



We're here to help you during the coronavirus outbreak with food, essentials, phone friendship and other support.

STAY SAFE, STAY AT HOME

The coronavirus outbreak means that all of us are living through difficult and challenging times. Everyone is staying at home and reducing social contact. Please don't worry - local advice and support is available.

You are not alone



Get help in your local community

People across the Wakefield district are already being good neighbours and offering to help with things like shopping and collecting medicines. You may receive a card like this through your letter box with an offer of help.

Hello! If you are self-isolating, I can help

My name is

I live locally at

My phone number is

If you are self-isolating due to coronavirus (COVID-19), I can help with:

Picking up shopping	<input type="checkbox"/>	Posting mail	<input type="checkbox"/>
A friendly phone call	<input type="checkbox"/>	Urgent supplies	<input type="checkbox"/>

Just call or text me and I'll do my best to help you

If you're alone and would prefer help from Wakefield Council please call 0345 8 506 506 between 9am – 5pm, and choose option 3

If you don't have a support network of friends, family or neighbours and you need help, you can get this either through your local community hub or through the Council's helpline.

Community hubs

Community hubs are local charities with committed volunteers and they can help you.

Community hubs

Altofts	The Brig	0345 8 506 506
Castleford	Queen's Mill	01977 556741
Eastmoor	Eastmoor Community Project St Swithun's Centre	01924 361212
Horbury	Senior Citizens Support Group	01924 565859
Knottingley	Kellingley Club	07951 916738
Lupset	St George's Centre	01924 369631
Normanton and Featherstone	The Well	07872 551640
	Featherstone Community Hub	0345 8 506 506
Ossett	Ossett Community Hub	0345 8 506 506
Pontefract	St Marys Centre	01977 705341
South East Wakefield	Kinsley and Fitzwilliam Centre	01977 610931
	Hemsworth Community Hub	0345 8 506 506
	Westfield Centre/South Elmsall	01977 642335
	Ackworth Parish Council, Ackworth Churches, and Ackworth School	01977 233600
Wakefield Central	Lightwaves Centre	01924 360158
	St Catherine's Church Centre	01924 211130
Wakefield Rural	Havercroft and Ryhill Centre	01226 787824 01226 668999
Wrenthorpe, Kirkhamgate, Carr Gate	Wrenthorpe Village Hall	07471 141672

Wakefield Council Helpline

The Council has also set up a dedicated phone line that you can call from Monday to Friday 9am-5pm. Call **0345 8 506 506**, choose option **3** to make a request for support, and help will be arranged. This will include helping you to link with services provided by voluntary and community organisations and volunteers.



The world has changed due to coronavirus and so has Wakefield. That doesn't mean that you shouldn't seek help if you have an urgent health concern. Your NHS is still here for you when you need it, things are just working a bit differently right now.

GP services in the Wakefield district

To keep everyone as safe as possible, the way you access GP services has changed.

Practices in the district have moved most appointments to telephone or video consultations. You should not turn up at a GP surgery without an appointment as you will not be seen.

Please ring your usual practice number if you have an urgent health concern. Your clinical team will then be able to give you the most appropriate support and advice.

They may need to see you face-to-face and this may be at a neighbouring practice to the one you are registered at. The time

and location of any confirmed appointment will always be communicated to you by your practice.

Outside of normal hours, the 'GP Care Wakefield' service is available between 6pm and 10pm on weekday evenings and between 9am and 3pm on weekends. To access the service, you should ring your usual practice number to be redirected to a trained clinician.

For serious illnesses and injuries, including chest pain, blackouts, severe blood loss that can't be stopped, or if you think you're having a stroke, you should call **999**.



Changes to routine hospital appointments

Urgent referrals for hospital treatment, including for cancer or anything that could be life threatening, will continue to be offered.

Hospital consultations for those who have already been referred will be delivered differently to try to reduce the number of face-to-face appointments. This means that for routine appointments, your care might be done by a consultant by

phone or video call, or by your GP who has received advice from the consultant.

Routine (non-urgent) referrals will not be made at this time.

This decision has been made to protect patients and staff and make sure that local resources are concentrated on caring for those with coronavirus and those who need urgent care.

Prescriptions and medicines

Please remember not to over order repeat prescriptions during the coronavirus pandemic. Order as you normally would do and please do not ask for an increased supply of medicines. You should only order one month at a time unless you've been advised differently by your healthcare professional.

If you receive prescriptions for stable repeat medicines you will

be moved to the electronic Repeat Dispensing (eRD) service.

This is especially helpful right now as it minimises disruption for patients, practices and pharmacies. It means you just have to pick up your prescription from your chosen pharmacy.

You may be contacted by your GP practice about this.

Looking after your mental health and wellbeing

Coronavirus is understandably causing a lot of stress and worry. Turning Point Talking Therapies, Wakefield, has produced some top tips for managing your health and wellbeing at this time:

- Try to limit how often you watch or read the news if it is causing you to feel anxious or depressed.
- Protect yourself whilst also being supportive towards others.
- Stay connected and maintain your networks even when self-isolating - by video calling, telephone, emailing, texting.
- Try to maintain structure and routine in your day by getting up, washed and dressed.
- Be active - this may be difficult if you are self-isolating but think about exercises you can do around the house to look after your body as well as your mind. Housework counts!
- It's important to continue engaging with activities that you find relaxing and enjoyable. See the next page for more ideas.

Feeling anxious, low or stressed?

Turning Point can offer free help to people aged 16 and over and who are registered with a GP practice in the Wakefield district. Call **01924 234860**.

Worried about a child or young person's mental health?

Call the Young Minds Parent Helpline for free, confidential, expert advice Monday to Friday 9.30am to 4pm. Call **0808 802 5544**.

Staying safe and happy at home

It's really important to follow the government's guidance on social distancing and staying at home.

We know it can be difficult, frustrating and lonely, especially if you're on your own.

Here are some more ideas for things to do to keep busy:

Cooking or baking

Why not test out some new recipes or make old favourites?

Read, listen to music, watch TV

Do whatever makes you feel relaxed - try to enjoy leisure time. Plan some activities that you can look forward to.

Puzzles, crosswords and games

Challenge yourself with a few puzzles. Here's something you can try by yourself or challenge others... Choose a letter in the alphabet and give yourself 2 minutes to list something for each category!



Scattergories

- Boys' name
- Girls' name
- Country
- Animal
- Food
- Colour
- Car make
- Hobby
- Famous person
- Singer/band

Get creative

Look around and find something you can draw or paint. Key workers have been cheered up by seeing messages of thanks and rainbows in windows.

Council services affected by coronavirus

During this time, the Council is working hard to keep essential services running.

We've had to reduce some services. Garden waste collections have been paused so that we can continue to collect household waste and recycling. Our leisure centres, libraries, museums and other council buildings are closed.

Although our play grounds are closed, our parks are still open so that you can use them for your daily exercise if they are close to your home.

Help with money and paying bills

If you're worried about money because of coronavirus or generally, we can help you. The Council is working with Cash Wise (WDH) to give you the right help and advice.

Call **01977 724651** to speak to someone.

Useful contacts

Remember, help is available in your local community (see page 2)

DIAL Wakefield (Disabled Information and Advice Line) **01977 723933**

Carers Wakefield and District **01924 305544**

Citizen's Advice Wakefield District **03444 111 444**

Age UK Wakefield District **01977 552114**

Alzheimer's Society Wakefield & Five Towns **01924 373264**

Live Well Wakefield **01924 255363**

Wakefield Samaritans **01924 116123**

Social Care Direct **0345 8 503 503**

(A free, confidential line open 24 hours a day (type talk welcome)

If you do have access to the internet, you can visit bit.ly/CoronaWFD for more information.

