

**Your local spotlight on  
Health & Social Care  
services in Bury**

# **Health & Social Care Signposting Directory**

**Bury**



**Issue 1**

**Want to change  
your lifestyle?**

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on: 0161 253 7554**

**Providing you with free  
personalised support to  
help you:**











- **Eat healthily and  
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- **Become more active**
- **Improve your sleep**
- **Drink sensibly**
- **Become smoke free**
- **Self manage your  
medical condition**
- **Improve your health  
and wellbeing**



**For more information or to  
book an appointment contact us on  
[buryhealthtrainers@bury.gov.uk](mailto:buryhealthtrainers@bury.gov.uk)**



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## Disclaimer

This Directory has been compiled to signpost primary health and social care providers throughout Bury.

Whilst we have taken every care in compiling this publication, the publishers and promoters cannot accept responsibility for any inaccuracies. All listings are supplied via the Care Quality Commission (CQC) and NHS Choices. Neither Healthwatch Bury nor Healthcare Publications can be held responsible for any errors or omissions.

All signposting services are up to date as of September 2015.

This Directory contains advertising from businesses who are offered the opportunity to reach potential customers through inclusion. However, any information provided by a company or organisation does not carry endorsement or approval of any product or service by Healthwatch Bury or Healthcare Publications.

## What is Healthwatch?

“The Healthwatch network is a new kind of consumer champion in health and social care. We will make sure the voice of the consumer is heard and acted upon. With our independent, statutory powers, the network as a whole has a fantastic opportunity to make a difference.

Healthwatch England looks forward to making sure the public’s voice is heard loud and clear by those who plan, run and regulate health and social care services.”

Anna Bradley, Chair of Healthwatch England

## What does Healthwatch Bury do?

- **Monitoring** - we are responsible for monitoring the services of the NHS Trusts/Foundation Trusts, adult social care, nursing homes, day centres and domiciliary care, GP’s dentists, pharmacies and opticians
- **Listening** - we listen carefully to users of health and social care - children and young people, adults, older people and those who often feel they are not heard.
- **Partnership** - we work in partnership with other groups, seeking a stronger voice together
- **Critical friendship** - we celebrate excellence, support service improvement and speak out when things go wrong
- **‘Enter and View’** - we have the power to carry out ‘Enter and View’ visits, acting on behalf of local people who may have concerns about a particular service
- **Evidence** - we provide evidence and feedback to people responsible for services
- **Signposting** - it can be difficult to know where to turn when you need help. We provide information about the services which are available, what your rights and options are and how you can get the help you need, including independent advocacy for NHS complaints.

## Our Vision is **better health and social care services through public involvement**

## What powers does Healthwatch Bury have?

- A seat on the local Health and Wellbeing Board. This body oversees health and social care in Bury and is able to influence how services are designed and delivered.
- We can request information from local organisations, providers and commissioners. They then have 20 working days to return the information requested.
- Healthwatch Bury has worked very hard to create partnerships and collaborative relationships with local services, service providers, community and faith groups, and other local Healthwatch.
- The right to go into health and social care premises to collect the views of patients and residents who are using the services.

**Mission Statement:** “Healthwatch is the consumer champion for health and social care services, giving a voice to local people, community and voluntary groups to influence the way their services are planned, purchased and provided.”

## Our top five priorities

These are taken from the Bury Joint Health and Wellbeing Strategy 2013-2018

- Ensuring a positive start to life for children, young people and families
- Ensuring comprehensive advice and support is available to enable people to adopt healthy lifestyles and enjoy positive wellbeing
- Helping to build strong communities, wellbeing and mental health
- Promoting independence of people living with long term conditions and their carers
- Supporting the creation of healthy, sustainable environments

## We want to hear about the treatment and care you have received

- Are you happy with the health and/or social care you are receiving?
- Do you have a relative or a friend living in a care home? Are they/you happy with the care they receive?
- Are you able to get an appointment with your GP/dentist when you need treatment?
- Have you had a visit or been admitted to hospital recently? What kind of experience did you have?
- Do you or a relative suffer from a long term illness; are you/they happy with the help and support you/they receive?
- Have you been visited by the community nursing team recently?
- Do you know what services are available?
- If you could change one thing in health or social care, what would it be?

**We can make a difference but we cannot do it without your feedback!**

Was it a positive experience or is there room for improvement?

You can also get in touch with us via  
Twitter: @Healthwatchbury  
or  
Facebook page: Healthwatch Bury

**Healthwatch Bury**  
belongs to us all  
**We want it to represent and include our local community.**  
**We aim to be**  
**approachable, practical and dynamic**  
and act on behalf of  
**everyone in Bury**

Have your say on our website or send us an email.  
You are even able to leave feedback anonymously.

[www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

Email - [info@healthwatchbury.co.uk](mailto:info@healthwatchbury.co.uk)

You can also ring us on 0161 253 6300

or drop in to our office for a 'Your Voice' feedback form.

Our address is:  
3 Manchester Road  
Bury BL9 0DR  
Office Opening Hours: 9.30am to 4.00pm



## Healthwatch Bury Team

(from left to right)

**Annemari Poldkivi**  
(Research and Public Participation Co-ordinator)

**Mafooz Bibi**  
(Chief Officer)

**Sue Williams**  
(Administrator and Social Media Co-ordinator)



# WHAT CAN HEALTHWATCH BURY DO FOR YOU

## Working together to positively shape health and social care

If your organisation would like to work with us to help improve the health and social care services in Bury, we would love to hear from you. We are keen to discuss your ideas to see how we can work together to bring about effective and lasting change to benefit all members of society.

We provide opportunities to enable people to share their views and concerns about their local health and social care services, helping to build a picture of where services are doing well and where improvements may need to be made.

We organise drop in sessions at libraries, health centres and attend different community events.

We also visit local community and voluntary sector organisations to raise awareness about Healthwatch and collate people's views.

To find out where drop in sessions are being held please contact Healthwatch Bury office on 0161 253 6300

## Information and signposting service

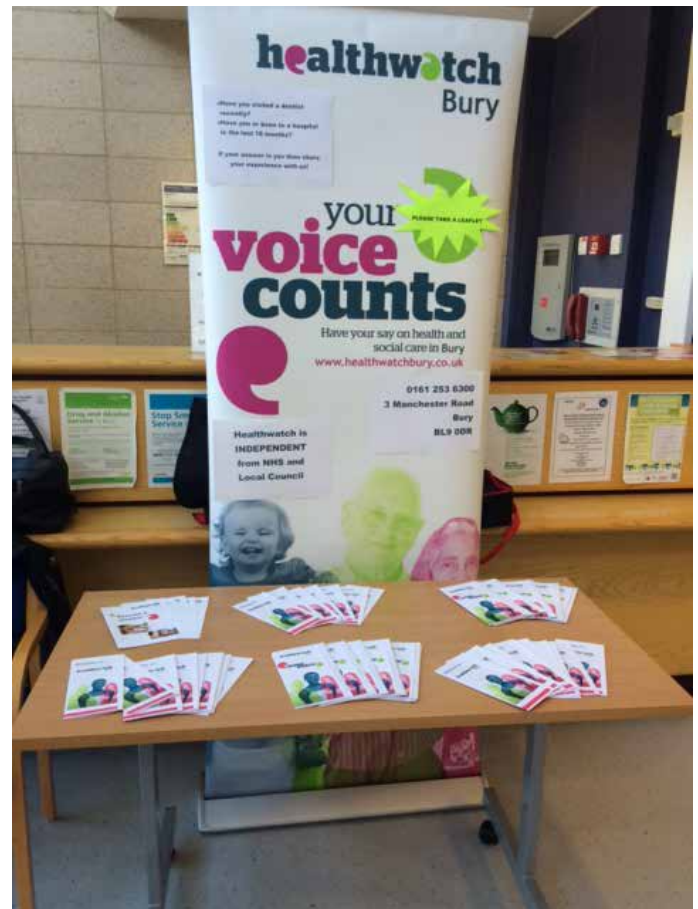
It can be difficult to know where to turn when you need help from health and social care services. We can tell you:

- What services are available
- How you can get the help you need
- What your rights and options are

Please note we will not provide clinical or medical advice.

## NHS Complaints Advocacy

We also have good relationships with the Independent Complaints Advocacy Service for NHS complaints. One of their advocates visits Healthwatch Bury office every other Tuesday from 10am - 3pm. If you wish to book an appointment with the advocate please ring Healthwatch Bury office on the number provided above.



## Future Events

It is our intention to hold bi-monthly events with a keynote speaker, followed by a workshop to allow discussion to take place.

The topics for these events may coincide with the Healthwatch Bury work plan, be topics of interest at a given time e.g. Devolution Manchester or be generated by issues of concern which may arise from our outreach events.

# GETTING INVOLVED

## Volunteering

For some people, volunteering is a great opportunity to give something back to the community. For others it provides an opportunity to meet new people, make new friends or learn new skills.

### Who can volunteer?

To volunteer with us, you need to sign up to become a member of Healthwatch Bury.

Healthwatch Bury is registered as a Community Interest Company and we are a 'membership led' organisation. To become a member, all you need to do is to complete a membership application form which may be downloaded from our website, requested by phone or collected from our office.

We believe that everyone is unique and has something valuable to contribute from sharing life experiences, skills and knowledge to untapped talent and the willingness to make a real difference to society.

When recruitment commences, Healthwatch Bury volunteers will be required to take part in an induction training programme to ensure they are fully supported in their specific role.

### Benefits of volunteering with Healthwatch Bury

Volunteering is a great opportunity to give something back to the community or make a real difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge whilst also plugging in CV gaps.

- Below are some of the benefits for volunteering:
- Help others less fortunate or without a voice
- Feel valued, empowered and part of a team
- An opportunity to meet new people and make new friends
- Spend quality time away from work or a busy lifestyle
- Boosting confidence and self-esteem
- Improve your health and well-being and quality of life
- Actual out of pocket expense reimbursed
- Access to accredited and in-house training and much more ...

## Could you be an Enter & View Champion?

- Are you a good communicator?
- Are you a team player?
- Are you motivated to improve local health and social care services?

### Enter & View

If you care about services and how they are delivered, you may wish to be trained as an Enter and View representative to visit hospital wards, nursing or residential homes, GP's dentists, opticians or pharmacies.

Healthwatch Bury will deliver to the Healthwatch England National Framework and all Enter and View representatives will have satisfactorily undergone a Disclosure and Barring Service (DBS) check.

Healthwatch Bury will implement a rigorous selection process which requires all members who wish to carry out Enter and View duties to complete the relevant training which covers the legislation and the code of conduct behind enter and view, personal conduct and communication skills, evidence gathering and reporting, diversity awareness and safeguarding responsibilities.

### If the answer is yes, this could be you!

Please get in touch for further information by using the contact details below:

#### Write to us at:

3 Manchester Road  
Bury BL9 0DR

**Telephone:** 0161 253 6300

**Email:** [info@healthwatchbury.co.uk](mailto:info@healthwatchbury.co.uk)

**Visit our website:** [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

**Twitter:** [www.twitter.com/Healthwatchbury](https://www.twitter.com/Healthwatchbury)

# NHS - KNOW YOUR RIGHTS!

**Everyone has the right to information and education about how to take care of themselves and what they are entitled to within the health and social care system.**

Healthwatch Bury helps individuals to gain access to, understand, and use information to promote and maintain good health and make the best use of local services and care support.

**We can:**

- Explain your rights and what standards to expect from services
- Help you find out about funding for health & social care
- Help you to access services and find your way through care 'pathways' - find the right service for you
- Put you in touch with Support Groups, Voluntary and Community Organisations
- We can register your concerns and provide information on making complaints
- Pass on your reports of excellent services and care
- If you need advocacy we can refer you to the Independent Complaints Advocacy (ICA)

**You have the right** to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.

**You have the right** to access NHS services. You will not be refused access on unreasonable grounds.

**You have the right** to expect your NHS to assess the health requirements of your community and to commission and put in place the services to meet those needs as considered necessary, and in the case of public health services commissioned by local authorities, to take steps to improve the health of the local community.

**You have the right**, in certain circumstances, to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.

**You have the right** not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.

**You have the right** to access certain services commissioned by NHS bodies within maximum waiting times, or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers if this is not possible.

**You have the right** to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality.

**You have the right** to expect NHS bodies to monitor, and make efforts to improve continuously, the quality of healthcare they commission or provide. This includes improvements to the safety, effectiveness and experience of services.

**You have the right** to be treated with dignity and respect, in accordance with your human rights.

**You have the right** to have any complaint you make about NHS services acknowledged within three working days and to have it properly investigated.

**You have the right** to discuss the manner in which the complaint is to be handled, and to know the period within which the investigation is likely to be completed and the response sent.

**You have the right** to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.

**You ...  
have the right to  
clear and accurate  
information  
that you can use  
to make choices about  
health and care treatment**



# NHS - KNOW YOUR RIGHTS!

**You have the right** to be given information about the test and treatment options available to you, what they involve and their risks and benefits.

**You have the right** of access to your own health records and to have any factual inaccuracies corrected.

**You have the right** to privacy and confidentiality and to expect the NHS to keep your confidential information safe and secure.

**You have the right** to be informed about how your information is used.

**You have the right** to request that your confidential information is not used beyond your own care and treatment and to have your objections considered, and where your wishes cannot be followed, to be told the reasons including the legal basis.

**You have the right** to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.

**You have the right** to express a preference for using a particular doctor within your GP practice, and for the practice to try to comply.

**You have the right** to make choices about the services commissioned by NHS bodies and to information to support these choices.

**You have the right** to be involved in discussions and decisions about your health and care, including your end of life care, and to be given information to enable you to do this. Where appropriate this right includes your family and carers.

**You have the right** to be kept informed of progress and to know the outcome of any investigation into your complaint, including an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken.

**You have the right** to take your complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

**You have the right** to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority.

**You have the right** to compensation where you have been harmed by negligent treatment.

**You have the right** to choose the organisation that provides your NHS care.

With all the changes to health and care services it's not always clear where you should go to report an urgent issue, to make a complaint, or for further information.

Healthwatch Bury can help you find the right services to suit your needs through our Information & Signposting Service.

We cannot give you advice or make specific recommendations but we can help you make an informed decision in finding the right health and social care service whether it is provided by the NHS, the Council, a voluntary or community organisation.

## Contact Us:

**Office telephone:** 0161 253 6300

## Write to us at:

Healthwatch Bury  
3 Manchester Road  
Bury  
BL9 0DR

## Email us at:

[info@healthwatchbury.co.uk](mailto:info@healthwatchbury.co.uk)

## Visit our website:

[www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)



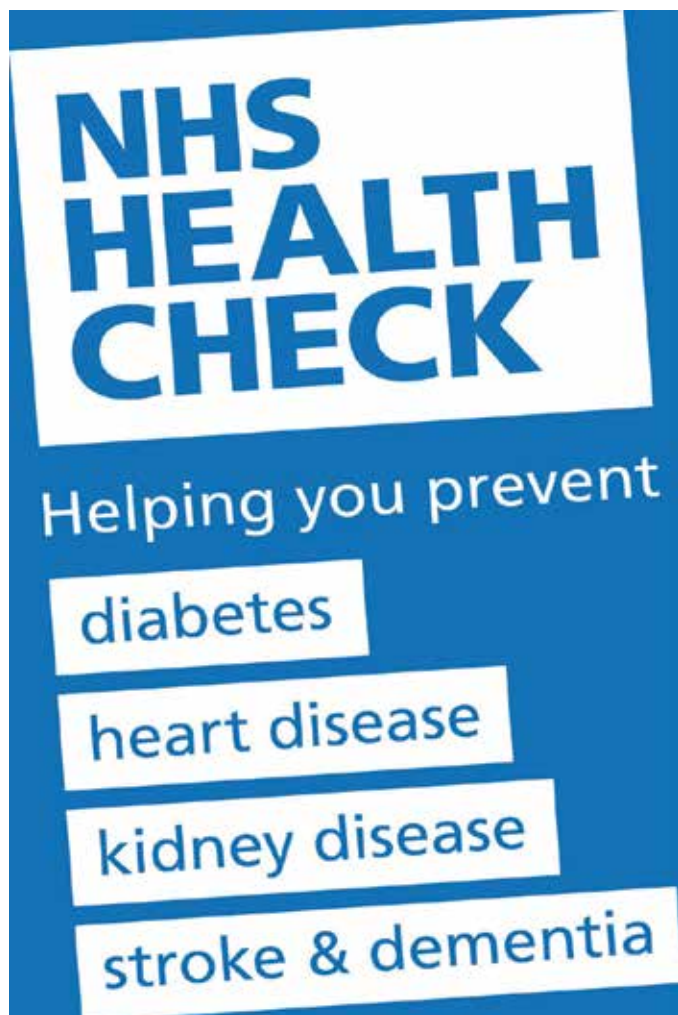
**You  
have the right  
to be an  
equal partner  
in determining  
your own  
health and wellbeing**

# FREE NHS HEALTH CHECK

## Who is it for?

The NHS Health Check scheme is available across Bury.

If a person is aged between 40 and 74 and hasn't already been diagnosed with heart disease, diabetes, kidney disease, or had a stroke, they may be invited by their GP for the NHS Health Check by letter, text or they may be offered the NHS Health Check when they are at their GP for another reason.



Everyone is at risk of developing heart disease, stroke, diabetes, kidney disease, and some forms of dementia. The good news is that these conditions can often be prevented - even if you have a history of them in your family. Have your free NHS Health Check and you will be better prepared for the future and be able to take steps to maintain or improve your health.

## Why do I need an NHS Health Check?

We know that your risk of developing heart disease, stroke, type 2 diabetes, kidney disease, and dementia increases with age. There are also certain things that will put you at even greater risk.

### These are:

- Being overweight
- Being physically inactive
- Not eating healthily
- Smoking
- Drinking too much alcohol
- High blood pressure
- High cholesterol

Both men and women can develop these conditions, and having one could increase your risk of developing another in the future.

- In the brain a blocked artery or a bleed can cause a stroke
- In the heart a blocked artery can cause a heart attack or angina
- The kidneys can be damaged by high blood pressure or diabetes, causing chronic kidney disease and increasing your risk of having a heart attack
- Being overweight and physically inactive can lead to type 2 diabetes
- If unrecognised or unmanaged, type 2 diabetes could increase your risk of further health problems, including heart disease, kidney disease and stroke



# FREE NHS HEALTH CHECK

Even if you're feeling well, it's worth having your NHS Health Check now. We can then work with you to lower your chances of developing these health problems in the future.

## What happens at the check?

This check is to assess your risk of developing heart disease, type 2 diabetes, kidney disease, and stroke.

- The check will take about 20-30 minutes
- You'll be asked some simple questions. For example, about your family history and choices which may put your health at risk
- We'll record your height, weight, age, sex and ethnicity
- We'll take your blood pressure
- We'll do a simple blood test to check your cholesterol level

## What happens after the check?

We will discuss how you can reduce your risk and stay healthy.

- You'll be taken through your results and told what they mean. Some people may be asked to return at a later date for their results
- You'll be given personalised advice on how to lower your risk and maintain a healthy lifestyle
- Some people with raised blood pressure will have their kidneys checked through a blood test
- Some people may need to have another blood test to check for type 2 diabetes. Your health professional will be able to tell you more
- Treatment or medication may be prescribed to help you maintain your health

## Questions you may have

### Why do I need this check? I feel fine!

The NHS Health Check helps to identify potential risks early. By having this check and following the advice of your health professional, you improve your chances of living a healthier life.

### But don't these conditions run in the family?

If you have a history of heart disease, stroke, type 2 diabetes, or kidney disease in your family then you may be more at risk. Taking action now can help you to prevent the onset of these conditions.

### I know what I'm doing wrong. How can the doctor help me?

If you would like help, we will work with you to find ways to eat healthily, reach your healthy weight, be more active, cut down your drinking, or stop smoking.

### If I am assessed as being at 'low risk', does this mean I won't develop these conditions?

It is impossible to say that someone will or won't go on to develop one of these conditions. But taking action now can help you lower your potential risk.

### Will everyone have this check?

This check is part of a national scheme to help prevent the onset of these health problems. Everyone between the ages of 40 and 74 who has not been diagnosed with the conditions mentioned will be invited for a check once every five years. If you are outside the age range and concerned about your health, you should contact your GP.

# Free NHS Health Check

Helping you prevent heart disease, stroke, diabetes, kidney disease and dementia

## Care and support is changing for the better

Care and support in England is changing for the better. The new Care Act will help make care and support more consistent across the country and councils will have a greater responsibility for looking after people's wellbeing.

The Care Act is a new law about care and support for adults in England that came into force in April 2015, making one new law saying what people can expect and what local authorities will have to do.

The number of people in England who have health problems requiring both health and social care is increasing.

For example, in the next 20 years, the percentage of people over 85 will double. This means there are likely to be more people with 'complex health needs' - more than one health problem - who require a combination of health and social care services.

The Care Act has created a single, modern law that makes it clear what kind of care people should expect. The new Care Act will further this by ensuring that all organisations locally, and nationally, work together to fully support a person's overall wellbeing. If you receive care and support, or you support someone as a carer, you could benefit from the changes.



## Care and support and you

Most local authorities have had a one size fits all approach to care. The focus has been on what disabilities someone has, or what services the local authority can provide, rather than on the individual's needs.

For the first time, the Act provides people with a legal entitlement to a personal budget, which is an important part of their care and support plan. The personal budget must be included in every plan, unless the person is only receiving intermediate care or reablement support to meet their identified needs.

## Getting the right care and support

Health and social care needs assessments are changing. Greater emphasis will be placed on your physical, psychological and emotional wellbeing including what is important to you and your family to help you to maintain your independence and connect with your local community.

## Your plan, your decisions

If you receive care and support you will be more in control of decisions that affect you and in putting together a care plan tailored to your needs. You will also have more control over how the money for your care is spent. You will know how much it will cost to meet your needs and how much the local authority will contribute towards the cost.

## Deferred payment agreements

From April 2015, deferred payment agreements will be available from all councils across England.

A deferred payment agreement is an arrangement with your local Authority that will enable people to use the value of their homes to help pay care home costs. You can delay repaying the council until you choose to sell your home, or until after your death.

You should be eligible for a deferred payment agreement if:

- you are receiving care in a care home (or you are going to move into one soon)
- you own your own home (unless your partner or certain others live there)
- you have savings and investments of less than £23,250 (not including the value of your home or your pension pot)

A deferred payment agreement is only one way to pay for care. To find out more about the options available speak to a financial adviser or seek advice from an independent organisation.



# THE CARE ACT: WHAT'S CHANGING & WHAT'S HAPPENING

## How does the care act benefit carers?

Currently, carers don't have a legal right to receive support, although local authorities can provide support at their discretion. This means that access to assessment and the range of support on offer can vary considerably.

The Care Act gives local authorities a responsibility to assess a carer's needs for support, where the carer appears to have such needs. This replaces the existing law, which says that the carer must be providing "a substantial amount of care on a regular basis" to qualify for an assessment. This will mean more carers are able to have an assessment. The local authority will assess whether the carer has needs and what those needs may be. This assessment will consider the impact of caring on the carer. It will also consider the things that a carer wants to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially. If both the carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

## Adults caring for disabled children

An adult caring for a disabled child can get support through children's services. This is usually the best way to meet their needs, so they are not covered by this Act.

However, there is provision in the Act for an adult carer of a disabled child to ask for an assessment of their caring needs before the child reaches 18. When a local authority carries out such an assessment, it has the power to provide support to the carer, even though they are caring for a child, rather than an adult. This would, for example, enable a local authority to provide support that is available through an adult carers' centre.

## The Care Act and young carers

The Care Act does not deal with the assessment of people under the age of 18 who care for others. However, young carers can be supported under the law relating to children. The Children and Families Act gives young carers (and parent carers) similar rights to assessment as other carers have under the Care Act.

**To view The Children and Families Act in further detail please visit:**

[www.legislation.gov.uk/ukpga/2014/6/contents/enacted](http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted)

## Safeguarding adults from abuse

Every person has the right to live a life free of fear, be treated with dignity, have their choices respected and not be forced to do anything against their will.

Sadly, some vulnerable adults are subjected to abuse. It can happen anywhere and by anyone - that's why we and our partner organisations work together to protect and safeguard vulnerable adults. The Care Act has made many of the local authorities responsibilities law and now means that safeguarding adults has a similar legal status as child protection.

### What is abuse?

Abuse and neglect can take many different forms. Some of the most common are:

Institutional	Emotional	Financial
Sexual	Physical	Discriminatory

### Who needs safeguarding?

It is true that many people who need safeguarding help are often elderly and frail or with physical or learning disabilities, living on their own in the community or without much family support in care homes. Yet anyone who is unable to protect themselves from harm could fall victim to abuse.

### What should you do if you think that an adult is being abused or is at risk of being abused?

If you have any concerns please telephone  
Bury Adult Care Customer Contact Centre

**Tel: 0161 253 5151**

Email: [adultcareservices@bury.gov.uk](mailto:adultcareservices@bury.gov.uk)

or visit our website  
**[www.bury.gov.uk](http://www.bury.gov.uk)**

**In an emergency  
always call the police on 999**

All safeguarding concerns raised will be assessed by experienced staff who will explore your concerns further, and where appropriate make decisions about what should happen next.

**Vigilance and action could protect a vulnerable person from harm or even save a life.**



# COMMON HEALTH COMPLAINTS

## Common health complaints, such as coughs, colds and headaches, account for one out of every five GP appointments in England.

Many of these can be treated quicker and just as effectively at home using self care, advice from your pharmacist and over-the-counter medicines bought from pharmacies or supermarkets.

Below are the top 10 conditions, listed in decreasing order, that account for 75% of GP consultations for minor ailments.

Remember that you can get advice from your local community pharmacist on a whole range of health issues, including when to visit your GP.

### 1. Back pain

One in five people visits their GP in any given year because of back pain. Most cases of back pain can be treated with over-the-counter medicines and self-care aids and techniques.

#### Self-care tips:

- Use paracetamol or ibuprofen for pain relief.
- Hot or cold compression packs, available from larger pharmacies, can also help with the pain.
- It's important to remain mobile by, within reason, carrying on with your day-to-day activities, including work. Take care when lifting objects.
- Stay positive. Studies show that if you keep positive, you're likely to make a quicker recovery.

### 2. Dermatitis

Dermatitis, which includes conditions such as mild eczema, happens when your body comes into contact with a substance that irritates your skin or causes an allergic reaction.

#### Self-care tips:

- Avoid scratching. Scratching may damage your skin and allow bacteria to get in, leading to infection. It may help to keep your nails short.
- Try to identify the irritant or allergen so you can avoid coming into contact with it.
- Moisturising creams called emollients can help to calm a mild flare-up of dermatitis. They're available from pharmacies and supermarkets. Unperfumed ones are better for dermatitis.

### 3. Heartburn and indigestion

Digestive complaints like heartburn, indigestion and bloating are very common. They're usually treatable with simple changes to your lifestyle and over-the-counter remedies.

#### Self-care tips:

- Diet, excess weight, smoking, alcohol and going to bed on a full stomach can all contribute to indigestion.
- Make a note of any food or drink that seems to make your indigestion worse, and try to avoid them. This may mean eating less rich, spicy and fatty foods, and cutting down on drinks that contain caffeine.

### 4. Nasal Congestion

In most cases, a blocked nose will clear within a few days without treatment once the body fights off the underlying infection. If you've got a virus, such as a cold or flu, your GP can't offer you anything more than a pharmacist can provide. Antibiotics won't help.

#### Self-care tips:

- Inhaling steam from a bowl of hot (but not boiling) water may soften and loosen the build-up of mucus in your nose. Adding menthol crystals or eucalyptus oil to the water may ease your blocked nose and catarrh.

### 5. Constipation

If you are having difficulty passing stools (going for a poo), changing your diet may be all that's needed to ease your constipation without taking medicines.

#### Self-care tips:

- If your constipation is causing pain, take a painkiller, such as paracetamol.
- Add more fibre to your diet, such as fruit, vegetables, wholewheat pasta, wholemeal bread, seeds, nuts and oats. This may take a few days to have an effect.
- Make sure you're drinking enough water. Cut down on caffeine, alcohol and fizzy drinks.
- Regular exercise will greatly reduce your risk of getting constipation.

Want to change your lifestyle?

**Call Health Trainers on: 0161 253 7554**

or contact us on [buryhealthtrainers@bury.gov.uk](mailto:buryhealthtrainers@bury.gov.uk)



# COMMON HEALTH COMPLAINTS

## 6. Migraines

A migraine is a reoccurring headache that's strong enough to stop you from carrying on with daily life.

### Self-care tips:

- Ask your pharmacist for advice. They may recommend over-the-counter painkillers. These are usually more effective if taken at the first signs of a migraine attack.
- Combination medicines, which contain painkillers and anti-sickness medicines for migraine, can be bought without prescription. Always get your pharmacist's advice first.
- If your migraines are severe, you may need stronger migraine-specific medicines that are only available on prescription from your GP.

## 7. Coughs

Coughs are usually caused by viruses such as the common cold or flu. They usually clear up without treatment once your immune system has beaten the virus. Antibiotics won't help with coughs caused by viruses.

### Self-care tips:

- Drink plenty of fluids - water is best. Make sure you drink something non-alcoholic at least every hour.
- Make your own homemade cough mixture by mixing honey and lemon in hot water.
- Some over-the-counter medicines can help to relieve cold or flu symptoms, such as a blocked nose, fever and headache.
- If you smoke, try to stop smoking. Get advice from your pharmacy team about over-the-counter products that can help you stop smoking, or visit an NHS stop-smoking service.

## 8. Acne

Acne consists of spots and painful bumps on the skin. It's most noticeable on the face, but can also appear on the back, shoulders and buttocks.

### Self-care tips:

- Avoid picking or squeezing spots as this can cause inflammation and lead to scarring.
- Use a mild face wash, which can be bought from a pharmacy. Bear in mind that over-washing can aggravate acne.
- There's no evidence that wearing make-up or that certain foods, such as fried foods or chocolate, can cause or aggravate acne.

## 9. Sprains and strains

Most mild to moderate sprains and strains can be treated at home using the PRICE technique.

### Self-care tips:

- PRICE stands for protection, rest, ice, compression and elevation.
- For the first 72 hours after a sprain or muscle strain you should avoid heat - such as hot baths - alcohol, running and massage.
- Try to keep your sprained joint mobile, unless the sprain is severe. The injury will heal quicker if you move the joint as soon as you're able to.
- If you feel pain from a strain or sprain, use paracetamol in the first instance. If paracetamol doesn't help, ask your pharmacist for advice.
- Your recovery time from a sprain or a strain will depend how serious the injury is. Get medical help straight away if your joint looks different than usual, is difficult or impossible to move, or you feel numbness or tingling.

## 10. Headaches

Most headaches aren't serious, and are usually relieved by medicines, relaxation techniques and lifestyle changes.

### Self-care tips:

- For pain relief, paracetamol usually works well to relieve a tension-type headache. It's best to take a full dose as soon as a headache starts. A second dose of paracetamol can be taken after four hours if necessary. No more than eight paracetamol tablets should be taken in one day.
- Anti-inflammatory painkillers, such as ibuprofen, can also help with headaches.
- Be aware that taking painkillers more than two or three times a week can actually cause headaches.
- Regular exercise and relaxation may help to prevent tension headaches.

**For any of the above common health complaints, if symptoms persist, consult your pharmacist or see your GP.**

# Stop Smoking Service in Bury

## 0161 253 7554 or [burystopsmoking@bury.gov.uk](mailto:burystopsmoking@bury.gov.uk)



# PATIENT CHOICE OF GP PRACTICES

Following changes to GP contracts, all GP practices in England will be free to register new patients who live outside their practice boundary area from January 2015.

This means that you are able to join practices in more convenient locations, such as a practice near your work. The idea is to provide you with greater choice and to improve the quality of GP services. These new arrangements are voluntary for GP practices.

## A good GP practice should provide the following to all patients:

- A professional and helpful team of GPs, practice staff and other healthcare professionals.
- A practice that is accessible to everyone and provides a comfortable and organised environment.
- A flexible and efficient appointment booking system.
- Assurance of systems to monitor and improve the safety and quality of care.
- Appropriate, respectful and legal management of patient information.
- A private consultation room that provides reassurance and builds a patient's confidence and trust.
- A referral or ongoing treatment process that is clear and well managed.
- Access to a wide range of healthcare services to help address local health needs and inequalities.
- An open and welcoming patient feedback policy with services continually improved or enhanced as a result of the feedback given.
- Opportunities for patients to get involved and have their say.

## Patient involvement groups

Most GP practices have patient involvement groups.

These groups are made up of individual patients who take an active interest in patient healthcare and are sometimes known as Patient Participation or Partnership Groups (PPGs). The involvement groups can have many functions and each group and practice sets its own terms of reference. Groups can represent patients through collecting patient feedback, sharing best practice by working with other similar groups and working with the practices to improve patient services. They also help to run courses within the practice, volunteer support services and awareness events and provide newsletters and information directories.

To find out about your local patient involvement group or to get one started you should ask at the reception desk of your practice.

## Cancelling and missing appointments

Please always try to let the GP practice know when you are unable to attend an appointment.

It is your responsibility as a patient to cancel any appointment you have made in reasonable time so that another patient can benefit from the appointment slot.

## Making an appointment

Be polite to receptionists. They are busy people who often have to deal with unhappy patients. Being polite to them will encourage them to help you.

## If you have a complaint or concern about your GP or Practice?

First raise it with the staff member concerned or the Practice Manager. It may just be an issue of poor communication. Ask your practice for a copy of their Complaints process to follow. If you are not happy with how they respond to your concerns then you can write to NHS England and they will allocate someone to look into your complaint.

**Write to:** NHS England, PO Box 16738, Redditch, B97 9PT.

**Tel:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)



HEALTHY ADVICE FOR HEALTHY LIVING

40 LONGFIELD CENTRE, PRESTWICH, MANCHESTER, M25 1AY  
WWW.PRESTWICHPHARMACY.CO.UK TEL 0161 798 9932



## GP's & GP SURGERIES

GP's & GP Surgery	Address	Area	Postcode	Telephone
Ramsbottom Health Centre	The Health Centre, Carr St, Ramsbottom	Bury	BL0 9DD	01706 824413
Dr Cheong & Al-Dubbaisi	1a Garden City, Holcombe Brook, Ramsbottom	Bury	BL0 9TN	01204 884710
Woodbank Surgery	2 Hunstanton Drive	Bury	BL8 1EG	0161 7051630
Dr P W V Thomas & Partners	Mile Lane Health Centre, Mile Lane	Bury	BL8 2JR	0161 7647804
Tottington Medical Practice	16 Market Street	Bury	BL8 4AD	01204 885106
Greenmount Medical Centre	9 Brandlesholme Road, Greenmount	Bury	BL8 4DR	01204 885111
Dr C Shekar & Partners	Minden Family Practice, Moorgate PCC	Bury	BL9 0NJ	0161 4478281
Dr H Deakin & Partners	Minden Family Practice, Moorgate PCC	Bury	BL9 0NJ	0161 4478282
Dr Saxena & Partners	Minden Family Practice, Moorgate PCC	Bury	BL9 0NJ	0161 4478283
Rock Healthcare Limited	22 Derby Way	Bury	BL9 0NJ	0161 4479820
Peel GPs - Dr P.A.Jackson & Dr J.C.Jackson	Townside Primary C C, Knowsley Street	Bury	BL9 0SN	0161 7621515
Ribblesdale Medical Practice – Dr Woodcock & Partners	Townside Primary C C, Knowsley Street	Bury	BL9 0SN	0161 7621650
Peel GPs - Dr M.Palaniappan & Dr N.Aslam	Townside Primary C C, Knowsley Street	Bury	BL9 0SN	0161 7621515
Peel GPs - Dr S.A.Chacko & Dr R. Hubber	Townside Primary C C, Knowsley Street	Bury	BL9 0SN	0161 7621515
Dr Subbiah & Partner, Ribblesdale Medical Practices	Townside Primary C C, Knowsley Street	Bury	BL9 0SN	0161 7621600
Knowsley Medical Centre	9-11 Knowsley Street	Bury	BL9 0ST	0161 7641217
Walmersley Road Medical Practice	The Surgery, 110 Walmersley Road	Bury	BL9 6DX	0161 7646100
Huntley Mount Medical Centre	Huntley Mount Road	Bury	BL9 6JA	0161 7616677
Unsworth Medical Centre	Parr Lane, Unsworth	Bury	BL9 8JR	0161 7664092
Blackford House Medical Centre	137 Croft Lane, Hollins	Bury	BL9 8QA	0161 7666622
St Gabriels Medical Centre	4 Bishop's Road	Prestwich	M25 0HT	0161 7731791
Longfield Medical Practice	Prestwich Health Centre, Fairfax Road	Prestwich	M25 1BT	0161 7730494
Fairfax Group Practice	Prestwich Health Centre, Fairfax Road	Prestwich	M25 1BT	0161 7732483
Whittaker Lane Medical Centre	Daisy Bank Whittaker Lane	Prestwich	M25 1EX	0161 7731580
Greyland Medical Centre	468 Bury Old Road	Prestwich	M25 1NL	0161 7989818
The Birches Medical Centre	Polefield Road	Prestwich	M25 2GN	0161 7733037
Monarch Medical Centre	65 Cross Lane	Radcliffe	M26 2QZ	0161 7230123
Radcliffe Medical Centre	Radcliffe Primary C C, 69 Church St West	Radcliffe	M26 2SP	0161 7242062
Redbank Group Practice	Radcliffe Primary C C, 69 Church St West	Radcliffe	M26 2SP	0161 7242040
The RLC Surgery	Radcliffe Primary C C, 69 Church St West	Radcliffe	M26 2SP	0161 7242080
Dr A K Kotegaonkar & Partners	The Surgery, 17 Spring Lane	Radcliffe	M26 2TQ	0161 7246938
The Elms Medical Centre	Green Lane	Whitefield	M45 7FD	0161 7662311
Whitefield Health Centre	Bury New Road	Whitefield	M45 8GH	0161 7668221

Data correct with NHS Choices - September 2015



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This service is available from 5 locations in Bury for all GP registered patients.

Ask your GP surgery for more details.

Bury GP Federation. *There for you.*



# PHARMACIES

## When to see your pharmacist

Pharmacies can help with a range of common conditions and minor injuries, such as aches and pains, cystitis, colds and skin rashes.

Minor health problems like these lead to around 57 million GP consultations a year. We could save ourselves and our GPs time if we went to the pharmacy instead. No appointment is needed.

If you have one of these common conditions, your pharmacist can give advice and medicines, if appropriate. These medicines won't be on prescription, so you'll have to pay for them. Your pharmacist can also tell you if you need to see a GP.

## Repeat dispensing

If you're regularly prescribed medicines, your pharmacist can offer repeat dispensing services, which means fewer trips to the GP just to get another prescription.

You can get a prescription from your GP for up to a year, then you can get your medicine supplied at regular intervals without having to go to your GP every time.

The pharmacist will normally chat to you every time you pick up your medicines to check how you are getting on with them and whether you are experiencing any undue problems or side effects. If so, the pharmacist can talk to your GP about this.

## Collecting old medicines

If your medicine is out of date, unwanted, or some of it is left over after you have stopped taking it, don't throw it away yourself. Instead, take it to your pharmacy to be disposed of safely.

Never throw away medicine in the bin, burn it or flush it down the toilet, as this can harm the environment.

Unused medicines are a waste of NHS resources.

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MEDICINES
CARE AT THE CHEMIST
ASTHMA
DIABETES

## MAKE ONE HEALTHY CHOICE. THEN MAKE ANOTHER

WHAT IS THE ONE EASY THING YOU CAN DO TODAY TO BE HEALTHIER?

VISIT PRESTWICH PHARMACY TODAY FOR;

- ✓ FREE PROFESSIONAL ADVICE AND GUIDANCE ON HEALTH/MEDICINES AND LIFESTYLE WITH NO APPOINTMENT NEEDED
- ✓ EXCELLENT SERVICE WITH HELPFUL AND FRIENDLY STAFF
- ✓ CLEAN AND MODERN ENVIRONMENT
- ✓ VARIETY OF NHS SERVICES AND PRIVATE CLINICS
- ✓ CARE AT THE CHEMIST
- ✓ STOP SMOKING SERVICE
- ✓ MICROSUCTION EAR WAX REMOVAL
- ✓ COUNSELLING AND HYPNOTHERAPY

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INSPIRING OPTIMUM HEALTH

40 LONGFIELD CENTRE, PRESTWICH, MANCHESTER, M25 1AY

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TERMS AND CONDITION APPLY

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HYPNOTHERAPY

HEALTH FOODS
STOP SMOKING



# PHARMACIES

## Make sure you have repeat prescriptions

If you or someone you care for requires medicines regularly, make sure you order and collect repeat prescriptions in good time to ensure you or your family have enough medicine to last i.e. weekends, Bank Holidays and breaks away.

For opening times and NHS services available from your Pharmacy.  
Please scan the QR code with your smartphone or visit: [www.nhs.uk](http://www.nhs.uk)



Pharmacy / Chemist	Address	Area	Postcode	Telephone
Strachans Chemist	9 Market Street, Edenfield, Ramsbottom	Bury	BL0 0JQ	01706 824747
Cohens Chemist	7 Market Place, Ramsbottom	Bury	BL0 9AJ	01706 822206
Lloyds Pharmacy	6 Bolton Street, Ramsbottom	Bury	BL0 9HX	01706 823155
Manor Pharmacy	367 Brandlesholme Road	Bury	BL8 1HS	0161 7644249
Mile Lane Pharmacy	66 Mile Lane	Bury	BL8 2JR	0161 7645054
Netchem Pharmacy	107 Bolton Road	Bury	BL8 2NW	0161 7644401
Cohens Chemist	12-14 Market Street, Tottington	Bury	BL8 4AD	01204 882928
Manor Pharmacy	335 Holcombe Road, Greenmount	Bury	BL8 4BB	01204 884266
Gardners Chemist	6 Vernon Road, Greenmount	Bury	BL8 4DD	01204 883220
Lloyds Pharmacy	22 Derby Way	Bury	BL9 0NJ	0161 7644573
Imaan Pharmacy	14 Princess Parade	Bury	BL9 0QL	0161 7641489
Boots	32-36 The Mall	Bury	BL9 0QQ	0161 7637537
Asda Stores Ltd	Spring Street	Bury	BL9 0RN	0161 4478219
Lloyds Pharmacy	2 Knowsley Place	Bury	BL9 0SN	0161 7645010
Tesco Stores Limited	Peel Way	Bury	BL9 5BY	0161 9516047
Boots	Unit 1 Woodfields R/Park, Peel Way	Bury	BL9 5BY	0161 7642854
Bury Healthcare Pharmacy	28 Walmersley Road	Bury	BL9 6DP	0161 2221024
Huntley Mount Pharmacy	Huntley Mount Road	Bury	BL9 6JA	0161 7616662
Strachan's Chemist	Chesham Precinct, 166a Walmersley Road	Bury	BL9 6LL	0161 7051829
Pimhole Pharmacy	185 Rochdale Road,	Bury	BL9 7BB	0161 7611011
Rowlands Pharmacy	59 Parr Lane, Unsworth	Bury	BL9 8JR	0161 7663595
Cohens Chemist	135 Croft Lane	Bury	BL9 8QA	0161 7662161
Asda Instore Pharmacy	Asda Superstore, Pilsworth Road	Bury	BL9 8RS	0161 3512510
Fishpool Pharmacy	10-12 Parkhills Road	Bury	BL9 9AX	0161 7643535
Formans Chemist	12 Park Hill, Bury Old Road	Prestwich	M25 0FX	0161 7403438
Cohens Chemist	St Gabriels Medical Centre 4 Bishops Road	Prestwich	M25 0HT	0161 7735665
Pure Hope Pharmacy	379 Bury New Road	Prestwich	M25 1AW	0161 7720549
Prestwich Pharmacy Ltd	40 Longfield Centre	Prestwich	M25 1AY	0161 7989932
Dennis Gore Chemists Ltd	26 Whittaker Lane	Prestwich	M25 1FX	0161 7731994
Lloyds Pharmacy	474 Bury Old Road	Prestwich	M25 1NL	0161 7732786
Tesco's Pharmacy	Valley Park Road	Prestwich	M25 3TG	0161 9515447
Sedgley Park Pharmacy	33 Bury New Road	Prestwich	M25 8JY	0161 7732750
Manor Pharmacy	Unsworth Street	Radcliffe	M26 3RF	0161 7232128
JT Smith and Son	8-8a Ainsworth Road	Radcliffe	M26 4DJ	0161 7232519
Asda Instore Pharmacy	Riverside Retail Park, Pilkington Way	Radcliffe	M26 3DA	0161 7242510
Boots	11 Blackburn Street	Radcliffe	M26 1NN	0161 7232221
The Co-Operative Pharmacy	Church St West,	Radcliffe	M26 2SQ	0161 7247687
Radcliffe Pharmacy	47- 49 Church Street West	Radcliffe	M26 2SP	0161 7230005
Barash Pharmacy	166 Bury New Road	Whitefield	M45 6QJ	0161 7664242
The Co-Operative Pharmacy	Unit 1 Elms Square	Whitefield	M45 7TA	0161 7679334

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WWW.PRESTWICHPHARMACY.CO.UK TEL 0161 798 9932



# DENTISTS & OPTICIANS

Dentist	Address	Area	Postcode	Telephone
Ramsbottom Dental Care	9-11 Peel Brow, Ramsbottom	Bury	BL0 0AA	01706 829201
Bolton Street Dental Practice	64 Bolton Street, Ramsbottom	Bury	BL0 9HX	01706 825960
W P Whitton Dental Surgery	83 Bolton Street, Ramsbottom	Bury	BL0 9HY	01706 822138
Dr Pauline Gail Carmichael	7 Longsight Road, Holcombe Brook, Ramsbottom	Bury	BL0 9SL	01204 886408
Brandlesholme Road	400 Brandlesholme Road	Bury	BL8 1HP	0161 7052882
Mile Lane Dental Practice	Mile Lane Health Centre, 80 Mile Lane	Bury	BL8 2JR	0161 7617550
Synergy Dental Clinic	10 Tenterden Street	Bury	BL9 0EG	0161 7644366
Brian Bodner	37 Knowsley Street	Bury	BL9 0ST	0161 7640795
Knowsley Dental	37 Knowsley Street	Bury	BL9 0ST	0161 7641089
Park House Dental Practice Bury	311 Walmersley Road	Bury	BL9 5EZ	0161 7051746
Bury Dental Centre	Brook House, 10a Wash Lane	Bury	BL9 6AS	0161 7611909
S Patel & Associates	112 Walmersley Road	Bury	BL9 6DX	0161 7648822
Unsworth Smile Clinic	1st Floor, 57 Parr Lane, Unsworth	Bury	BL9 8JR	0161 7666661
Cohen Associates Dental Practice	434 Manchester Road	Bury	BL9 9NS	0161 7644960
Absolute Dental - Prestwich	111 Bury Old Road	Prestwich	M25 0EQ	0161 7739922
Oakley Dental	59 Bury Old Road	Prestwich	M25 0FG	0161 7730111
The Bank Dental Practice Limited	437 Bury New Road	Prestwich	M25 1AF	0161 7989955
Park Dental Practice	191 Bury Old Road	Prestwich	M25 1JF	07988 163461
406 Dental	406 Bury Old Road	Prestwich	M25 1PZ	0161 7735133
Neil Larah's Dental Surgery	71 Sandy Lane	Prestwich	M25 9PS	0161 7732762
Deansgate Dental Practice	3-5 Deansgate	Radcliffe	M26 2SH	0161 7258090
Bolton Road Dental Practice	265 Bolton Road	Radcliffe	M26 3QP	0161 7247344
P V McCrory- The Dental Practice	58 Ainsworth Road	Radcliffe	M26 4FA	0161 7259542
St Andrew's Dental Care	375 Ainsworth Road	Radcliffe	M26 4HF	0161 7234274
Mr Tariq Idrees - Carisbrook	6 Knowsley Road	Whitefield	M45 6BF	0161 7664906
Whitefield Orthodontic Clinic	208 Bury New Road	Whitefield	M45 6GG	0161 7661366
Vallance, Segal & Shupac - Whitefield	55 Bury Old Road	Whitefield	M45 6TB	0161 7732361
Whitefield Dental Practice	118 Radcliffe New Road	Whitefield	M45 7WQ	0161 7666164
Inglewood House Dental Practice	225 Bury New Road	Whitefield	M45 8GW	0161 7664506

Opticians	Address	Area	Postcode	Telephone
The Spectacle Studio Ltd	45 Bridge Street, Ramsbottom	Bury	BL0 9AD	01706 822200
Yates & Suddell	35 Bridge Street, Ramsbottom	Bury	BL0 9AD	01706 822393
Leightons Opticians	7 The Precinct, Longsight Rd, Holcombe Br	Bury	BL0 9SH	01204 888100
J H Fisher Opticians	21 Market Street, Tottington	Bury	BL8 4AA	01204 888002
Rose & Tarrant Opticians	14 Crompton Street	Bury	BL9 0AD	0161 7644420
Specsavers Opticians	39, The Haymarket, Millgate Shopping Ctr	Bury	BL9 0BX	0161 7633916
Vision Express Ltd	19 Central Street	Bury	BL9 0JN	0161 7976639
Boots-Bury - Union Arcade	Unit 7 Union Arcade	Bury	BL9 0QF	0161 7051157
Yates & Suddell	15-19 Minden Parade	Bury	BL9 0QG	0161 7642209
Boots-Bury	15 Princess Parade	Bury	BL9 0QL	0161 7644495
Stotts Opticians	113 Parr Lane	Bury	BL9 8JN	0161 7966170
Asda Stores	Pilsworth Road, Pilsworth	Bury	BL9 8RS	0161 7666810
Domicillary only Ian Clyne	56 Bishops Road	Prestwich	M25 0AS	0161 7733343
I C Optical Limited	56 Bishops Road	Prestwich	M25 0AS	0161 7733343
Travers Opticians	39 Bishops Road	Prestwich	M25 0HT	0161 7468098
Prais Opticians	46 Bury New Road	Prestwich	M25 0JU	0161 7988800
The Village Optician Ltd	470 Bury New Road	Prestwich	M25 1AX	0161 7730069
David Hodes Ltd	14 Longfield Centre, Bury New Road	Prestwich	M25 1AY	0161 7739584
Maxwell Kay Opticians Ltd	26 Blackburn Street	Radcliffe	M26 1NQ	0161 7233397
Specs Direct Opticians	8 Elms Square	Whitefield	M45 7TA	0161 7679740

### NHS Dentistry - Know your rights!

You're entitled to have all clinically necessary treatment on the NHS. This means that the NHS will provide any treatment that you need to keep your mouth, teeth and gums healthy and free of pain.

If your dentist says you need a particular type of treatment, you should not be asked to pay for it privately. Your dentist is not allowed to refuse you any treatment available on the NHS but then offer the same treatment privately. Also, any treatment provided on the NHS has to be of the same high quality as treatments provided privately. Depending on what you need to have done, you should only ever be asked to pay one charge for each complete course of treatment, even if you need to visit your dentist more than once to finish it. You will not be charged for individual items within the course of treatment.

### NHS Dental Charges

#### Band 1 - Course of treatment £18.80

This covers an examination, diagnosis (eg X-rays), advice on how to prevent future problems, a scale and polish if needed, and application of fluoride varnish or fissure sealant. If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.

#### Band 2 - Course of treatment £51.30

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.

#### Band 3 - Course of treatment £222.50

This covers everything listed in Bands 1 and 2 above, plus crowns, dentures and bridges.

### Bury Urgent and Emergency Dental Service

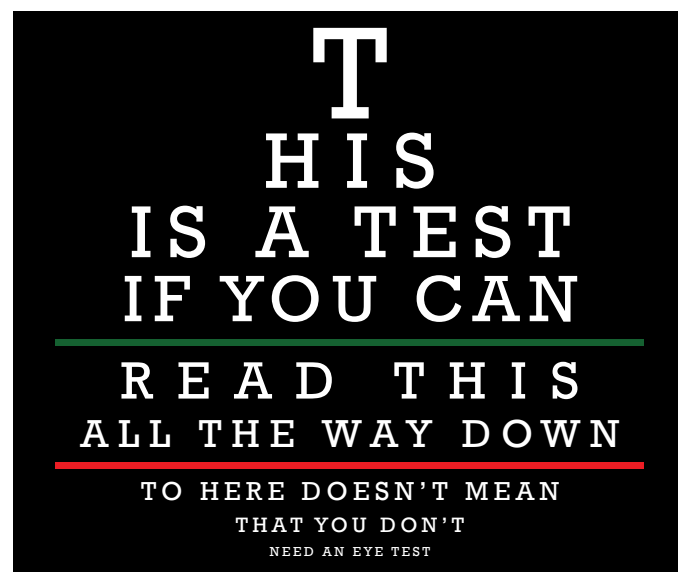
The Bury Dental Access Centre provides emergency dental treatment to people who are unable to obtain an appointment with a dentist during normal working hours - Monday to Friday, 8am to 4.15pm.

Appointments are allocated on a daily basis. Patients are advised to contact their local centre at the earliest opportunity on the day they require treatment. This is not a drop-in service. The service operates through an appointment system. Treatment is for urgent complaints only and is provided under NHS regulations.

Moorgate Primary Care Centre  
22 Derby Way, Bury BL9 0NJ

**Telephone:** 0161 447 9898

**Opening Hours:** 7.45am - 4.15pm



### Why are eye tests important?

Regular eye tests are important because your eyes don't usually hurt when something is wrong. A sight test is a vital health check for your eyes that can pick up early signs of eye conditions before you're aware of any symptoms - many of which can be treated if found early enough.

### NHS-funded mobile eye tests

If you qualify for a free NHS sight test, you may be entitled to NHS-funded mobile services where the ophthalmic practitioner comes to visit you:

- **At home** - if you're unable to leave home unaccompanied because of physical or mental illness or disability
- **At a residential or care home** - if you normally live there and you're unable to leave the home unaccompanied because of physical or mental illness or disability
- **At a day centre** - if you would have difficulty getting a sight test from an optometrist at their practice because of physical or mental illness or disability, or because you have difficulty communicating your health needs without help

Call 111 to find out who provides mobile sight tests in your area

# SOCIAL CARE & INDEPENDENT LIVING

## How do I get Social care?

If you have decided that you need social care support, you may want to think about the type of support you require, be it homecare workers, equipment or respite breaks.

Your first step should be to ask your local authority social services department for an assessment of your needs.

Local authorities have a duty to assess anyone who appears to need the community care services they offer.

### Your local authority should:

- assess your needs and give you advice, whatever your financial circumstances
- tell you about local services and who to contact locally for advice
- be able to provide information about services and support options available to you in your area
- give you relevant information if you are an unpaid/family carer

The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most. Each local authority has its own way of working out who is eligible for social care support and what services it can offer.

If your local authority thinks you are eligible for social care support, you have a specific level of need and meet financial rules, you should be involved in the decision-making process that follows. If appropriate, the next step will be for social services or an independent adviser to work with you to create a care plan.

Often only minor assistance is needed - such as meals on wheels and help with washing or dressing. Yet these services could make a big difference to your life.

If you feel that your needs have changed over time, you will have to be re-assessed. Contact the social care team at your local authority to discuss it with them.



## Your rights and entitlements

In most cases, you shouldn't have to actively exert your rights in regards to the care that you receive. However, if you feel you are being unjustly treated in breach of your rights, you may want to take action.

You can do this by telling someone you trust, seeking help from Healthwatch Bury or contacting the local authority team in charge of 'safeguarding'.

Under UK law, you should be looked after and treated fairly and with dignity whenever you are given social care services. This applies to everyone, regardless of where they are given care and who does the caring.

Other laws may also protect you from discrimination because of who you are, including some protection for carers under the rules designed to protect disabled people. For example, if you are an older person, this should not stop you from having treatment similar to that which a younger person would be given.

## Family Support

Families with disabled children may be eligible for Family Support to help you look after your child. This can include day care for children under five, help with parenting such as parenting classes, courses or family support workers, practical home help, and access to a Children's Centre. Some of these services are available to all families.



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# SOCIAL CARE & INDEPENDENT LIVING

## What social care support can I get?

Many people's first impression or thoughts of social care might be a residential care home. In fact, there's a wide variety of social care services available and most who need social care support will be able to have care provided in their home. The kind of social care support that you can get depends largely on your needs. This means the type of condition you have, or the severity of your disability. For example, if you have a neurological problem that causes you to have trouble walking you may simply require some equipment to help you remain mobile and independent. However, if you have a significant neurological problem that seriously affects your mental capacity or ability to move and look after yourself, you are likely to need a much wider range of social care services. It is worth taking time to think about your specific needs and what you think you might need to help you achieve the best quality of life you can.

### Care and support services might typically include:

- equipment
- help in your home or in a care home
- community support and activities
- day centres
- home adaptations
- residential care
- financial support
- information and advisory services, and advocacy
- support for carers
- other support for care

## Equipment

Getting the right equipment can revolutionise your life. The ability for you to remain independent sometimes hinges on small factors and tools, such as a jar gripper (to help you remove lids) or ways to raise your seat (so that you can get up more easily), which can make all the difference. However, equipment can also help with weightier issues, for example, hoists to help people with mobility problems get on and off chairs or toilets, or in and out of the bath or bed. The equipment you may be able to access could include monitoring devices that check whether you have left the house if you have a condition, such as dementia, that causes confusion and wandering.

## Help in your home or in a care home

You may want to have someone who can come to your home and give you the support you need to live your life. This can include help with tasks such as getting dressed, help with using the toilet, washing, preparing and eating food, cleaning and laundry, getting out and about, and taking part in leisure and social activities.

Healthwatch Bury or your local authority will be able to provide you with information and advice on what services are available in your local area.

## Community support and activities

Some social care services can be provided to help you continue to play an active role in your community and to get out and about and do the things you want to do. For example, you may want to work or to partake in religious or cultural events such as a festival or a sports match. Social care services may be able to support you in a wide range of ways to enable you to continue to do these things, for example a community transport service.

## Day centres

Visiting a day centre can be a good alternative to moving into a care home. Day centres provide an opportunity to socialise and do activities that might not be available at home and may provide respite for family carers.

## Adaptations to your home

A common way that social care can support ill or disabled people to live independently at home is simple adaptations to the home. If you have difficulty living at home because of your condition, it is often a better option to improve your home than to move somewhere new. For example, depending on your condition, you might be able to get lowered kitchen surfaces and storage, wider doorways to accommodate wheelchairs or walking frames, or improved flooring to prevent trips and falls.

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# ARE YOU A CARER?

A carer is anybody who looks after a family member, partner or friend who needs help because of their illness, frailty or disability. Many carers don't see themselves as carers and it takes carers an average of two years to acknowledge their role as a carer. It can be difficult for carers to see their caring role as separate from the relationship they have with the person they care for, whether they are a parent, son, daughter, sibling or friend. They simply may think of themselves as a friend or family of the person they care for. It is because of this that they often don't realise there is help available to them as well. Such as how they can get assessments, direct payments, home care, housing adaptations or funding for short breaks and respite.

Some carers can suffer from poor health because of the demands of their caring role. For example, back pain can result from lifting or moving the person being cared for. It may also be difficult to maintain a healthy diet and exercise routine while caring.

Without the right support, being a carer can be an extremely stressful role.

- **Ask for help:** We all need help from time to time and carers are no exception. Help is out there, you only need to ask!
- **Know your rights:** It sounds simple, but knowing what you're entitled to and what support is available can help a great deal.
- **Tell your GP:** Your GP practice can record that you are a carer to ensure you get your annual flu vaccination and additional support as a carer.
- **Get an assessment:** This can sound a little daunting at first, but ensuring that you and the person you care for get a assessment of your needs through the Local Authority can give you access to a whole host of additional practical help and support.
- **Be a little selfish!** We all need time to ourselves, but it's particularly important for carers. This could be as simple as setting some me time aside for a relaxing bath or a night out.



## Carers Direct helpline

Call the Carers Direct helpline on 0300 123 1053 if you need help with your caring role and want to talk to someone about what options are available to you.

If you are busy at certain times of day, you can send us a message to ask us to call you back for free at a time that is convenient to you. The helpline is open from 9am to 8pm Monday to Friday, and from 11am to 4pm, at weekends. The helpline is closed on bank holidays. Calls are free from landlines and mobiles within the UK.

## Information

The helpline advisers can give you information to help you make decisions about your personal support needs and the needs of the person you're looking after.

This information includes assessments, benefits, direct payments, individual budgets, time off and maintaining, leaving or going back to work or education.

The helpline staff will tell you how to complain if anything goes wrong with any of the services you use or put you in touch with your local authority or NHS services.

## Local and specialist help

Our helpline advisers can put you in touch with specialist national or local sources of help, including social care, healthcare and self-help networks and resources.

The Carers Direct helpline doesn't provide personal financial, medical or legal advice and doesn't provide casework, advocacy, representation, counselling or emotional support. But our advisers can help you get in touch with people who do provide these services.



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# PERSONAL HEALTH BUDGETS

## Personal Health Budgets

Personal health budgets are being introduced by the NHS to help people manage their care in a way that suits them. They have been piloted in a number of places across England and, from April 2014, anyone receiving NHS continuing healthcare will have a right to ask for a personal health budget.

### What is a Personal Health Budget?

A personal health budget is an amount of money to support your identified health and wellbeing needs, planned and agreed between you and your local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over the healthcare and support they receive. Personal health budgets work in a similar way to the personal budgets that many people are already using to manage and pay for their social care. Together with your NHS team (such as a GP) you will develop a care plan. The plan sets out your personal health and wellbeing needs, the health outcomes you want to achieve, the amount of money in the budget and how you are going to spend it.

You can use a personal health budget to pay for a wide range of items and services, including therapies, personal care and equipment. This will allow you more choice and control over the health services and care you receive.

You don't have to change any healthcare or support that is working well for you just because you get a personal health budget, but if something isn't working, you can change it.

### Who can have a personal health budget?

The first group to be able to ask for a personal health budget, from April 2014, will be people getting NHS continuing healthcare, which is NHS funded long-term health and personal care provided outside hospital. Local NHS organisations will be free to offer personal health budgets to other people if they think an individual will benefit. It is the Government's long-term aim, to introduce a right to a personal health budget for people who would benefit from it.

## Can I have a personal health budget as well as a personal budget for social care and support?

Yes. If you already have a personal budget for care and support from social services and your NHS team agrees, you can also have a personal health budget and ask for both to be combined.

### Do I have to have a personal health budget?

No. If having a personal health budget does not work for you, your local NHS will provide the care you need as it has always done.

### What is the difference between a personal health budget, a personal budget, an individual budget and a direct payment?

**A personal health budget** is for your NHS healthcare and support needs.

**A personal budget** is for your social care and support needs.

**An individual budget** includes your social care and support needs plus other funding, such as independent living.

**A direct payment** is one way of managing these budgets, where you get the cash to buy the agreed care and support you need.

### Key points

- Personal health budgets should help people get a better service from the NHS. They should not make things worse.
- You do not have to have a personal health budget if you do not want one.
- You should have as much control over decisions as you want.
- NHS and social care organisations should work in partnership with you and with each other.
- If you are not able to have a personal health budget, you can still speak to your NHS team about how your needs can be met in another way that is more personal to you.





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# PLANNING FOR YOUR FUTURE CARE NEEDS

## Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled.

This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Likewise, if you're the parent of a disabled child, planning their future care and how it will be funded is vital.

Few of us will have the income or ready access to the cash to pay for their ongoing care needs. Often people find that they need to sell or remortgage their home to pay for care or enter into an equity release scheme. Before taking such significant financial steps it is advisable to get proper independent financial advice.

## Claiming Benefits

If you have care needs or a disability there are benefits to help you manage with the extra costs. Most of these benefits aren't affected by income or savings and you may be able to keep them if you have to go into a care home.

### Why it's important to claim all the benefits you're entitled to

The amount you pay towards your long-term care is worked out as if you're already receiving all the benefits you're entitled to. So it's important to claim everything you can, otherwise you'll end up paying more than you need to

### What benefits are you entitled to?

Financial support is available whether you need help to live safely and comfortably in your own home, or you need to move into a care home. What's more, not all benefits are means-tested. Disability benefits that help with personal care needs or the extra costs of getting around don't take your income or savings into account

## NHS Continuing Care funding


If you have a disability or complex medical problem, you might qualify for free NHS Continuing Care. **Not many people know about it, so it's important to find out if you're eligible and get an assessment.**

### What is NHS Continuing Care

If you need a lot of nursing support, NHS Continuing Care can arrange and fund your care for you.

It helps you with health-care needs that result from disability, accident or illness.

If you qualify, it should meet the full cost of your care including the full fees of a nursing home or hospice, although you can also get the care at home.



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# PLANNING FOR YOUR FUTURE CARE NEEDS

## Deferred payment agreements for long-term care

If most of your money is tied up in your property and you have very little savings, your local authority may offer you the option of delaying payments so you don't have to sell your home immediately to pay for long-term care. This is known as a deferred payment agreement.

## How do deferred payment agreements work?

The local authority will assess your income and capital to see how much you can afford to pay towards your care. They will then make up the shortfall of the money you need to fund the costs. You will sign a legal agreement with the council, saying that the money will be repaid when your home is sold.

The council usually ensures that the money you owe in care fees will be repaid by putting a legal charge on your property. It does this by contacting the Land Registry to place the charge. The charge is removed when the outstanding debt is repaid.

You can't usually use more than 90% of the value of your home to pay for fees. This is to leave you or the executor of your will with enough money to cover the sale costs and to make sure the council gets their money back if house prices fall. You can usually only apply to join a deferred payment scheme after you have been in a residential home for 12 weeks or more. Short term stays in care aren't covered.

The money must be repaid within 56 days if you sell your home or you leave the care home.

If you die, the money must be repaid within 90 days of your death.

If there is a problem repaying the amount, you or the executor of your will should contact the local authority as soon as possible.

## Am I eligible to use a deferred payment agreement?

- You should have savings and capital of less than a certain amount, not including the value of your home. In England this is £23,250.
- Be a homeowner or have another asset that the local authority can use as security and be in long-term residential care. You won't be able to take out a deferred payment agreement for temporary stays in care.

## Are there any charges with a deferred payment agreement?

The local authority will charge an administrative fee to cover the costs of setting up the deferred payment. You may have to pay valuation costs on the property.

Find out more about paying for care on the websites of:

[www.ageuk.org.uk](http://www.ageuk.org.uk)

[www.carersuk.org](http://www.carersuk.org)

[www.findmegoodcare.co.uk](http://www.findmegoodcare.co.uk)

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If you find it difficult to carry out personal care routines - such as washing or dressing - home care services can provide the extra support that you need. Home care services (also known as domiciliary care) provide carers or personal assistants who can visit you at home to help with a wide range of tasks

If you are considering using a home care agency Here is a list of questions you should ask a home care agency; ensure you get all the answers that you need.

## About the carers

- Will I have a regular carer?
- What will happen if my regular carer is off sick?
- What happens if a carer is unable to get to me because of adverse weather conditions or a traffic accident?
- How many different carers are likely to visit me?
- What sort of training do the carers receive? Do they have an induction period? How often is their training updated?
- What qualifications do they have?
- Will carers keep written records of the care that has been given, and accurate timesheets for me to sign?
- Can copies of the records be sent to me if I want them?

## About your needs

- How will you match the most suitable carer to my needs?
- Will you be able to find carer(s) that can visit at the time I need care?

- What happens if a carer and myself are incompatible? Could a different carer be requested?
- What happens in the event of a medical emergency? Will the agency carer stay with my relative until help comes? Will they notify me of any problems?
- How will carers get into my home if I cannot answer the door? How will that information be kept secure?

## About the agency

- Do you have a standard contract for work with private clients? Can we see a copy?
- What are your hourly charges? Are there any minimum charges (such as a minimum number of hours per week)?
- What happens on weekends and bank holidays? Is care provided? Is there an additional charge at these times?
- How is payment required - by cheque, direct debit or some other way? How often is payment required? Monthly or weekly?
- What insurance do you have to protect my home, for example, in the case of damage to property, the carer making a mistake, or the carer having an accident in my home?
- How do you ensure quality of care is maintained? What are your quality assurance policies and procedures?
- Who should I contact if I have problems with a carer or the service provided?
- Is it possible to try you for a short trial period initially, to see how it works out?

Regardless of whether you are employing an agency via your personal budget or employing an agency directly (without an assessment from the council), the agency should always carry out their own assessment before offering their own care plan.

## Know Your Rights

If you have been assessed by the local authority as needing care at home services and qualify for funding they must offer you direct payments as an option. Direct Payments allow you to choose what support you get and who provides it

Care Provider	Address			
Care Connect Homecare Services	Bank House, Brandlesholme Road	Bury	BL8 1DJ	0161 7634228
The Positive Lives Team	3rd Floor, Humphrey House, 4 Angouleme Way	Bury	BL9 0EQ	0161 2537545
Learning Disability Support Team	3rd Floor, Humphrey House, 4 Angouleme Way	Bury	BL9 0EQ	0161 2537341
BARDOC - Moorgate Primary Care Centre	22 Derby Way	Bury	BL9 0NJ	0161 7638542
Moorgate Primary Care Centre	22 Derby Way	Bury	BL9 0NJ	0161 4769644
Crisis Response Service	Moorgate Primary Health Care Ctr, 22 Derby Way	Bury	BL9 0NJ	0161 4475841
Complex Case Management Ltd	Suite 8c Imperial House, 79-81 Hornby Street	Bury	BL9 5BN	0161 7054350
Evolve Supporting Prospects	Unit 42 Bury Business Centre, Kay Street	Bury	BL9 6BU	0161 7610035
Crossroads Care Bury,	Units 2-4, Bury Business centre, Kay Street	Bury	BL9 6BU	0161 7634163
Alexandra House - Bury	1-7 Taylor Street	Bury	BL9 6DT	0161 7611628
Falcon & Griffin Extra Care Scheme	17 Falcon House	Bury	BL9 6LQ	0161 2536672
Bury Council Domiciliary Care	Seedfield Resource Centre, Parkinson Street	Bury	BL9 6NY	0161 2536858
Northern Case Management	Unit 11-13 Brenton Business Complex, Bond Street	Bury	BL9 7BE	0161 7634734
Bury Council Shared Lives Scheme	Grundy Day Centre, Wellington Road	Bury	BL9 9AH	0161 2535447
Bluebird Care - Bury	Phoenix House, 100 Brierley Street	Bury	BL9 9HN	0161 7621420
Creative Support- Bury Service	258 Market Street	Bury	BL9 9JN	0161 7639950
Red Centre	Morley Street	Bury	BL9 9JQ	0161 7633939
Langdon Community	44 Rectory Lane	Prestwich	M25 1BL	0161 7731465
Care Assured (Home Care Agency)	1st Floor Oakhill Court, 171 Bury New Road	Prestwich	M25 9ND	0161 7738568
Dedicated Homecare	Heathlands Village, Heathlands Drive	Prestwich	M25 9SB	0161 7724800
Project Smile & Care At Home	Heathlands Drive	Prestwich	M25 9SB	0161 7724800
Kingarth	17 New Road	Radcliffe	M26 1LS	07825 041843
Complete Choice Care Services Limited	26 Church Street West	Radcliffe	M26 2SQ	0161 7258152
Platinum Care	Eton Business Park, Bury Road	Radcliffe	M26 2ZS	0161 7140440
Home Instead Senior Care Bury	116A Bury New Road	Whitefield	M45 6AD	0161 7962988
The Woodbury Scheme	Whalley Road	Whitefield	M45 8WZ	0161 2537281

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# CHOOSING THE RIGHT CARE HOME

Care homes may be arranged through the local authority but many people will want to arrange them independently. It is a good idea to visit several homes before making a choice. Make sure you spend enough time in each home to get a good idea of what it is like.

## Choosing the right care home

Choosing a care home is one of the most important decisions you'll ever make. You need to make sure it's got everything you need, in a place you'll be happy, at a price you can afford.

When choosing a care home you need to recognise that your care needs are likely to increase over time.

### Choosing a care home

- Make a shortlist of suitable care homes in your area that fall within your budget.
- Request an information pack from the homes on your shortlist.
- Request a copy of their contracts and/or terms and conditions.
- Make sure they have vacancies or establish how long their waiting list is.
- The cost of care varies from region to region - you could save money by relocating.
- Don't forget to take into account additional costs that may not be covered in your residential fees, such as meals and day trips.
- Check how much notice you need to give if you move out and how much notice you will be given if the home is to close.
- If your funding is local-authority assisted, check that you pay the same rates as self-funders and find out whether a top-up payment is required.

Check the care home's official inspection report

### How much is it going to cost?

Care-home fees vary considerably around the country, but on average you should expect to pay approximately £28,500 a year for a residential care home and £37,500 if nursing care is required.

Your local council may be able to help with costs depending on your circumstances.

Before visiting any care homes in person, you need to be very clear about what it is you're looking for. Make a checklist of the things that are important to you, along with a list of questions to ask the managers and staff. Don't be embarrassed - you're about to make a life-changing decision.

## Choice of accommodation

The law says that where the local authority is funding accommodation it must allow the person entering residential care to choose which care home they would prefer. Social services must first agree that the home is suitable for the person's needs and that it would not cost more than they would normally pay for a home that would meet those needs. If the person chooses to go into a more expensive home, a relative or friend may be able to 'top up' the difference in cost.

### What your choices are

A list of all nursing and residential care homes within your locality can be found on the following pages. Every care home in England must be registered with the national regulatory body Care Quality Commission (CQC).

They inspect each care home on a regular basis and write an inspection report for you to read. It is advisable to read this report before making a final decision.

To check up-to-date information on the Nursing and Residential care homes within your locality visit [www.cqc.org.uk](http://www.cqc.org.uk) or scan the QR CODE WITH YOUR SMARTPHONE





# RESIDENTIAL & NURSING CARE

Residential Homes	Address	Area	Postcode	Telephone
The Brandles	23-25 Birks Drive	Bury	BL8 1JA	0161 7976367
Killelea Residential Care Home	Brandlesholme Road	Bury	BL8 1JJ	0161 7615918
Elizabeth House	147-155 Walshaw Road	Bury	BL8 1NH	0161 7629394
Moorfields Care Home	388 Tottington Road	Bury	BL8 1TU	0161 7644212
Epworth Grange	1 Chirmside Street	Bury	BL8 2BX	0161 7617500
Abbeydale Residential Care Home - Bury	179 Bolton Road	Bury	BL8 2NR	0161 7615613
Sunny Bank PRS	Sunny Bower Street, Tottington	Bury	BL8 3HL	01204 883621
Abbeywood Tottington Limited	104 Market Street, Tottington	Bury	BL8 3LS	01204 882370
Agricola House	17 Kirklees Street, Tottington	Bury	BL8 3NE	01204 880023
The Fold Care Home	34 Vernon Road, Greenmount	Bury	BL8 4DD	01204 888501
Laburnum House Limited	1 Wells Street	Bury	BL9 0TU	0161 7979013
Rookwood Residential Care Home	219 Walmersley Road	Bury	BL9 5DF	0161 7617952
The Ferns	175 Walmersley Road	Bury	BL9 5DF	0161 7616694
Limefield Court Retirement Home	15 Limefield Road	Bury	BL9 5ET	0161 7615164
Brookdale Care Home	5 St Pauls Court, Chesham Crescent	Bury	BL9 6BX	0161 7977160
Chaffinch Residential Care Home	36 Chaffinch Drive	Bury	BL9 6JU	0161 7634579
The Elms	230 Walmersley Road	Bury	BL9 6NH	0161 7633855
Walmersley Road	267 Walmersley Road	Bury	BL9 6NX	0161 7612484
Carr Bank House	9-11 Heywood Street	Bury	BL9 7EB	0161 7977130
Bridge House	Topping Fold Road	Bury	BL9 7NQ	0161 7641736
Spurr House Residential Care Home	243 Pole Lane	Bury	BL9 8QL	0161 7962471
Wellesley House	10 Wellington Road	Bury	BL9 9BG	0161 7616932
Park View	22 Wellington Road	Bury	BL9 9BG	0161 7631383
Alfred House Residential Care Home	29-31 Horne Street	Bury	BL9 9BW	0161 7642442
Bankfield	Gigg Lane	Bury	BL9 9HQ	0161 7648552
Outreach Community & Residential Services	118 Kings Road	Prestwich	M25 0FY	0161 7732432
Outreach Community & Residential Services	17 York Avenue	Prestwich	M25 0FZ	0161 7735053
Langdon Foundation	24-26 Tewkesbury Drive	Prestwich	M25 0HG	0161 7405900
Fernica (Residential Care Home)	18-20 Kings Road	Prestwich	M25 0LE	0161 7736603
Turning Point - Leigh Bank	4 Glebelands Road	Prestwich	M25 1NE	0161 7731523
Highbury Court Flats	443 Bury Old Road	Prestwich	M25 1QP	0161 7730776
Brookvale - Prestwich	Simister Lane	Prestwich	M25 2SF	0161 6531767
Holt House	Headlands Drive	Prestwich	M25 9YF	0161 7730220
Outreach Community & Residential Services	86 Meade Hill Road	Prestwich	M8 4LP	0161 7403256
Whitefield House	26 Church Lane	Whitefield	M45 7NF	0161 7969666
The Woodbury Scheme	Whalley Road	Whitefield	M45 8WZ	0161 2537281

Nursing Homes	Address	Area	Postcode	Telephone
Ainsworth Nursing Home	Knowsley Road, Ainsworth	Bury	BL2 5PT	0161 7974175
Bank House Care Home	Brandlesholme Road	Bury	BL8 1DJ	0161 7644358
Bank House Care Home	Brandlesholme Road	Bury	BL8 1DJ	0161 7644358
Cameron House Care Home	Cameron Street	Bury	BL8 2QH	0161 7648571
The Elton Unit - The Priory Highbank Centre	Walshaw Road	Bury	BL8 3AS	01706 829540
Gorsey Clough Nursing Home Limited	Harwood Road, Tottington	Bury	BL8 3PT	01204 882976
Gorsey Clough Nursing Home	Harwood Road, Tottington	Bury	BL8 3PT	01204 882976
Burrswood House Nursing Residential Home	Newton Street	Bury	BL9 5HB	0161 7617526
Nazareth House - Manchester	Scholes Lane	Prestwich	M25 0NU	0161 7732111
S R Latimer and Dr K S Kotegaonkar	514 Bury New Road	Prestwich	M25 3AN	0161 7980005
Oak Lodge	514 Bury New Road	Prestwich	M25 3AN	0161 7980005
Federation of Jewish Services	Heathlands Drive	Prestwich	M25 9SB	0161 7724800
The Heathlands Village	Heathlands Drive	Prestwich	M25 9SB	0161 7724800
Kingarth	17 New Road	Radcliffe	M26 1LS	0782 5041843
Hollybank Nursing Home	211a Bolton Road	Radcliffe	M26 3GN	0161 7249400
Rose Court Nursing and Residential Home	44-48 Water Street	Radcliffe	M26 4DF	0161 7249040
Premum Care Ltd	51 Kenilworth Avenue	Whitefield	M45 6TR	0161 7473738
Regency Care Centre	140 Lilly Hill	Whitefield	M45 7SG	0161 7961811

Data correct with CQC - September 2015

# EXPRESSING COMPLAINTS & CONCERNS

**The right to complain or give feedback about an unsatisfactory service is a key consumer right.**

## WHEN SHOULD I COMPLAIN?

You should make your complaint as soon as possible. The NHS complaints procedure states that you should make your complaint within 12 months of either the event you are complaining about or as soon as the matter came to your attention. This time limit can be extended as long as the complaint can still be satisfactorily investigated so don't let this prevent you from contacting NHS England about your complaint.

If you are unsure of the complaints process, you can ask the provider to give you a copy of the complaints procedure for the service you are unhappy about. This will tell you who to contact, how they handle your complaint and how they will learn from your complaint.

**Please note that service providers and commissioners welcome all feedback from clients. The same contact details can also be used if you are pleased with the Service(s) you have used.**

## HOW TO COMPLAIN ABOUT NHS

### TREATMENT INCLUDING:

#### GPs, Dentists, Pharmacies and Opticians

##### Stage One:

You can either complain directly to the provider of the service through their processes e.g. to the Practice Manager at your GP Surgery or you can complain directly to the commissioner (funder) of the Service i.e. NHS England.

**NHS England PO Box 16738, Redditch B97 9PT**

**Tel:** 0300 311 2233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please write 'For the attention of the Complaints Manager' in the subject line.

**Website:** [www.england.nhs.uk](http://www.england.nhs.uk)

##### Stage Two:

If you are still not happy, you can raise the complaint with the **Parliamentary and Health Service Ombudsman**.

#### **The Parliamentary and Health Service Ombudsman (PHSO)**

Millbank Tower, Millbank, London SW1P 4QP

**Tel:** 0345 015 4033

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Web:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The PHSO undertakes independent investigations into complaints alleging that government departments and other public bodies in the UK, including NHS England, have not acted properly or fairly or have provided a poor service.

## HOW TO COMPLAIN ABOUT HOSPITALS?

**Firstly raise problems with the staff member concerned.**

Each hospital also has a Patient Advice and Liaison Service (PALS), which is an impartial, open and confidential service for people who would like information and advice about services or help to resolve concerns or problems when they are using the NHS. They provide information about the NHS complaints procedure and how to get independent help if you decide you want to make a complaint.

If your complaint is about one of the following hospitals:

Fairfield General Hospital, Bury  
North Manchester General Hospital  
The Royal Oldham Hospital  
Rochdale Infirmary

**The Patient Advice and Liaison Service may be contacted on:**

**Telephone:** 0161 604 5897

We are here during office hours, though we may be busy helping other people. If no-one is available to take your call please leave a message on our answer phone and we will ring you back. We aim to return all messages, where possible, within two working days.

**or in writing to:**

North Manchester General Hospital  
Delaunays Road, Crumpsall, Manchester M8 5RB

**or via E-mail:** [pals@pat.nhs.uk](mailto:pals@pat.nhs.uk)

# EXPRESSING COMPLAINTS & CONCERNS

If you think an NHS practitioner or Healthcare Provider has been guilty of professional misconduct, you can also complain to their professional or regulatory body.

**The main healthcare professional regulators in England are:**

The General Medical Council.

**Tel:** 0161 923 6602

**Email:** [gmc@gmc-uk.org](mailto:gmc@gmc-uk.org)

[www.gmc-uk.org](http://www.gmc-uk.org)

The Nursing and Midwifery Council.

**Tel:** 020 7637 7181

**Email:** [newreferrals@nmc-uk.org](mailto:newreferrals@nmc-uk.org)

[www.nmc-uk.org](http://www.nmc-uk.org)

The General Dental Council.

**Tel:** 020 7167 6000

**Email:** [information@gdc-uk.org](mailto:information@gdc-uk.org)

[www.gdc-uk.org](http://www.gdc-uk.org)

The General Optical Council.

**Tel:** 020 75803898

**Email:** [goc@optical.org](mailto:goc@optical.org)

[www.optical.org](http://www.optical.org)

The General Pharmaceutical Council.

**Tel:** 0203 713 7950

**Email:** [concerns@pharmacyregulation.org](mailto:concerns@pharmacyregulation.org)

[www.pharmacyregulation.org](http://www.pharmacyregulation.org)

The General Osteopathic Council.

**Tel:** 020 7357 6655

**Email:** [contactus@osteopathy.org.uk](mailto:contactus@osteopathy.org.uk)

[www.osteopathy.org.uk](http://www.osteopathy.org.uk)

The General Chiropractic Council.

**Tel:** 020 77135155

**Email:** [enquiries@gcc-uk.org](mailto:enquiries@gcc-uk.org)

[www.gcc-uk.org](http://www.gcc-uk.org)

## HOW TO COMPLAIN ABOUT ADULT SOCIAL CARE SERVICES?

If your complaint is about an adult social care service provider, you can contact them directly. This will give the care service the chance to resolve any problem you may have and put things right for you.

However, if your complaint refers to an adult social care service funded by Bury Council, you can raise any concerns by the following ways:

**Going online at:** [www.bury.gov.uk](http://www.bury.gov.uk)

**Email:** [adultcareservices@bury.gov.uk](mailto:adultcareservices@bury.gov.uk)

**Phone us on:** 0161 253 5151

**Write to us at:**

Customer Services Manager

Textile Hall, Manchester Road, BL9 0DG

or call into any main council office

## HOW TO COMPLAIN ABOUT CHILDREN'S, YOUNG PEOPLE AND FAMILY SERVICES?

**Going online at:** [www.bury.gov.uk](http://www.bury.gov.uk)

**Phone us on:** 0161 253 5488

**Write to:**

CS Complaints and Communications Co-ordinator

3 Knowsley Place, Duke Street,

Bury, Lancashire

BL9 0EJ

If you are not satisfied with the final reply you get from the care service or your local council, you have the right to ask the Local Government Ombudsman to investigate your complaint.

**Local Government Ombudsman**

PO Box 4771, Coventry CV4 0EH

**Tel:** 0300 061 0614

**Use the on-line complaints form at:** [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO Website provides a range of detailed guidance on making a complaint.

**Care Quality Commission (CQC)**

The CQC checks that hospitals, care homes, GPs, Dentists and services in your home are meeting national standards. They do not investigate complaints, but they welcome feedback and concerns about health and social care services.

**CQC National Customer Service Centre**

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA

**Tel:** 03000 61 6161

**Use their on-line form:** [www.cqc.org.uk](http://www.cqc.org.uk)

This Website also gives detailed guidance on how to complain.





Department  
of Health



# Care and support is changing for the better

From April 2015, the new Care Act will help make care and support more consistent across England.

If you receive care and support, or you support someone as a carer, you could benefit from the changes.

To find out more about care and support and how you may benefit from the changes visit:  
[www.gov.uk/government/publications/-care-act-2014-part-1-factsheets](http://www.gov.uk/government/publications/-care-act-2014-part-1-factsheets)

**care and  
support  
& you**