any NHS service.
Listen to concerns, suggestions and queries; and help resolve issues regarding the care received from doctors, hospitals or other health care professionals.	Try to follow the advice and suggestions from PALS staff. The number to call is <b>0800 389 8679</b> .

## Self Care - What can you do to help yourself?

The Services will:	Residents will:
Provide residents with Self Care skills training around stress management, nutrition, exercise, confidence building and minor ailments in easily accessible venues.	When appropriate be ready to make a change within your lifestyle.
Ensure training and information are made available to all - e.g. young people and those for whom English is not their first language.	Treat staff and each other with courtesy and respect.
Provide a local Directory of Resources to inform people of relevant local services; and ensure that they have the information to access NHS services appropriately.	Where appropriate, access and use the Self Care Directory. The number to call for more information on Self Care is <b>0161 621 7134</b> .

## Health Trainers - regular help & support

The Services will:	Residents will:
Help people to change their lifestyle for the better including - losing weight, eating healthily, increasing physical activity, dealing with mild stress, anxiety and depression, reducing alcohol consumption and stopping smoking.	When appropriate be ready to make a change within their lifestyle. Understand that change does not happen overnight!
Work in a variety of settings including GP practices, Children's' Centres, Community Centres, Sports Centres and Mental Health venues.	Seek out further help and advice with the support of their Health Trainer.
Provide residents with a one to one service, with ongoing support for up to 6 months.	Consider trying other sessions and projects recommended by the Health Trainer. The number to call for more advice on Health Trainers is <b>0161 621 7122</b> .

Don't forget to tell your Health Trainer if you can't make the appointment.

## Healthy Eating & Nutrition Anything about food you need to know

The Services will:	Residents will:
Provide MEND (Mind Exercise Nutrition Do-it), a free 10-week programme involving fun & games aimed at children 7-13 years who are over their ideal weight.	Consider enrolling a child on the MEND Training.
Offer cook and taste sessions within the local area.	Reduce their intake of salt, sugar and solid fats.
Ensure there are practical sessions within your community allowing access for all.	Encourage family and friends to eat healthily.
Help improve residents knowledge and skills around food and nutrition.	Aim to eat at least 5 portions of fruit and Veg a day. The number to call is <b>0161 621 7143</b> .

Eating 5 a day will help you reduce the risk of heart disease, some cancers and strokes  
- TIPS at:  
[www.5aday.nhs.uk/topTips/default.html](http://www.5aday.nhs.uk/topTips/default.html)

## Sport and Activities

The Services will:	Residents will:
Provide access to a wide range of physical activity sessions for all ages in various settings both indoor and outdoor.	Access sessions to suit you and your family.
Provide people with opportunities to learn about growing their own food.	Try to develop little day-to-day things to keep themselves healthier.
Provide people with free beginner cycle sessions in and around the local community and parks.	Aim to find an activity or exercise session that's fun and can become a hobby - that way it's much easier to stick to it!
Promote access to activities and facilities for people with disabilities.	The number to call is <b>0161 621 7121/24.</b>
Work to develop and improve the facilities for play in the area.	

Walk when possible or get off the bus a stop earlier if you can

## Contraception and Sexual Health

The Services will:	Residents will:
<p>Oldham Contraception and Sexual health (CASH) provide a free and confidential range of contraceptive and sexual health services to men and women of all ages at venues across Oldham at daily drop in centres where no appointment is needed.</p> <ul style="list-style-type: none"> <li>• Contraception and Emergency contraception</li> <li>• Long acting Reversible Contraceptives (coils and implants) <ul style="list-style-type: none"> <li>• Condom issue</li> <li>• Sexual Health Screening</li> <li>• Cervical Screening (Smears)</li> <li>• Pregnancy tests</li> </ul> </li> <li>• Outreach Services in the community</li> </ul> <p>Brook provides these services for under 25's:</p> <ul style="list-style-type: none"> <li>• Contraception and Emergency Contraception</li> <li>• Pregnancy Testing support &amp; counselling <ul style="list-style-type: none"> <li>• Testing for infections</li> </ul> </li> <li>• Termination referrals, support and counselling <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Sex and Relationships Education</li> </ul> </li> </ul>	<p>Take responsibility for their own sexual health and well being.</p> <p>Be aware some infections (STI's) don't have symptoms.</p> <p>Go for a Chlamydia screen find out where at <a href="http://www.ruclear.org.uk">www.ruclear.org.uk</a> <b>08453 306363.</b></p> <p><b>Practise Safe Sex.</b></p> <p>The number to call for CASH is <b>0161 909 2815.</b></p> <p>Recognise they maybe at risk and - <b>Get Checked Out.</b></p> <p>Call the Sexual Health Clinic Hotline <b>0161 627 0200.</b></p> <p>The number to call for Brook is <b>0161 627 0200.</b></p>

**FREE Condom Distribution:**  
BOOTH STREET CENTRE **0161 909 8243**  
Behind Cannon Street, Oldham

## Schools Health

The Services will:	Residents will:
Provide the SHINE project for young people aged between 13 and 17 years, who are overweight or obese, to help them to understand their weight problem, so they can manage it more effectively.	Ask what's available around cooking and nutrition within their child's school.
Provide 'food workers' within school settings to work with young and old teaching food and nutrition, healthy eating and cooking.	Think about organising a 'walking bus' for their child's school.
Ensure people have the knowledge and skills to make long-term lifestyle changes, and support them to make positive changes.	Reduce their intake of salt, sugar and solid fats.
The Healthy Schools Programme will work with schools within the area to achieve and maintain Healthy School status.	The number to call for SHINE is <b>0161 621 7133.</b>

The government recommends that children and young people get at least 1 hour of physical activity a day.

## Supporting Disability

The Services will:	Residents will:
Provide health and wellbeing support for adults with learning disabilities.	Aim to be non judgemental with people whom may have additional needs.
Provide assessment, advice and specialist support where appropriate to people of all ages with disabilities and/or complex health needs and their families and carers.	Access services appropriately and when necessary. Share knowledge and information about home adaptations and patient or community transport.
Provide relevant information to access general health services.	The number to call is <b>0161 770 3868.</b>

# Stopping Smoking

The Services will:	Residents will:
Provide help and support to give up smoking or tobacco use.	Access these services when they feel ready.
Provide residents with a specialist advisor within 24 hours.	Will not cause others both young and old, distress through passive smoking.
Offer one to one support through home visits, telephone, text messages and local community 'Drop in' sessions. Offer support in group settings.	Think about their impact on others when smoking in entranceways.
	Dispose of cigarette tips appropriately where possible.
	The number to call is <b>0800 328 8534</b> or <b>0844 873 0032</b> (cheap for mobiles) Or contact your GP or ask your local pharmacy

The risk of developing lung cancer is increased by upto 30% in people who are regularly exposed to other peoples cigarette smoke.

# Mental Health

The Services will:	Residents will:
Work with people to improve their confidence and self-esteem, and help manage stress and anxiety.	Be more considerate around people whom they feel may have a mental health problem.
Work with local community groups, ensuring they have access to good support and information on mental health.	Feel free and able to contact services for a range of problems.
Work to ensure effective provision of specialist support to people affected by mental health issues of all ages.	The number to call for more information is <b>0161 621 7139</b> .

1 in 4 people will suffer from a Mental Health problem at some point in their lives. It's worth remembering that people are affected by lots of different things, from a bereavement or loss of work, to family problems, weight gain or childcare.

# Drugs & Alcohol Problems

The Services will:	Residents will:
Support and work with substance users, parents, children, carers and professionals.	Feel safe and secure in accessing services for general advice and guidance.
Provide people with a free 24-hour helpline <b>0161-621 9101</b> , a confidential email enquiry service <b>DAATinfo@positivestepsoldham.org.uk</b> and a friendly confidential face-to-face service.	Aim to drink responsibly both indoors and within the local community.
Provide people with a local service directory of treatment options, needle exchange facilities and free substance misuse training.	Seek assistance for themselves or family members if needed.
Provide support through rehab and home detox programmes.	Take responsibility where young people and drugs / alcohol are concerned. The number to call is <b>0161 621 9101</b> .
Provide access to structured day programmes including training and workshops, educational and social groups and holistic therapies.	

Remember: TALK TO FRANK  
Tel: **0800 776600** Text: **82111**  
[www.talktofrank.com](http://www.talktofrank.com)

**Respite Care and Adaptations:**  
A break is not a luxury but essential to maintain a caring role. For further details contact:  
Tel: **0161 770 1515 - 0161 770 1188**

# Supporting Carers

The Services will:	Residents will:
Provide support in accessing practical and financial help.	Access services appropriately.
Provide regular drop in sessions and a range of training opportunities.	Help, support and check regularly on older or more vulnerable members of the local community.
Give a voice to carers to raise concerns or positive experiences.	Try to support existing carers by passing on relevant information and advice.
<b>Young Carers:</b> Provide young carers with individual counselling, advice and information. Ensure young carers have access to group social activities and workshops Promote the needs of young carers.	Contact the relevant organisations to organise respite care.  The number to call is <b>0161 770 1188</b> .

