



Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you can support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care.

Take Your Medication

A better health outcome is the most significant benefit of using medication correctly as prescribed. Doctors prescribe medications to treat your symptoms and to help you manage or overcome certain health conditions. Failing to use medicines as prescribed can result in worsened health, longer recovery, unwanted side effects, substance use disorders, death, and other serious health conditions that require intensive treatment.

Before using a new medication, carefully read all the directions on the label and ask your doctor or pharmacist for help and clarification if you're confused or unsure about how to properly take the medication. This can prevent misunderstandings that could lead to accidentally doubling up on doses or using less than intended.

Your doctor or pharmacist can also explain possible side effects you may face when misusing the medication or combining it with certain other substances. For instance, benzodiazepines should never be mixed with opioids, since this combination can result in overdose or death. Here are some additional tips for taking your medications as prescribed:

- Use your medication at the same time every day to prevent the overlapping of doses.
- Keep an updated list of all the medications on hand, so every doctor and specialist you meet with can screen for potentially fatal drug interactions.
- Check to see whether your medications should be taken on an empty or full stomach.
- Build medication into your daily routine so you never forget to take it, such as before brushing your teeth at night or after eating breakfast.
- Use daily pill containers to help you keep track of whether you've taken your daily doses.
- Refill your daily pill container on the same day every week to avoid doubling up on doses.
- Buy timer caps for all your pill bottles to keep track of when you last took your medications.

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- Don't share or give away medications. This practice is illegal and dangerous and can harm those who take your medications without a valid prescription.
- Bring extra medication with you when traveling in case you stay longer than planned.
- When traveling by airplane, always pack medication in your carry-on bag to prevent damage from changes in temperature and air pressure. Also, you'll have it on hand if your luggage is lost or damaged.
- Don't stop using your medication unless directed to do so by your doctor, since abruptly stopping some medicines can lead to severe side effects.

<https://www.nhs.uk/common-health-questions/medicines/>

Finding a Pharmacy

You can find a pharmacy near you by searching on [NHS Choices](#) or alternatively see the [local listings](#).

Pharmacy Opening Times

Find out the opening times of a [pharmacy near you](#).

Keep Moving/ Improve Your Health

Healthy Lifestyles Isle of Wight

Call: 01983 642369 0800 9991396

Email: healthylifestyles.isleofwight@nhs.net

Website: www.healthylifestylesiow.co.uk

Your Local Stop Smoking and Weight Management Service

To support local Isle of Wight residents to stop smoking or lose weight, [Healthy Lifestyles Isle of Wight](#) has been commissioned to provide free stop smoking and weight management support to the Isle of Wight community.

[Healthy Lifestyles Isle of Wight](#) are here to help you and offer different levels of support to maintain a healthy weight and to stop smoking including telephone support, virtual and app based support options.

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Stop Smoking Service

The stop smoking service provides a range of options to help you quit including support from an advisor, stop smoking medications, e-cigarettes and a digital offer for those who wish to quit by themselves.

Did you know that you're up to 4 times more likely to quit smoking successfully with expert support?

If you are not ready to quit just yet, but would like more information on how to protect your family, [Smoke free Homes](#), advises on how to make your home and car smoke free.

Weight Management Service

The service supports adults aged 18 years or over who want to lose weight and have been identified as obese.

Find out your BMI

You can get help to lead a more healthy lifestyle if you're an adult (18 years or over) living on the Isle of Wight and your body mass index (BMI) is above average.

Use this tool to [find out your BMI](#) . If it's too high, sign up for a programme that will help you lose weight.

BMI of 30+

If your BMI is 30 or higher, you qualify for free support from [Healthy Lifestyles Isle of Wight](#).

[Learn more and sign up with Healthy Lifestyles Isle of Wight.](#)

BMI of 28+

You can get free support from Healthy Lifestyles Isle of Wight, if your BMI is 28 or over if at least one of the following applies:

- you have Type 1 and 2 Diabetes or Metabolic Syndrome
- you have problems with your heart, circulation, hypertension or high blood pressure
- you have been diagnosed with anxiety/depression
- you need to lose weight before receiving another medical treatment or surgery
- you have a serious long-term health condition that is adversely affected by your weight such as muscular skeletal disorders (back pain, mobility issues) and asthma
- you're from a black or ethnic minority background.

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BMI of 25+

If you have a Body Mass Index of 25 or higher [Better Health Let's Do This – Lose Weight](#) website provides online support to help you lose weight and includes access to the NHS 12 week weight loss plan.

The [NHS 12 week fitness plan](#) will support your weight loss plan as well as improve your health. This is aimed at beginners and will help get you into the habit of regular exercise over the course of the programme. It is structured but flexible enough to allow you to fit the exercise sessions around your other weekly commitments.

Healthy eating and being active

Information and advice on healthy eating and becoming more active is available from:

- [One You Eat Better](#) (website) - includes Easy Meals app for healthy meals and the Change4Life Food Scanner to help reduce levels of sugar in your diet
- [Better Health - Get Active](#) (website) - includes tips on getting active for all, including the downloadable Active 10 app, as well as tailored advice for those living with a long term condition
- [Sugar Smart Isle of Wight](#) is a campaign to raise awareness of hidden sugars, recommended levels and healthy alternatives by encouraging individuals, groups, businesses, schools and organisation to join the campaign and make a pledge. To find out how you can join in, become sugar smart and make good choices about what you, your family, colleagues eat, please visit our [Sugar Smart web pages](#).

For further information about Your Local Stop Smoking and Weight Management Service

Website: www.healthylifestylesiow.co.uk

Telephone: 01983 642369 0800 9991396

Email: healthylifestyles.isleofwight@nhs.net

Isle of Wight Health Walks

The [Isle of Wight Health Walks programme](#) supports local people experience the benefits of getting and staying active such as improving your mental and physical wellbeing and reducing social isolation.

The groups are led by friendly, specially trained volunteers who are on hand to provide encouragement and support, and make sure no one gets left behind.

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The walks are short and over easy terrain. They are open to everyone but are especially aimed at those who are least active.

[Learn more and sign-up to the Isle of Wight Health Walks programme](#)

Good Mental Health

We have brought together a wide range of resources to signpost you to the support you need to help you manage your mental health. With information about self-help tools including links to apps, videos and workshops, advice and information sources, helpline numbers and local support services and groups it will help you find the help you need in a way that works for you. <https://www.iwmentalhealth.co.uk/>

If you are finding it hard to cope with your mental health problems, It can be helpful to talk to someone about how you are feeling. We have brought together a range of useful national helplines, chat rooms and local community groups that you can talk to, free and in confidence. You can also call NHS 111. If you're under 25 then you can contact The Mix Tel: 0808 808 4994 (4pm-11pm each day)

[IW Youth Trust](#) can provide confidential counselling support for 4-24-year olds. Tel: 01983 529569 (10am-4pm, Mon-Fri).

The Youth Trust is proud to continue delivering our services during the COVID-19 pandemic. We are doing our best to keep everyone safe which means that we are offering online and phone counselling. Our face to face counselling and group work is currently suspended while we make our building COVID Secure. Once appropriate adaptations are completed, we will initially open face to face services to young people who have not been able to engage with online working.

For many, phone and online/video counselling provides more flexibility and while it is different to that of face to face counselling, our services are of the same high standard as always, delivered by professional, qualified counsellors who are experienced in working with young Islanders.

The [Child and Adolescent Mental Health \(CAMHS\)](#) service provides a service to children and young people aged 0-18yrs and their families who are experiencing emotional health and wellbeing difficulties. Parents, children and young people can contact the service to discuss how they can access the service's support. Tel: 01983 523602 (Monday to Thursday 08.30am-5pm, Friday 08.30am-4.30pm. The CAMHS service is accepting referrals as normal. You can also ask a health professional to refer you to the service, adolescents can also refer themselves to the service. You can find more about the [CAMHS service](#) here and they have recently set up a CCAMHS Facebook page which has lots of helpful resources and ideas. The page is called [Isle of Wight CCAMHS](#).

[Childline](#) offers a 24-hour support service, every day of the week. Tel: 0800 1111

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[Barnardo's Talk2 Counselling service](#) for children and young people provides therapeutic help and support for children's emotional health and wellbeing. The service is operating and delivering face to face counselling sessions, working from the Barnardo's family's centres. Children still have the option to be seen virtually should they prefer.

Tel: 01983 865657 (Mon-Thurs 9am-4pm). You may find their [leaflet](#) useful too.

Mountbatten offers a bereavement counselling service to children and young people both pre and post bereavement. Sessions can be conducted face to face, online or by telephone.

Contact Mountbatten on 01983 217346 or coordinatationcentre@mountbatten.org

CRISIS LINE - Havant and East Hants MIND run a Freephone crisis line available to all children and young people aged 11-17 living in Hampshire or the Isle of Wight. Young people calling the crisis line will receive immediate access to 1:1 confidential, emotional support; advice on healthy coping skills and resources; signposting to useful apps and websites.

Opening hours are Monday, Tuesday, Wednesday and Thursday from 3pm to 8.30pm.

Call FREE on 0300 303 1590 during the above times.

For urgent help, organisations such as [Papyrus](#) can also provide a high level of support.

There is also [Pan-Hampshire and IW Self-harm Pathway](#). This pathway relates to all children under 18 years who present with self-harm behaviour.

Kooth Online Counselling Service for 11 – 25 years (up to 26th birthday) in Hampshire, Southampton and Isle of Wight.

We are delighted to inform you that NHS Hampshire, Southampton and Isle of Wight has commissioned the online counselling service Kooth, a service delivered by Kooth Plc.

Kooth is an integral component of our local mental health provision offering digital counselling and emotional well-being service for young people.

Kooth is a free online counselling and emotional well-being support service providing young people aged 11-25 years (up to 26th birthday) in Hampshire, Southampton and Isle of Wight with a safe and secure means of accessing support with their emotional health and wellbeing needs from a professional team of qualified counsellors. By accessing Kooth students can benefit from:

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- A free, confidential, anonymous and safe way to receive support online.
- Out of hours' availability. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop in basis.
- Online Counselling from a professional team of BACP qualified counsellors is available via 1-1 chat sessions or messaging on a drop in basis or via booked sessions.
- Discussion Boards which are all pre-moderated allow young people to access peer to peer support.
- Online Magazine full of moderated articles many of which are submitted by young people offering advice and guidance on a huge range of topics.
- No referral is required. Young people can register for kooth independently at www.kooth.com

To use the service or find out more visit www.Kooth.com

For parents and families

[Young Minds](#) has a helpline for parents. Tel: 0808 802 5544 (Monday to Friday,9.30am-4pm)

[Family Lives](#) has a helpline for all aspects related to parenting including mental health advice. Tel: 0808 800 2222 (Monday to Friday, 9am-9pm and Saturday to Sunday 10am-3pm)

[Barnardos Family Centres](#) can also provide advice and guidance between 08.45am-4.30pm. There are 3 family centres on the Island:

- South Wight: The Fairway, Sandown. PO36 9EQ. (Tel: 01983 408718),
- North East: George Street, Ryde. PO33 2JF (Tel:01983 617617)
- West & Central: Downside, Furrongs, Newport. PO36 9EQ (Tel: 01983 529208)

If you are worried about your child's Mental Health and require support from children's services, please call 0300 3000 117.

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Let someone know you do not feel safe or are struggling (a parent/carer or professional helpline).

Space 4 U 'Safe Haven' - Emotional crisis support service for young people aged 11 to 17 (up to 18 with additional needs).

07741 665182 Monday 5pm to 8pm, Wednesday 5pm to 8pm, Thursday 5pm to 8pm and Saturday 10am to 1.30pm

07741 665182 web chat service Monday, Tuesday, Thursday and Friday 10.30am to 1pm and Wednesday 1.30pm to 5pm

NHS Mental Health Triage Service

You can call 111 (24 hours a day, 7 days a week) or visit www.111.nhs.uk and speak to the NHS Mental Health Triage Service.

The NHS 111 mental health triage service provides advice, support and guidance, 24 hours a day, seven days a week, for anyone living in Hampshire and the Isle of Wight. It is an ageless service for anyone struggling with their mental health, including parents, carers and guardians needing additional mental health support on behalf of their children.

General mental health concerns

Two key helplines which you can call in the first instance are:

- Saneline Tel: 0300 304 7000 (365 days a year, 4.30pm-10.30pm)- emotional support for people affected by mental health illness, their families or carers
- Mind Tel: 0300 123 3393 (Mon-Fri 9am-6pm) providing advice and support to anyone experiencing a mental health problem

You can also contact the IW Mental Health Safe Haven on 01983 520168 where trained professionals can discuss your mental health concerns and provide you with some help. This service operates Monday to Friday between 5pm-10pm and 10am-10pm (weekends and bank holidays). You can also email: safehaven@twosaints.org.uk if you prefer.

If you are struggling and need support you can also call the Samaritans free anytime from any phone on 116 123.

Don't forget you can also call NHS 111 (simply dial 111) or use the online service on their [website here](#).

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Mental health support during pregnancy

If you are pregnant and need support, local midwives and health visitors offer support with perinatal mental health and can be contacted for support on the following numbers:

Community midwife locality leads: Tel: 01983 822099 ext 3210 (8am-8pm Monday-Friday)

Safeguarding midwife: Tel: 01983 822099 ext. 3263 (9am-5pm Monday-Friday)

Domestic abuse/mental health support

Domestic abuse can have an effect on both adults' and children's mental health and well-being. It is important to remember there is local support available to help, guide and support you through this. Contact You Trust (Isle of Wight) on 0800 234 6266. [You can also find information on their website here.](#)

Sometimes just talking to someone about how you feel can help to reduce anxiety levels or lift your mood. It could be a call to a friend or member of your family, or you may prefer to talk to someone you don't know who can provide a listening ear.

As well as phonedlines, there are online communities which can help you feel connected and listened to.

Elefriends – a supportive online community run by Mind, where you can just be yourself. [Click here for details.](#)

Samaritans A friendly ear on the end of a phone 24 hours a day. Telephone: 116 123 (free)

Age UK Advice A national service offering information and advice to older people and those caring for older people. Telephone: 0800 169 65 65 (national line – free)

Age UK Isle of Wight A local service providing Isle of Wight residents with advice and information about local services. Telephone: 01983 525282 (local line – see also our [Local support](#) page for more details)

Silverline A free, confidential 24/7 helpline for older people. Telephone: 0800 4 70 80 90

Useful Helplines:

- Anxiety UK 03444 775 774

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- Alzheimer's 0333 1503456
- CALM 0800 58 58 58
- Childline 0800 1111
- Carers IW 01983 533173
- CRUSE (bereavement) 0808 808 1677
- Dementia UK 0800 888 6678
- Hampshire & Isle of Wight Crisis Line for Young People 0300 303 1590
- LGBT+ Domestic Abuse helpline 0800 999 5428
- Mencap (learning disabilities) 0808 808 1111
- Men's advice line 0808 801 0327
- MIND 0300 123 3393
- Mountbatten 01983 533331
- NHS 111
- No Panic 0844 967 4848
- OCD UK 0333 212 7890
- Papyrus (young suicide prevention) 0800 068 4141
- Rethink 0300 5000 927
- SafeHaven (IW) 01983 520168
- Samaritans 116 123

Version 1: December 2021

The contents of this information has been reviewed and approved by the Isle Of Wight NHS Trust Medical Director, Mr Steve Parker

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- SANE 0300 304 7000
- Silverline 0800 4 70 80 90
- The Mix (young people) 0808 808 4994
- You Trust (IW) domestic abuse helpline 0800 234 6266
- Young Minds 0808 802 5544
- Youth Trust (IW) 01983 529 569