

## Self-Referrals Guide

# Mental Health

CALL 999 or go to A&E NOW IF SOMEONES LIFE IS AT RISK - FOR EXAMPLE IF THEY HAVE SERIOUSLY INJURED THEMSELVES OR TAKEN AN OVERDOSE OR YOU DO NOT FEEL YOU CAN KEEP YOURSELF OR SOMEONE ELSE SAFE. A mental health Emergency should be taken as seriously as a physical one. You will not be wasting anyones time CALL 999

Adults	Young People	Parenting	Other
<b>Anxiety UK</b> 03444773774 <a href="https://www.anxietyuk.org.uk/">https://www.anxietyuk.org.uk/</a>	<b>Young Minds</b> 08088025544 <a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a>	<b>Qwell</b> <a href="https://www.qwell.io/">https://www.qwell.io/</a>	<b>Cruse Bereavement Care</b> 08088081677 <a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a>
<b>Mind</b> 03001233393 <a href="https://www.anxietyuk.org.uk/">https://www.anxietyuk.org.uk/</a>	<b>NSPCC</b> 08001111 <a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>	<b>Family Lives</b> 08088002222 <a href="https://www.familylives.org.uk/">https://www.familylives.org.uk/</a>	<b>Refuge</b> (Domestic Violence) 08088081677 <a href="https://www.refuge.org.uk/">https://www.refuge.org.uk/</a>
<b>Papyrus</b> (Suicide prevention for under 35s) 0800 0684141 <a href="https://www.papyrus-uk.org/">https://www.papyrus-uk.org/</a>	<b>The Mix</b> (age 13-25) 08088084994 <a href="https://www.themix.org.uk/">https://www.themix.org.uk/</a>	<b>Young Minds</b> 08088025544 <a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a>	<b>FRANK</b> (Substance misuse) 03001236600 <a href="https://www.talktofrank.com/">https://www.talktofrank.com/</a>
<b>Samaritans</b> 116 123 <a href="https://www.samaritans.org/">https://www.samaritans.org/</a>	<b>Childline</b> 08001111 <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>	<b>Gingerbread</b> (single parent helpline) 08088020925	<b>Beat</b> (Eating disorders) 08088010677 <a href="https://www.beateatingdisorders.org.uk/">https://www.beateatingdisorders.org.uk/</a>
<b>Rethink mental illness</b> 03005000927 <a href="https://www.rethink.org/">https://www.rethink.org/</a>		<b>Action on Postpartum psychosis</b> <a href="https://www.app-network.org/">https://www.app-network.org/</a>	<b>National Gambline Helpline</b> 08088020133 <a href="https://www.gamcare.org.uk/get-support/talk-to-us-now/">https://www.gamcare.org.uk/get-support/talk-to-us-now/</a>
<b>SHOUT</b> text 85258 <a href="https://giveusashout.org/">https://giveusashout.org/</a>			<b>Silverline</b> (helpline for older people) 08004708090 <a href="https://www.thesilverline.org.uk/">https://www.thesilverline.org.uk/</a>
<b>Mentell</b> (For Men) <a href="https://www.mentell.org.uk/">https://www.mentell.org.uk/</a>			<b>OCD Action</b> (obsessive compulsive disorder) <a href="https://ocdaction.org.uk/">https://ocdaction.org.uk/</a>

# Mental Health Support in Derbyshire

- **Derbyshire 24hr Mental Health Support Line – 0800 028 0077**  
Derbyshire's helpline and support service available 24 hours a day, seven days a week for young people and adults who are experiencing distress, anxiety or feeling they can't cope.  
<https://www.derbyshirehealthcareft.nhs.uk/services/helpline-and-support-service>
- **NHS Derby and Derbyshire Emotional Health and Wellbeing Toolkit**  
Website containing local and national links and resources.  
Derby & Derbyshire - Emotional Health & Wellbeing ([derbyandderbyshireemotionalhealthandwellbeing.uk](http://derbyandderbyshireemotionalhealthandwellbeing.uk))
- **Support for Anxiety and Depression across Derbyshire**
- **Improved Access to Talking Therapies (IAPT)**  
All 4 organisations offer the same free support, for anxiety and depression, for adults in Derbyshire and you can self-refer online by visiting their websites.
- **Vita Minds** [www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire](http://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire)  
Tel: 0333 0153 496 or email: [enquiries@vhg.co.uk](mailto:enquiries@vhg.co.uk)
- **Trent PTS** <https://www.trentpts.co.uk>  
Tel: 01332 265 659 or email: [enquiries@trentpts.co.uk](mailto:enquiries@trentpts.co.uk)
- **Talking Mental Health Derbyshire** <https://www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire> Tel: 0300 123 0542
- **Insight IAPT** <https://www.insightiapt.org/>  
Tel: 0300 555 5582 or email: [east.midlands@insighthealthcare.org](mailto:east.midlands@insighthealthcare.org)
- **Your Doctor**  
If you're feeling down or anxious you can call your GP Practice to schedule an appointment to talk about the best options for you.
- **Other Support**
- **Mentell** provides circles for men aged 18+ to talk in a safe and confidential space, free from advice and judgement.  
<https://www.mentell.org.uk/>

# Social Prescriber

For many people, circumstances beyond the purely medical give rise to additional worries, issues and needs. Social Prescribing involves giving people the time to focus on 'what matters to me' and takes a holistic approach to their health and wellbeing by offering help to access community groups and statutory services for practical and emotional support, helping to improve their health, wellbeing and social welfare.

Social Prescribing is a free holistic support service available to all patients 18yrs+, that aims to improve health and wellbeing in a person centred way. Your Social Prescribing Link Worker will help you to explore and plan a pathway to help you lead a healthier lifestyle. We will help build confidence and motivation, promote behaviour change and set agreed goals to keep you on track.

We provide support for:

- Social Isolation
- Emotional Wellbeing
- Lifestyle (Diet & Exercise)
- Stopping Smoking
- Reducing Alcohol
- Diabetes Control
- Long Term Health Conditions
- Social and Environmental Support

One small lifestyle change could have major benefits to your physical and mental health. If you would like support from our service just pop along to your GP surgery and ask any member of staff to make a referral for you.

For a referral to the Social Prescriber please contact surgery or fill in this [form](#)

This [video](#) produced by the NHS helps to explain what a social prescriber is and how they can help:



# Young Person's Social Prescriber

This service is provided by a team of social prescribing link workers working for Chesterfield Football Club Community Trust.

They provide person-centred support to young people living in the Chesterfield, Bolsover and North Hardwick areas, who display behaviour that indicates they may:

- be socially isolated and lack social connections in the wider community
- have mild/moderate emerging mental health needs, such as anxiety or low mood
- have a high BMI and could benefit from support with managing their weight
- be at risk of permanent exclusion or NEET (not in employment, education, or training)

## What they do

They offer a light touch, short term support with the intention of connecting young people with their communities. Their aim as link workers is to help young people to feel better about themselves and their lives. They work closely with young people to discover their concerns and worries, but also the things they enjoy, the things they value and the things that matter to them. With a non-judgemental, solution focused approach, they support young people to grow in confidence and independence.

Through changing their mindset and behaviour, we can help them overcome personal barriers, to become more motivated and grow in confidence, supporting them to:

- take part in activities
- find out about volunteering opportunities

- join a community group or class
- investigate paths in education or training
- learn about finance and budgeting
- feel confident using public transport

The service is available to 11-18 year-olds (or up to aged 25 with an EHCP) in our PCN.

## The Young Persons Social Prescriber will be:

- A 'people person' able to communicate effectively and build rapport with children and young people
- Able to listen, empathise and give person-centred support in a non-judgemental way
- Able to provide support in a way that engenders trust, confidence and enthusiasm

For a referral to the Young Person's Social Prescriber please contact the surgery or fill in this [form](#)



# ZOOM PHYSIO

North Hardwick & Bolsover PCN uses [ZoomPhysio](#) to provide rapid, online treatment for mild musculoskeletal conditions. If you're suffering from aches or pain, you can receive a personalised online physio plan with easy to follow, easy to view exercises, put together for you by our MSK Practitioner Team. It is a free service provided to ensure the fast and effective treatment of musculoskeletal complaints.

[ZoomPhysio](#) allow patients to receive input from an expert in the first instance. First contact physiotherapy services provide advanced physiotherapy services which can manage and treat musculoskeletal problems which means you may not need to see a GP.

The service will be able to see people with the following conditions:

- Joint pain
- Shoulder pain
- Tendon problems
- Muscle pain
- Sports injuries
- Knee problems
- Neck pain
- Soft tissue injuries
- Tennis elbow
- Back pain
- Osteoarthritis
- Trapped nerve
- Sciatica

It is available for patients of all practices within North Hardwick & Bolsover PCN.

To get started with ZoomPhysio, click on the link below and get your recovery underway. If you're concerned about your symptoms, please contact us and arrange a call with our Musculoskeletal Practitioner. You can also arrange a call with our Musculoskeletal Practitioner once you have completed an online physio plan and symptoms have not improved. [Physiotherapy Referral | Friendly Family Surgery](#) This [video](#) produced by [ZoomPhysio](#) explains how to access the website and what you can expect

# Home from Hospital Service

## What the service offers

The service can provide the following types of support for up to 6 weeks:

- fetching shopping and ensuring you have a plan in place to manage shopping after the service ends;
- making sure your home environment is safe, warm and comfortable;
- arranging for key safes to be fitted and community alarm or telecare systems to be provided, if needed;
- supporting you to pay bills and make appointments;
- collecting medication prescriptions;
- supporting you to maintain and improve your social networks;
- supporting you to understand care options and plan future support;
- signposting to other statutory, voluntary sector and community organisations.

At the end of the 6 week period you will either:

- be able to manage day to day tasks independently, or with the same support that you had before using our service;
- choose to get support from other suitable services (we can help you find out what's available), or
- have been assessed by adult social care for an ongoing care package.

## Eligibility

Those:

- Who are vulnerable due to their age, health or disability, and;
- Who live in Derbyshire (outside of Derby City), or are registered with a Derbyshire GP, and;
- Who have limited support available from family or friends.

To self-refer to the Home from Hospital Service please complete this [form](#) Alternatively please contact the surgery and we will be happy to refer you.



# LIVE LIFE BETTER DERBYSHIRE

This service provides support with:

- Losing weight
- Stopping smoking
- Getting active
- Help for a happy, stress free life
- Advice and facts around drinking
- Family health and wellbeing support
- How to make changes to prevent a fall
- Advice on housing, money and debt

To self-refer to this service please visit their [website](#) Alternatively please contact surgery and we will be happy to refer you.

## Cost of Living Support Available in Bolsover

This booklet has been produced by Bolsover Community and Voluntary Service, Derbyshire County Council, Bolsover District Council and Treacle.me to ensure that everyone living in Bolsover knows where and how to access the help and support available in our area. It is full of services which may be of help to you, such as money and finance, mental health, children, families and libraries, food, clothing, energy and fuel, Housing, Domestic Abuse and useful contacts, tips and advice.

[Cost of Living - Bolsover.pdf \(bcvs.org.uk\)](#)

There are also other places you can self-refer to please see this link if you haven't found what you need [Referrals | Friendly Family Surgery](#)



# Pharmacy

We have an NHS community pharmacist working with our practice.

We can refer you to them/you can go to them for advice for minor illnesses. If we refer you, they will contact you by phone today (tomorrow if contact is made after 4pm).

If following your consultation with the pharmacist, your condition requires them to raise anything with us, or arrange an urgent appointment for you, they will do that as part of the service.

Pharmacists are highly trained healthcare professionals, with five years training and spend a high percentage of their time helping patients.

The pharmacist will call you for an initial telephone consultation to assess your condition and you'll be given advice about your symptoms and any ongoing self-care.

The pharmacist will provide you with advice and can sell you with an over the counter product where needed, if you choose. They will also send details of your consultation back to us for our records.

Your pharmacist will provide you with advice on how to treat your symptoms, which may include a medicine or product. Medicines that can be purchased in a pharmacy to treat minor illnesses, are usually inexpensive and would not normally be prescribed by your GP anyway. You are free to choose if you wish to make a purchase or not.

A few examples of minor illnesses that a pharmacist can help with are:

- Aches and pains (eg back pain, headache and migraine, period pain, teething and toothache).
- Allergies (eg bites and stings, skin reactions).
- Colds and flu (eg cough, congestion, sore throat, fevers and/or temperature).
- Ear care (eg earache, ear wax, ear infection).
- Eye care (eg bacterial conjunctivitis, styes).

- Stomach aches (eg constipation, diarrhoea, haemorrhoids, indigestion, reflux, threadworm, vomiting).
- Skin/mouth problems (eg athlete's foot, chickenpox, cold sores, contact dermatitis, fungal infection, nappy rash, scabies, skin rash, vaginal thrush, warts and verrucae).
- Hay fever which isn't controlled by standard over-the-counter treatments

Your pharmacist can also offer you advice on healthy living, like diet, exercise and quitting smoking, as well as providing services like emergency contraception, travel vaccinations and antimalarial tablets for travellers. If you want to delay your period because you're going on holiday or have a big event coming up, they can sort that too.

# Contraception

For Contraception please call Wheatbridge Sexual Health Clinic 0800 328 3383

# NHS 111

You can either call 111 or do an online assessment. This will direct you to the best service for your needs and tell you when you need to be seen by.

[Get help for your symptoms - NHS 111](#)

# Health A-Z NHS

The **NHS** website has an **A-Z** list of **health conditions**, including acute kidney injury, allergy, anaphylaxis, arthritis, asthma, brain tumor, cancer, chronic kidney disease, acute lymphoblastic leukemia, acute myeloid leukemia, acute pancreatitis, acute respiratory distress syndrome, Addison's disease, adenoidectomy, age-related cataracts, age-related macular degeneration, agoraphobia, air or gas embolism, blood and immune system conditions, cardiovascular conditions, chronic and neuropathic pain, cystic fibrosis, diabetes, and other endocrinal, nutritional, and metabolic conditions, digestive tract conditions, and ear, nose, and throat conditions.

[Health A to Z - NHS \(www.nhs.uk\)](http://www.nhs.uk)