

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.

Take Your Medication

Please continue to take your medicines as prescribed by your healthcare provider. If you have any questions or problems, then always ask your doctor, nurse or pharmacist.

If any of your medicines need to be changed or stopped in the meantime, you will be advised of this by your healthcare provider.

If you are having surgery, then when you have been given a date for your procedure, a member of pharmacy staff will contact you in advance and confirm all of the medicines that you take. They will then inform you of any medications which need to be stopped before your operation and on which date to do this. Please make sure you bring all of your medicines into hospital with you when you come in for your procedure.

Finding a Pharmacy

You can find a pharmacy near you and opening times by searching on [NHS Choices](#)

Keep Moving

Even small increases in physical activity can make a difference to your health and wellbeing.

If you enjoy walking, [PACE-UP](#) is a 12 week programme to build up the amount you walk.

Or take a look at [HowFit](#) – an exercise programme that encourages people of any ability, from chair based to fairly fit, to undertake a plan of simple exercises that can be carried out without the need for any special equipment.

Being active can be a challenge when you are managing a long term condition. For ideas on how to make moving work for you, visit the [‘We are undefeatable’ website](#).

Staying active before and after an operation can also help improve your recovery. You can find out how it helps and top tips on what to do in the [‘Moving Medicine leaflet’](#) or for more information including exercise programmes visit their website [here](#).

For general advice the [NHS Better Health website](#) helps you to make little changes to your daily life including help to lose weight, quit smoking, get active or drink less alcohol.

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Weight management services

If you are living with obesity and have diabetes or high blood pressure, you could benefit from the free 12 week [NHS Digital Weight Management Programme](#).

If you feel you may be eligible for this programme, please speak to your GP practice, or visit your local pharmacy. They will be able to refer you to the programme.

Specialist Weight Management

The Trust provides specialist weight management support if your Body Mass Index (BMI) is over 35

Use this tool to [find your BMI](#) . Your GP or practice nurse can refer you to your local programme.

The free 12 month programme will help you to look at your weight; thinking not just about what you do, but also why you do it.

A team of specialist dietitians, physical activity leads and clinical psychologists will work with you to:

- Hear your weight, eating and activity story within the context of your life
- Help you to develop your own plan focussing on areas that are important to you
- Identify what works for you and what might be stopping you from making progress

You will be supported through groups and individual appointments. For more information please talk to your GP or practice nurse.

For local weight management support, if your BMI is less than 35 get in touch with Active North Tyneside by email at active@northtyneside.gov.uk or call 0191 643 7171. Alternatively for Northumberland residents Active Northumberland provides a 12 week [Momenta programme](#). Call 01670 620200 for more information or get in touch with Northumberland County Council [here](#) for details of other support available locally.

Improve Your Health

Health Coach support

Our Health Coaches can provide you with a one-off coaching session, with follow up, to identify the non medical issues that matter most to you. They can connect you to information to help support your health, wellbeing and resilience.

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[MECC Gateway](#) provide this in Northumberland and [Living Well North Tyneside](#). They have information on health and wellbeing activity and support close to where you live.

Your local stop smoking service

You can find free stop smoking support for Northumberland and North Tyneside residents by searching [our website](#). This includes free one to one support along with stop smoking medicines, which are available for the cost of prescription.

If you are admitted to hospital you can ask a nurse or pharmacist on the ward for nicotine replacement therapy (NRT) and our health coaches can offer support for stop smoking.

Good Mental Health

We provide talking therapies in North Tyneside for residents aged 16 + living in North Tyneside and are registered with a North Tyneside GP who are experiencing common mental health problems including stress, anxiety and panic. 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. Call 0191 2952775 Monday to Friday 8.30am to 5pm.

We offer appointments Monday to Thursday between 7.45am and 7.30pm and on Fridays between 7.45am and 5pm at GP practices and health centres in North Shields, Wallsend Killingworth and Whitley Bay.

For talking therapies support in Northumberland visit Talking Matters Northumberland [here](#)

Our [Children and Adolescent Mental Health \(CAMHS\) service](#) is here to help children and young people up to 18 years old, and their families in North Tyneside who are experiencing emotional and wellbeing difficulties. Parents, children and parents can contact the service by calling 0191 219 6685 (Monday to Friday 9am to 5pm). You can also ask a health professional to refer to the service and adolescents can also refer themselves to the service.

For CAMHS service in Northumberland visit Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust [here](#)

Young people aged between 11-25 in the North Tyneside and Northumberland can access, [Kooth](#), which provides online mental health and wellbeing support. Kooth provides an opportunity to interact in a supportive way with other young people, as well as receive support from a qualified counsellor, who are available from 12pm until 10pm on weekdays, and from 6pm until 10pm, 365 days a year.

[Universal Crisis Team \(UCT\)](#) Tel: 0800 652 2861. Please note, this service is not for an emergency such as a 999 response

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[North Tyneside Carers Centre](#) Tel: 0191 643 2298

[Carers Northumberland](#) Tel: 01670 320 025

[North East Council on Addictions](#) Tel: 0191 222 1262

[North Tyneside Children Services Front Door](#) Tel: 0345 2000 109

[Care and Connect](#) Tel: 0191 6437474

[Mind](#) info line Tel: 0300 123 3393 (Available 9am-6pm, Monday to Friday)

[No Panic](#) Tel: 0844 9674848 (10am to 10pm every day)

[The Samaritans](#) Tel: 116 123 (24 hours every day)

[Childline](#) Tel: 0800 1111 (24 hours every day)

Contact us

Please email enquiries to contactus@northumbria.nhs.uk