

My Planned Care Patient Information Platform

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.

My Planned Care Patient Information Platform

- Buy timer caps for all your pill bottles to keep track of when you last took your medications.
- 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 Guidance](#)

Pharmacy Opening Times

Find out the opening times of a [Pharmacy Opening Hours](#)

Keep Moving/ Improve Your Health

Healthy Living Bristol

Website: [Healthy living - GRT Bristol - bristol.gov.uk](#)

Your Local Stop Smoking and Weight Management Service

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

[Healthy Living](#) 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.

My Planned Care Patient Information Platform

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?

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) and your body mass index (BMI) is above average.

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

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

My Planned Care Patient Information Platform

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. [Bristol North Somerset & South Glous Mental Health Resources](#)

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.

The [Child & Adolescent Mental Health Services](#) 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 (contact details via the website). You can also ask a health professional to refer you to the service, adolescents can also refer themselves to the service.

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

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. 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

My Planned Care Patient Information Platform

- Mind Tel: 0300 123 3393 (Mon-Fri 9am-6pm) providing advice and support to anyone experiencing a mental health problem

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](#).

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)

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

Useful Helplines:

- Anxiety UK 03444 775 774
- Alzheimer's 0333 1503456
- CALM 0800 58 58 58
- Childline 0800 1111
- CRUSE (bereavement) 0808 808 1677
- Dementia UK 0800 888 6678
- LGBT+ Domestic Abuse helpline 0800 999 5428
- Mencap (learning disabilities) 0808 808 1111
- Men's advice line 0808 801 0327

My Planned Care Patient Information Platform

- MIND 0300 123 3393
- NHS 111
- No Panic 0844 967 4848
- OCD UK 0333 212 7890
- Papyrus (young suicide prevention) 0800 068 4141
- Rethink 0300 5000 927
- Samaritans 116 123
- SANE 0300 304 7000
- Silverline 0800 4 70 80 90
- Young Minds 0808 802 5544