

Melrose Practice Information – Spring 2022

In association with the Patient Participation Group (PPG)

73 London Road, Reading, RG1 5BS

Tel: 01189 595200

Email: Melrose.reception@nhs.net

Web: www.melrosesurgeryreading.co.uk



Information Leaflet

Support

Housing / Homelessness Support

Launchpad is Reading's leading homelessness prevention charity, providing vital information and support for individuals, couples and families who do not have a stable place to live or are at risk of losing their home. You can contact them in a number of ways, and you do not need a referral.

In person: At their drop-in surgery on Mondays, Wednesdays, and Fridays 10am – 2pm at The Stables, 1A Merchants Place, Reading, RG1 1DT.

By Phone: 01189 291111 9am – 5pm.

Email: support@launchpadreading.org.uk

Information is available at: www.launchpadreading.org.uk

Carers Support

Am I a carer? You are a carer if you provide unpaid support to a family member, neighbour, or friend. They could need support because they are ill, frail, disabled, have mental health problems, or have a substance misuse problem.

The support you provide could be:

- Washing and dressing
- Shopping and food preparation
- Helping with laundry or housework
- Reminding someone to take their medication
- Emotional support or help managing difficult behaviour
- Keeping an eye on someone to make sure they are safe

You are still a carer if you:

- Do not live with the person you care for
- Are not the only person providing care
- Are not caring for more than one person
- Are not related to the person you care for

There is a variety of support available to help carers including:

- Reading & West Berkshire Carers Hub
- Carers Trust

- Age UK – Help for carers

Mental Health support

If you or someone you know is struggling with their mental health and feel like you need some support or someone to talk to please seek help.

Samaritans

Phone: 116 123

Email: jo@samaritans.org

Letter: Send to: Freepost SAMARITANS LETTER

If you would like any more information about the services the Samaritans offer, please visit:

www.samaritans.org/how-we-can-help/contact-samaritan

NHS

Please visit: www.nhs.uk/mental-health for options of how to get help for you or someone you know.

Cancer support

If you or someone you know is affected by cancer and needs help or support, please reach out.

Macmillan Cancer Support

For information about what help Macmillan can offer you or someone you know please go to:

www.macmillan.org.uk/cancer-information-and-support/get-help

Cancer Research

Phone: 08088 004040

For more information about to get help and support for you or someone you know please visit:

www.cancerresearchuk.org/about-cancer/coping/emotionally/talking-about-cancer/who-to-talk-to

If you have any articles or helplines on mental health or cancer support, please send them to:

ppgmelrose5@gmail.com

Interpreters

For Patients who cannot or struggle to speak English we can provide interpreters. Please ask one of our receptionists when you book the appointment.

Community Pharmacy Consultation Service

This is a new NHS service to help ensure that patients get seen as quickly as possible. The pharmacists are highly trained health care professionals and experts in medicine. Consultations can be arranged by contacting the surgery and a referral can be made quickly and at a time to suit you.

The suitable conditions are:

- Bee / wasp sting
- Cold sores

- Coughs
- Blocked or runny nose
 - Earache
 - Conjunctivitis
- Dry / sore tired eyes
- Red or irritable eye
 - Constipation
 - Diarrhoea
 - Infant colic
 - Hay fever
 - Cystitis
- Vaginal discharge
 - Acute pain
- Ankle or foot pain / swelling
 - Headache
- Hip pain or swelling
 - Knee or leg pain
- Acne, spots, and pimples
 - Athlete's foot
- Dermatitis / dry skin
 - Hair loss
- Flu – like symptoms
 - Hoarseness

It remains extremely helpful to us when you can use self – care if you do become unwell and use pharmacies and NHS online information when appropriate:

Pharmacies

Find an open pharmacy near you on the NHS website. Check your local pharmacy's opening times, and find your nearest late night, 24-hour or out-of-hours: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Doctors

Official information from NHS about Reading Walk - In Health Centre including contact details, directions, opening hours: www.nhs.uk/Services/clinics/Overview/DefaultView.aspx?id=96562

Dentists

If you have a dental emergency outside of normal surgery opening hours, you can call 111 for advice and information on your local out-of-hours. Unfortunately, because of covid emergency private dentists have stopped find more information here: www.england.nhs.uk/south-east/2020/04/17/urgent-dental-care-in-the-south-east

Opticians

Find an optician near you on the NHS website. Check your local optician's opening times, services, facilities, reviews, and ratings: www.nhs.uk/service-search/find-an-optician