

## Providers of External Support

Adult Social Care Hub - 01908 253772  
<https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care>

Milton Keynes Age UK - 01908 550700  
<https://www.ageuk.org.uk/miltonkeynes/>

Community Alarm - 01908 222616  
<https://www.milton-keynes.gov.uk/social-care-and-health/community-alarm>

Improving Access to Psychological Therapies (IAPT)  
01908 725099  
<http://www.talkforchange.org.uk/>

Falls Service - 01908 686751  
<http://www.mkfalls.co.uk/>

Smoking Cessation - 0845 200 2323  
<https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/looking-after-yourself/stop-smoking-support>

Brooklands - 01908 614 749  
<http://www.thebrooklandscentre.co.uk/>

NPMC Private Services - 01908 619912  
Silverline - 0800 4 70 80 90  
Lovat Gym: 01908 351 397  
Alcohol problems: 0800 9177 650

The Community Matron Team at NPMC and NPMC @ Willen advise those who are trying to access services, whether it be for equipment or care needs. Finding the right solution for each individual who needs support whether due to physical or mental frailty can be tricky where services can be difficult to access.



### Health Advice for Our Patients and Their Families

At NPMC we aim to encourage the wellbeing and lifestyle choices which support this. Despite this, poor health impacts on us all and it is quite common to feel overwhelmed and anxious as a patient, relative, friend or member of the community.

This leaflet aims to increase your confidence in managing your illness by informing you of options for support which might be available to you.

## Consultation or Visit Summary (To be completed by Clinician)

Seen by:  
Date:  
Time:  
Presenting complaint:

Temp:  
Pulse:  
BP:  
Sats:

Other:

Comments:

Plan:

### What to do if your condition gets worse

Whilst most patients get better, it is known that some patients will deteriorate or change in presentation. Typically patients will have been given specific advice from the clinician who saw them. The general following principles may also be helpful.

For urgent queries or for patients failing to respond as expected, a phone call to the GP may be appropriate.

Out-of-hours - (after 6pm and before 8am plus weekends and bank holidays). The telephone number to call when you need medical help fast, but it is not an emergency is 111. Our District Nurses can be contacted on 01908 619913 or 611767.

Call 999 in a medical emergency or attend the A&E department, our nearest is Milton Keynes University Hospital NHS Foundation Trust.



### What is MK Pharmacy First?

MK Pharmacy First provides confidential health advice without needing to book an appointment.

If you don't have to pay for your prescription, the pharmacy can supply your recommended medicines free of charge.

Use MK Pharmacy First instead of booking a GP appointment and get immediate advice and treatment.

You must be registered with a Milton Keynes GP to qualify for this service. If you are not registered you can find out how to register at [www.miltonkeynesccg.nhs.uk/nhs-111/](http://www.miltonkeynesccg.nhs.uk/nhs-111/)

MK Pharmacy First provides advice and treatment for you or your children for the following conditions:

Allergies	Sore throat
Athlete's foot	Vaginal thrush
Bacterial conjunctivitis	Mouth ulcers
Constipation	Nappy rash
Contact dermatitis	Pain
Cough	Threadworm
Cystitis	Verrucae
Diarrhoea	Warts
Ear wax build up	
Fever	
Hay Fever	
Headache	
Insect bites/stings	
Nasal congestion	

<http://www.miltonkeynesccg.nhs.uk/mk-pharmacy-first/>

## Stay Hydrated

Some of the early warning signs of dehydration include: feeling thirsty and lightheaded, a dry mouth, tiredness, dark coloured urine, strong-smelling urine, passing urine less often than usual.

Anyone can become dehydrated, but certain groups are particularly at risk. These include: the elderly or people with a long-term health condition such as diabetes or alcoholism or a shorter term problem such as diarrhoea and vomiting.

If you're at risk of dehydration, drink plenty of fluids such as water or diluted squash. These are much more effective than large amounts of tea, coffee or fizzy drinks, which contain caffeine.

If you're finding it difficult to keep water down because you're vomiting, try drinking small amounts more frequently. If you are dehydrated, you will need rehydration fluids (available from Pharmacies).

See your GP if your symptoms continue, despite drinking plenty of fluids. If your GP suspects dehydration, you may have a blood test or a urine test to check the balance of salts (sodium and potassium) in your body.

Contact your GP, out-of-hours service or NHS 111 straight away if you have any of the following symptoms: extreme thirst, feeling unusually tired or confused, not passing urine for eight hours, rapid heart-beat or dizziness when you stand up that doesn't go away after a few seconds.

A good rule is to drink enough fluid so that you are not thirsty for long periods, and to steadily increase your fluid intake when exercising and during hot weather. Passing clear urine (wee) is a good sign that you're well hydrated.

<https://www.nhs.uk/conditions/dehydration/>

## Ask your Pharmacist

Did you know you can ask your pharmacist for all sorts of health advice? As well as being experts in medicines they can support you in lots of other ways and pharmacies have consultation rooms for private conversations.

The pharmacy is a convenient port of call for advice on common illnesses and over the counter treatments - some are open in the evenings and weekends. If you are entitled to a free flu jab then you can get this done at the pharmacy.

Pharmacists can also support you to lead healthy lifestyles by advising on things like staying active and stopping smoking. If you or someone you care for is having problems with medicines, such as reading labels, remembering to take lots of tablets or you have been recently discharged from hospital, then it is worth asking your pharmacist for a 'Medicines Use Review'.

Additionally Pharmacists sell items that can help you to organise your medicines. For some health conditions, when you start a medicine, they can offer a 'New Medicines Service' to support you with any issues in the first few weeks of taking a new medicine. Next time you have a question about your health, ask your pharmacist if they can help.

## Antibiotics

There is no conspiracy in the NHS or by Healthcare Professionals to withhold antibiotics from those patients who we believe will benefit from them. Antibiotics do not help with viral infections. Furthermore, most mild bacterial infections will resolve without them.

Another consideration is that all medications cause some unwanted effects or side effects. Common examples of side effects for antibiotics include feeling or being sick, bloating and diarrhoea which is another reason why we try to limit their use without evidence of bacterial infection. Consider the scenario whereby a patient given antibiotics for a viral cough who then falls whilst hurrying to the toilet may reflect and feel that they should not have been prescribed them in the first place. Your local Pharmacist will be able to advise you should you have any concerns about possible side effects. More broadly, resistance to antibiotics locally and globally is becoming a serious issue. We do not have a wide range of antibiotics to use and resistance is seen in single patients and wider groups. Imagine how people feel when they are told that there are no antibiotics available to help with their serious bacterial infection.

For patients who have been started on antibiotics the current advice is to complete the course even if you feel better. Be aware if you are also taking Warfarin, you should have your INR checked within 3-5 days of starting the antibiotic.

Patients who are also prescribed Statins such as Simvastatin, Atorvastatin and Pravastatin should stop taking these if they are prescribed Clarithromycin or Erythromycin. It is recommended that you restart these once you have completed your antibiotics.

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## Memory Concerns

Remembering things can be more difficult as we get older. If you are concerned about your memory or someone close to you - why not ask for a memory check at the surgery? Early diagnosis can ensure that all support can be in place and you may feel more in control.

For those diagnosed with dementia there are two local groups where you can access support. Both run at The Brooklands Centre and happen fortnightly. Call the Community Matron team on 01908 619919 for more details.

To keep your memory in good shape keep active, keep socialising, eat a healthy diet, don't overdo your alcohol intake and find games such as scrabble, crosswords, Sudoku or quizzes to keep your mind active and alert.

### Keeping safe in the home and outside

If you are finding your normal activities more difficult then maybe some aids to daily living might keep you safe. Walking aids, grab rails, indoor trolleys can actually increase your independence again call 01908 619919 to discuss if the Community Matron Team can help you.

### Loneliness

Loneliness can affect our quality of life. Brooklands Centre has a variety of groups for the over 55's some social based, some activity based such as art or computer skills, exercise classes and a social group who go out and about to the theatre or to restaurants. Age UK Milton Keynes offer a befriending service and lunch clubs.

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## Age UK Milton Keynes - Exercise and Physical Activity

Regular physical activity in later life is important for so many reasons - not only will your health improve, but you'll also meet new people.

### Why is keeping fit in later life so beneficial?

Here are just some of the benefits of physical activity:

Helps you to maintain a healthy weight

Reduce your risk of falls by strengthening your muscles

It is linked to supporting your thinking skills

Boost your mood and energy levels (exercise releases endorphins)

It's social - joining a sports team or a class can help you to make friends

If you haven't exercised in a while, don't worry. You can be signposted to a suitable local club or class to focus on gentle exercise to help you to regain your fitness at your own pace. If you're used to regular physical activity, exercises can be tailored to be more strenuous.

### Walking Befriending by Age UK Milton Keynes

A Walking Befriender will support older people living in Milton Keynes, who are at risk of isolation/loneliness. They will accompany an older person on a short walk near their home. Walking has been proved to be the safest activity for older people to improve their health.

Find out more:

<https://www.ageuk.org.uk/miltonkeynes/activities-and-events/walking-befrienders/>

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## Helping you to stop smoking

The Milton Keynes Stop Smoking Service offers 12 week quit programmes with trained advisors who can offer as much support as you need and supply Nicotine containing products, like patches and gum, or arrange access to prescribed medications that can help you to quit more easily.

### Why should I stop smoking?

Stopping smoking is the single most important lifestyle change you can take to improve your health and your future and that of your family. As well as substantially reducing your chances of developing more than 50 serious health conditions, including heart and respiratory disease, stopping smoking could significantly improve your quality of life.

Where can I get support - Contact the Stop Smoking Service to book an appointment with a specialist advisor. Alternatively, you can contact your GP Surgery to book an appointment with their in-house advisor or ask at your local pharmacy if they have a trained advisor as most in Milton Keynes do.

Milton Keynes Stop Smoking Service  
Telephone: 0800 013 0553 or

Email: [stopsmoking@centralbedfordshire.gov.uk](mailto:stopsmoking@centralbedfordshire.gov.uk)

*Please note that the above Bedfordshire email is correct for Milton Keynes area too*

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## Eight tips for healthy eating

These eight practical tips cover the basics of healthy eating, and can help you make healthier choices. They do not replace specific advice for those patients under specialist guidance.

Base your meals on starchy carbohydrates  
Eat lots of fruit and veg  
Eat more fish - including a portion of oily fish  
Cut down on saturated fat and sugar  
Eat less salt - no more than 6g a day for adults  
Get active and be a healthy weight  
Don't get thirsty  
Don't skip breakfast

The key to a healthy diet is to:

Eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use. If you eat or drink too much, you'll put on weight. If you eat and drink too little, you'll lose weight.

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs.

It is recommended that men have around 2,500 calories a day (10,500 kilojoules). Women should have around 2,000 calories a day (8,400 kilojoules). Most adults are eating more calories than they need, and should eat fewer calories.

Find out more:

<https://www.milton-keynes.gov.uk/adult-social-care-live-well/topics/goodfood/eight-tips-healthy-eating>

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## Alcohol - Tips on cutting down

If you regularly drink more than 14 units a week, try these simple tips to help you cut down.

Fourteen units is equivalent to six pints of average-strength beer or 10 small glasses of low-strength wine.

**Make a plan** - Before you start drinking, set a limit on how much you're going to drink.

**Set a budget** - Only take a fixed amount of money to spend on alcohol.

**Let them know** - If you let your friends and family know you're cutting down and it's important to you, you could get support from them.

**Take it a day at a time** - Cut back a little each day. That way, every day you do is a success.

**Make it a smaller one**— You can still enjoy a drink, but go for smaller sizes. Try bottled beer instead of pints, or a small glass of wine instead of a large one.

**Have a lower-strength drink** - Cut down the alcohol by swapping strong beers or wines for ones with a lower strength (ABV in %). You'll find this information on the bottle.

**Stay hydrated** - Have a glass of water before you have alcohol and alternate alcoholic drinks with water or a soft drink.

**Take a break** - Have several drink-free days each week.

### Benefits of cutting down

The immediate effects of cutting down include:

- \* Feeling better in the mornings
- \* Being less tired during the day
- \* Your skin may start to look better
- \* You'll start to feel fitter
- \* You may stop gaining weight

Find out more: <https://www.nhs.uk/live-well/alcohol-support/tips-on-cutting-down-alcohol/>

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