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NETWORKS

Health and Wellbeing Services and Support Caerphilly County Borough

Stay up to date with services from
Aneurin Bevan University Health Board (ABUHB)
on social media or at <https://abuhb.nhs.wales>

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JOIN OUR WHATSAPP MESSAGING SERVICE:
ABB.Engagement@wales.nhs.uk



01633 431894

This information leaflet and our weekly wellbeing
guides are available online to view or download at

www.cwtsh.wales

Scan the QR code opposite



CWTSH

Gwella'n Gyda'n Gilydd
All Together Better

NHS Wales Common Ailments Service

The service offers **free, confidential advice and treatment** at your pharmacy without a GP appointment.



What does it cover?

Indigestion, constipation, diarrhoea, piles, athlete's foot, conjunctivitis, mouth ulcers, hay fever, head lice, teething, nappy rash, cold sores, acne, dermatitis, verruca, colic, chicken pox, threadworms, sore throat, back pain, ingrowing toenails, oral thrush, vaginal thrush, scabies.

Who is it for?

The service can be used by any patient who lives in Wales or is registered to a Welsh GP practice. The patient must be able to attend the pharmacy in person. Sometimes pharmacists may need to refer you to your GP or another healthcare professional if they are unable to treat your condition. If you are suffering with an eye condition, you should visit a local optometrist (optician) for a free NHS eye examination in the first instance

Can anyone use the service?

Patients can either be referred by their GP or other health care professional or can self-refer to this service. If you are unsure whether you need to use this service or see your doctor, please speak to your pharmacist for advice.

What to expect

To use the service you must register with a pharmacy, but you can choose to move to another pharmacy at any time if you need to use the service again. You will have a private consultation with a pharmacist in one of the pharmacy's consultation rooms, which will usually take around 10 minutes. You do not need to make an appointment, but you may need to wait to see a pharmacist at busy times.

Flu and COVID-19 vaccinations

Flu and COVID-19 are caused by viruses that spread very easily and can cause some people to become seriously ill and die.



Older people and those with certain health conditions are more at risk. This winter we expect to see flu and COVID-19 circulating at the same time, so it's very important to get protected to reduce the risk of being admitted to hospital due to these infections. You will be offered the most suitable vaccine for your age and condition. Make sure you don't delay getting your flu or COVID-19 vaccine if you're advised to.

Will these vaccines protect me?

Having a yearly flu vaccine is one of the best ways to protect against catching and spreading flu. People at higher risk of severe COVID-19 will be offered a vaccination this autumn. A COVID-19 vaccine reduces the chance of you being seriously unwell or dying from COVID-19. Protection from both vaccines generally starts around two weeks after having them. Like all medicines, no vaccine is completely effective. You might still get flu or COVID-19, but your symptoms are likely to be milder.

Who needs these vaccines?

If you have a long-term health condition, are pregnant or are older, flu and COVID-19 are both more likely to be serious. The flu and COVID-19 vaccination programmes continue to reduce severe disease across the population. As a result, both vaccines are being offered this autumn to people at higher risk of serious illness.

Find out more at:

<https://abuhb.nhs.wales/healthcare-services/staying-well-and-healthy/living-well/immunisations/>

Mental health and wellbeing self-help



Melo contains information, advice and self-help resources to help you look after your mental health and wellbeing approved by experts.

We can all benefit from improving our mental health and building our mental resilience. Melo provides information, advice and resources which help you learn practical skills to manage difficult feelings or situations, which may help reduce the risk of becoming mentally unwell.

It also contains expert advice on what we can all do to improve our wellbeing and feel happier as well as information and advice on a range of topics such as menopause, money worries, self-harm prevention, suicide prevention and low mood management. In particular, Melo can help with:

Feelings, symptoms or mental health problems

Help and support for specific emotional states, feelings and mental health conditions.

Looking after your mental wellbeing

Find information and advice on topics such as being active and sleep to help you look after your mental health and wellbeing.

Coping with life and difficult situations

Resources to help you look after your mental wellbeing when you are experiencing difficult situations or times in your life.

Visit Melo at www.melo.cymru

Mental health and wellbeing self-help



**Am gyngor iechyd meddwl ar frys 24/7
Ffoniwch 111 & gwasgwch Opsiwn 2**

**For 24/7 urgent mental health support
Call 111 & press Option 2**

You can call NHS 111 and select Option 2 if you or someone you know needs urgent mental health care, but it's not life threatening.

Mental Health 111 (Option 2) is available 24 hours a day, 7 days a week, and is free to call from a mobile (even when the caller has no credit left) or from a landline.

The 111 Option 2 service can help you if:

- you have an existing mental health problem and your symptoms get worse
- you experience a mental health problem for the first time
- someone has self-harmed but it does not appear to be life threatening, or they're talking about wanting to self-harm
- a person shows signs of possible dementia
- a person is experiencing domestic violence or physical, sexual or emotional abuse

Find out more at:

<https://111.wales.nhs.uk/encyclopaedia/m/article/mentalhealthandwellbeing>

Mental health and wellbeing self-help



Psychological Health Practitioners (PHPs) are experienced mental health practitioners. They are a good first point of contact for people with mild to moderate mental health problems. They understand a wide range of mental health conditions and the things that can help. Some PHPs offer appointments in the GP surgery and some work remotely (by computer or telephone). PHP appointments can be up to 45 minutes long and aim to help people to make sense of their worries, and difficult or confusing experiences.

A PHP will give you information about the problem and show you how to manage these experiences in a helpful way. The PHP can direct you to learn on your own, or with support from another service.

PHPs cannot offer any advice about medication. They are also not able to offer diagnosis and counselling. However, they will help you think through what you need, what you need to do and help you make a plan to meet those needs. If you try something and it doesn't work out, you can talk to them again and make a new plan.

You do not need to be referred by a GP to see a PHP - ask about an appointment at your GP surgery.

Mental health and wellbeing self-help

Online Mental Health Support

Guided self-help courses to help you feel better.



What Are SilverCloud® Programmes?

If you're feeling stressed, anxious or low you're not alone. Around 1 in 4 adults struggle with mental health challenges. Help is available to you.

SilverCloud by Amwell® is a free online mental health support service available through NHS Wales without a GP referral. Through SilverCloud, you can access a range of guided self-help programmes to help you manage and improve your mental health and wellbeing. There's support for mild-to-moderate anxiety, depression, stress, sleep difficulties and more.

Each programme uses techniques based on Cognitive Behavioural Therapy (CBT) which works by encouraging you to challenge the way you think and behave so that you're better equipped to deal with life's problems.

You can sign up online and choose one of the easy-to-use, interactive online mental health and wellbeing programmes to complete over 12 weeks. Although an online self-help service, SilverCloud® programmes are backed up and supported by a team of NHS staff trained in the delivery of online mental health support. Once signed up, a 'SilverCloud® Supporter' will guide you through the programme, providing written feedback and advice every two weeks via online message.

SilverCloud fits around your life! You can access your programme anywhere, anytime from your mobile, tablet, desktop computer or laptop.

[Download the programme booklet here.](#)

Smoking Cessation Support



How do I access a Help Me Quit service?

If you would like to refer yourself into the service, you can contact Help Me Quit on **0800 085 2219** or text **HMQ** to **80818**.

Alternatively, you can request a referral via your GP.

If you would like to access support via a pharmacy, visit your local pharmacy for further information.

If you are pregnant and you or someone in your home would like support to quit smoking, you can contact Help Me Quit or speak to your midwife who can support you to access the service.

If you are an inpatient, speak to the ward staff about accessing Help Me Quit services during your stay.

What does Help Me Quit offer?

- Free confidential and non-judgemental support from a friendly stop smoking expert
- Support that is either face to face, virtual or over the phone
- Support that is either one to one or a group session with other smokers
- Weekly sessions tailored to meet your needs
- Monitoring your progress
- Access to free stop smoking medication including nicotine patches and one additional oral product such as gum or an inhalator

To find out more about Help Me Quit, visit www.helpmequit.wales

Look after yourself and feel better with



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MOVE
BETTER
GWENT

The **Move Better Gwent** website has been developed to support people experiencing problems with their bones, muscles or joints to access information about their condition, the steps they can take to manage it, and how to access services if they need them.

The site also provides information on how to access podiatry, occupational therapy and weight management services.

You can also find information about patient information sessions on Osteoarthritis of the Knee or Low Back Pain

https://movebettergwent.nhs.wales/self_management/oak/

Contact the team on **01495 768645** or email OAKReferrals.ABB@wales.nhs.uk

Self-referral to physiotherapy

If you would like further help with your muscle, joint or bone concern you can self-refer to physiotherapy services.

<https://movebettergwent.nhs.wales/contact/seeking-further-help-self-referral-process/>

If you are unable to complete this form electronically and require further assistance, please contact 01495 768715 Monday to Friday 8.30 am to 4.00 pm

Better Health & Wellbeing by Nature



Nature Wellbeing

Connecting with nature and being active outdoors can improve people's health and wellbeing.

There is considerable evidence to show the benefits and positive outcomes include better weight management, helping to prevent chronic diseases, such as Type 2 diabetes and hypertension, and improving mental wellbeing and health by reducing stress and anxiety.

Communal outdoor activities also promote and create social connections with others, again supporting and enhancing wellbeing.

We have created a Nature Wellbeing programme with partners for people to get more active outdoors and enjoy their green spaces to benefit wellbeing and health. In addition simply to encouraging people to get out informally in their own localities, we want people to understand what's available and where.

Visit naturewellbeing.wales to find out more about what you can do, where and how.

For more information, contact:

email: ABB.caerphilly.natureprescribing@wales.nhs.uk

phone: 01443 802712

AskSARA: support for independent living

Make life easier in three simple steps with AskSARA

Visit our website and ...

- 1 Choose from the topic list
- 2 Answer the questions
- 3 Receive a personal report with information, advice, links and potential solutions



What is AskSARA?

AskSARA can help you find useful information about products to make daily living activities in your home easier. It is an online assessment tool that is free and easy to use.

Choose a topic you would like help with, answer some simple questions about yourself and your environment and, based on your answers, AskSARA will suggest:

- ideas and tips about ways to make your life easier
- details of products that might help and where to get them
- contacts for more advice and support if needed

Visit <https://gwent.livingmadeeasy.org.uk> and take these three easy steps:

1. Choose from the topic list
2. Answer the questions
3. Receive a personal report with information, advice, links and potential solutions