

There are many benefits in this full health assessment. We want to keep you happy in your advancing years. Retaining independence and your mobility is very important as you get older and we can help with that. Keeping your general health is important but equally keeping your mind healthy and active. If you have worries about being alone; financial worries, where to get help, what aids or benefits are available—we can help with all that too.

# CLINIC FOR THE OLDER POPULATION

*TRINITY MEDICAL CENTRE - ANNOUNCES*

## NEW SERVICE TO MEET THE NEEDS OF OUR OLDER POPULATION

Trinity Medical Centre are pleased to announce a brand new service aimed at our Older Population.

We hope to be able to identify the real and practical needs of our Older Population who we know are now living longer. Our main aim is to promote physical, mental and social well-being and support you in being able to achieve this. We hope to be able to respond to your individual needs and put in care and support if required to help you cope and adapt.

This service is the first of its kind in the area and we are delighted to be

able to offer it .

As well as looking at physical and mental health, we also offer advice and support on reducing social isolation which can be a real problem as we get older and our lives change. Older people are especially vulnerable to loneliness and social isolation and this alone can have a serious effect on your health.



*Thumbs up for a Great Service*

### Our First Clinic was 3rd December—Read some of the comments from patients

#### Good about the service

- Everything, can't fault it at all, top marks , everyone lovely
- Enjoyed tea, nice people
- Enjoyed the friendliness of all involved and respected as person. Good information
- Staff were very friendly and informative. Everything was done in one go
- Access to range of different professionals
- Talking to doctors and nurses about my health gave me peace of mind

- Cant find fault with anything
- Pleasant afternoon out, no complaints
- Everything was good

#### Not Good about the service

- Lack of space and chairs
- Wheelchair access. Maybe someone from Star centre there. maybe a few seated exercises whilst waiting
- Not well organised but early days

## WHAT IS THIS NEW SERVICE?:

We have a Team of professionals ready and waiting to spend time with you (you can bring a carer/friend/ neighbour or family member with you) and we advise and encourage you to do this—it is always nice to have some support with you.

This Team of professionals will give you a full Older Person Health Check which includes coping with advancing years both in body; mind and in practicable terms as follows:

**Dr Rouse:** Will listen to any issues you have no matter how minor, put your mind at rest and will do a medication review and deal with any acute problems you may have.

**Practice Nurse:** She will do a general health check, particularly if you have any long term conditions and assess your memory.

**Health Care Worker:** She will take some measurements such as height; weight; BP and just some general questions to update our records

**AGE UK Adviser:** Who will advise on issues of housing; benefits, social isolation; coping at home; aids, finance a whole wealth of useful information—well worth a visit just for this.

Each professional takes 20 minutes and there will be time for a cup of tea and a biscuit. The whole process should take no more than two hours.



### Age UK advisor

James covered the following with one of our patients:

Benefits - including attendance allowance, pension credit and top ups, council tax.

Carers, managing at home, aids, handrails and bath aids. She has a telecom alarm in case of falls she already seen in the falls clinic as broke her hip last year.

He discussed heating and bills and whether she had received her winter fuel payment which she had. There is an energy advisor who will look at the comparison websites to see if worth her changing supplier for those living independently.

She was placed on the Winter Watch List so if adverse weather someone from Age UK will ring to make sure she is safe, have heating and food and will arrange help and support if required.

James also had access to an emergency heating pack which includes thermos, hot water bottle, fleecy blanket, energy bars etc.

Her main problem was social isolation – discussed lunch clubs and activities, very pleased with this as can be collected by the mini bus to attend. Nicola from Age UK will contact her to discuss.

### The Doctor

Dr Rouse covered the following with one of our patients:

Looked through medication and reviewed requested whether she could have lemon flavour calcium tablets instead – changed by Dr Rouse.

Reviewed, diabetes, hypertension and all investigations and blood results reviewed, all look good, last problem was UTI which was treated but this rare occurrence so no need for rescue meds.

You just need to be aged 65+ to qualify for this new service. The mini bus will come and collect you and take you home again. Those patients who are totally housebound will be visited by the nurse with a consultation with the GP using face time technology

**Ask at Reception for more details**