

Looking After Your Health

The time frame to book an appointment with a GP is increasing, this booklet discusses how patients can save time and receive treatment quicker for many common ailments, minor accidents and aches, pains and strains.

The publication also promotes the benefits of exercise, how to decide if you need to see a doctor and the role of a Pharmacist, Osteopath, Physio and Chiropractor.



www.impactonlife.com

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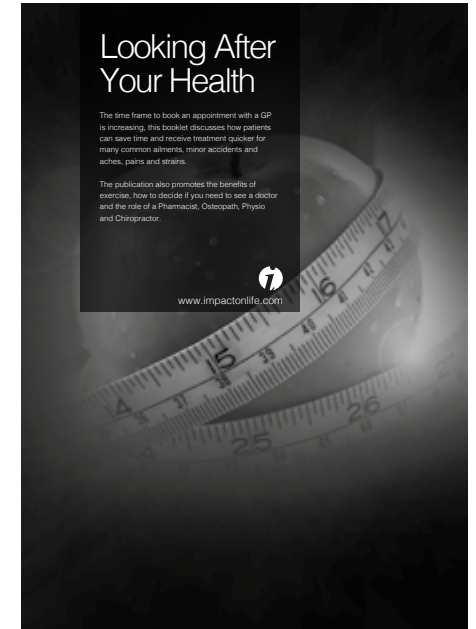
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Inside Front

Introduction

A helpful and informative publication for people on how to look after themselves on issues ranging from diet and exercise to first aid or when to visit your GP. With regards to seeing your GP this publication also gives information on who is who at the surgery and also where else to gain advice.



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Your local Pharmacy

Community pharmacists (once known as 'chemists') are trained to issue medicines prescribed by GPs and other recognised medical professionals. Over recent years, the role of pharmacists has been extended to cover other useful services. Those qualified as a pharmacist independent prescriber are able to prescribe any licensed medicine for any medical condition – except controlled drugs - within their competence. They can dispense over-the-counter (OTC) medicines without prescriptions.



What services they offer you

Community pharmacists can offer health advice and medication for a number of minor ailments. They can also give professional advice on the safe use of medication. As you can visit a pharmacy at any time during their opening hours without an appointment, your local pharmacy is a good place to start if you feel unwell. They can advise you on the correct medicine to take and if you should see a doctor first. As well as the trained pharmacist, dispensers can also help. If the matter is sensitive, you can usually talk to them in confidence as many pharmacists now offer a dedicated private area for this purpose.

If you are unsure how to treat your symptoms, then you may be able to call your pharmacist for immediate advice. Many pharmacies even offer late night opening too.

All pharmacists now offer the following services:

- Advice to help you manage minor ailments or long-term conditions
- Dispensing and advice about medicines
- A repeat dispensing service for repeat prescriptions by your GP (this means you no longer have to see your doctor every time your medicine is running low)
- Disposal of unwanted medication
- Signposting to or contact details for other healthcare services or providers
- Support if you need help managing or taking your prescriptions

Care at the Chemist

This Scheme allows you to obtain medicines and advice for certain illnesses from your local pharmacy without having to go to your GP first. If you do not pay for your prescriptions, you will not have to pay for any medicines supplied through the scheme and, if you do usually pay, then you will only have to pay for what the items cost. Anyone over the age of one are eligible.

You should use the same pharmacy each time you need medication and you must take your registration card with you every time to show that you have registered with the scheme.

Please note that this scheme is not operational everywhere, so we would advise you to check with your pharmacist to see if this applies in your area. If the scheme is not operational, you are still able to consult your local pharmacy before booking an appointment with the GP.

The minor ailments that can be treated under this scheme are: Athletes foot, cold sores, conjunctivitis, constipation, contact dermatitis, cough, diarrhoea, earache, ear wax removal, haemorrhoids, hay fever and itching, headache, head lice, indigestion, nasal congestion, oral thrush, scabies, stomach upset, temperature, toothache, thread-worms, vaginal thrush, warts and verrucas, mouth ulcers, teething, minor skin reactions, nappy rash, allergies, cystitis, colds and sore throats.

This service is for the treatment of a new occurrence of one of the ailments listed above. If the ailment is ongoing, you should speak to your doctor.

Additional services

Some pharmacists may offer additional services, such as:

- Stop smoking services
- Blood pressure monitoring
- Asthma advice (use of inhaler, peak flow measurement)
- Diabetes screening
- Cholesterol checks
- Emergency hormonal contraception
- Advice and information about sexual health
- Chlamydia screening service
- Medication home drop-off (for people who are unable to collect their prescription from the pharmacist)
- Medicines use reviews
- Free advice and treatment for headlice
- Supervised administration of certain medicines
- A needle and syringe exchange service
- Prescription collection from your GP
- New medicine service (30-50% of medicines are not taken as recommended, which can reduce effectiveness and increase wastage)
- Measuring and fitting of trusses

As you can see, your local pharmacist may be able to address your health concerns quickly and conveniently. Pharmacists carry out in-depth reviews of your medication, answer any queries you have about how to take it, and confirm when and if you can take different medication together.

To get the best from your pharmacist, be ready to tell them the following:

- Your symptoms and how long you've had them
- Whether you're pregnant or breastfeeding
- Any medication/treatment you've already tried or are currently taking
- If you're allergic to anything

Pharmacists can also provide easy to open containers if you have difficulty removing caps and lids, and may supply handy 'dosette' boxes if you need to take different medicines at different times during the day.

NHS Choices

NHS Choices provide all NHS online health information on www.nhs.uk.

This information includes:

- Symptom checker - a quick and easy way to check your symptoms and decide whether you need to seek professional health advice
- Health A-Z - reliable information on more than 800 conditions and treatments
- Medicines A-Z – comprehensive information about medicines, known possible side effects, interactions and dosages
- Health Encyclopaedia - A-Z explanation of all health conditions and treatments.
- Health services near you – enter your postcode, town or practice name for a list of your local health services
- Live Well - access hundreds of articles about keeping you and your family healthy
- You and the NHS – information about NHS services, costs and your rights as a patient
- Health News - read about the scientific facts behind the headlines
- Carers Direct - help for those looking after others

NHS Walk-in Centres

NHS walk-in centres (WICs) offer convenient access to a range of treatment. As the name suggests, you can literally walk in without an appointment in order to seek face-to-face medical advice.



These include:

- infections and rashes
- blood pressure checks
- fractures and lacerations
- emergency contraception and advice
- stomach aches
- vomiting and diarrhoea
- hay fever
- insect and animal bites
- stitches (sutures)
- dressing care
- minor cuts and bruises
- minor burns and strains
- Stop smoking support

NHS WICs are usually managed by a nurse and are available to everyone. Most centres are open 365 days a year and outside office hours. WICs proved to be a successful complementary service to traditional GP and A&E services. Some NHS WICs offer access to doctors as well as nurses; however, they are not designed for treating long-term conditions or immediately life-threatening problems.

Some WICs and minor injuries units may not treat young children, so you may want to phone first to check whether they can see your child. You can find your nearest WIC on the NHS Choices website at www.nhs.uk.



How you can help yourself stay healthy

Of course, we can all reduce the amount of time we need to spend at the doctors by looking after ourselves and staying as healthy as possible. Websites such as www.nhs.uk give useful information about medical facts and research to help us negotiate our way through the minefield of advice and health trends found on the Internet and in magazines. The Department of Health (www.gov.uk) also offers guidelines about key health concerns such as smoking, obesity and alcohol.

In the following sections, we discuss some of the health issues that affect many of us. These issues place a substantial strain on the NHS.

Smoking

The case against smoking and the long-term effects it can have on your health are well known. Once you make the decision to improve your health and stop smoking, you may feel that you need help and support in order to succeed.

There are a number of smoking cessation schemes in the UK and you may be surprised at just how much help is available to fit in with the way you want to quit. Making some small lifestyle changes can have a major impact on how easily you will stop smoking.

The NHS provides a wide range of methods, assistance and encouragement, and the NHS Choices website can show you what assistance is available in your area.

Useful websites and services include:

www.nhs.uk/livewell/smoking

www.nhs.uk/smokefree

Your local pharmacy may run a Stop Smoking Service. Typically, this will give you access to expert advice and support, including weekly visits to the pharmacy for progress checks, to help you succeed. Depending on the service offered by your pharmacy, you may be eligible for free Nicotine Replacement Therapy (NRT). Your pharmacist will also be able to recommend products or techniques that other people have found helpful.

Alcohol

If you regularly drink more than the current NHS recommendation, you are at risk of long-term conditions such as cancer, heart disease, high blood pressure, stroke, liver damage and various mental health issues.

The Department of Health introduced new guidelines in January 2016. To keep health risks from alcohol to a low level it is advised that men and women are not to drink more than 14 units a week on a regular basis.

A unit is defined as half a pint of beer, lager or cider, a single measure of spirits, a small glass of wine or a small glass of sherry.

The NHS Choices website features an 'alcohol self-assessment' tool that you can use to see how many units you are drinking and help you decide whether you need to make some changes. This tool is used by many healthcare professionals to help people assess their drinking habits. If you want more detailed information, it is recommended that you keep a drink diary for a week to show your pattern of drinking.

If you are at all concerned by your drinking, accepting you may need help is the first step to receiving it.

Drinkline 0300 123 1110

Mon-Fri 9am - 8pm, weekends 11am - 4pm is a confidential helpline if you wish to speak to someone about your drinking. There is also lots of useful information at www.drinkaware.co.uk

Healthy eating

Nutritionists talk about eating a balanced diet, which means providing your body with the right fuel and protecting yourself from long-term health problems. A balanced diet promotes the concept of 'everything in moderation' rather than excluding whole food groups and depriving the body of essential nutrients.



The current general advice is to:

- Avoid sugary foods
- Avoid fatty foods
- Lower your salt intake
- Eat more fibre
- Eat at least five portions of fruit and vegetables each day
- Drink less alcohol

At different stages of your life, such as during pregnancy or in later life, you may need to seek more help regarding your nutrition. Many practices can offer you information to help you understand your optimum choices for eating healthily.

When we don't eat healthily, we increase our risk of becoming overweight or obese. Obesity is a term used to describe somebody who is very overweight with a high degree of body fat (typically with a Body Mass Index (BMI) of 30 or more).

Obesity can lead to a number of serious and potentially life-threatening conditions such as Type 2 diabetes, coronary heart disease, some types of cancer, such as breast cancer and bowel cancer and strokes. It can also affect your quality of life and can lead to depression or low self-esteem.

Exercise

In a world where everything happens at the touch of a button, many of us have stopped moving around as much as nature intended, which is contributing to our weight gain. Regular exercise is an important factor in maintaining good health. Experts recommend that mild to moderate exercise (30 minutes a day, five times a week) is all that's needed to help us look and feel fitter.

As a rule of thumb, moderate exercise is any activity that makes you feel a little warm or sweaty, and slightly out of breath, but no more than that. For some people that means walking upstairs rather than taking a lift, getting off a bus one stop early, or walking the dog.

There is such a lot of choice when it comes to finding the right exercise. Gyms offer dedicated equipment and a choice of exercise classes, including popular activities like Zumba, kickboxing or yoga. You can often access the support and advice of experienced personal trainers at the gym to help you make the most of your exercise.

Swimming pools generally offer sessions for different ages and ability levels, and swimming lessons are widely available for adults so it's never too late to start swimming. For those of you who prefer to run, many areas now offer organised running clubs that meet regularly throughout the week to give runners a safe and social way to exercise.

Of course, other people prefer to combine exercise with other leisure pursuits. A walk round the park, a bike ride, roller blading or horse riding all offer great health benefits. The most important thing is that you enjoy yourself because, if you enjoy exercise, you'll be much more likely to make it a long-term habit.

When deciding what exercise to do, think about if you prefer to exercise in a group or by yourself; being in the company of other people can be great for your confidence and motivation, but you may want to use exercise as a time to focus and enjoy some time alone. However you exercise, remember that physical activity stimulates good chemicals in the body, which lead to better mental and emotional states.

If your present level of physical activity is low, then make sure that you start with something gentle. If you go to a gym or exercise class, choose one where you will receive proper attention from the staff before you start. If you are at all concerned, please seek professional advice about the level and type of activity best for you.

Mental Health

Over the last decade there has been an increase in the number of patients who have been prescribed anti-depressants due to suffering from some sort of mental health issue.

The pressures of modern life mean we are becoming busier and busier, we are constantly putting ourselves under increasing pressure to perform at school, university, work, relationships and family life.

In current times there seems to be less of a stigma (although there is still a stigma) associated with mental health issues and so more patients are prepared to speak with their GP about their problems. All these factors are contributing to the increase in mental health issues.

In 2015 GP's issued around 61 million prescriptions for mental health related issues which is nearly twice the amount compared to ten years ago.

There are many alternative ways to consider when treating patients with mental health issues such as depression, stress or anxiety which include, private therapy, counselling, homeopathic remedies, also recent studies have shown that exercise releases chemicals in your brain such as endorphins that make you feel good - boosting your self-esteem, which can alleviate symptoms amongst people suffering from a mental illness.

It is widely recognised that exercise can be just as effective as anti-depressant pills when treating mental health issues.

First Aid in the Home

Over 200,000 visits a year to emergency departments are due to accidents while doing DIY; burns, collisions and poisoning are also common causes of injury.

Being aware of hazards while in the home and taking sensible precautions is a priority, but if injury occurs, a first aid kit can help with minor injuries or keep a serious injury stable while you seek help.

What should you include in a first aid kit for the home?

There is no definitive list for the contents of a home first aid kit. Ready-made kits are available from pharmacies or on the internet from sites such as British Red Cross (www.redcross.org.uk) or St John's Ambulance (www.sja.org.uk). You can also make a kit yourself, selecting the contents that you need.

The following list is a guide only; the quantity of each item depends on the number of people in your household and the activities that you do at home.

Essential items

- First aid manual
- Plasters in various sizes & shapes (fabric or waterproof)
- Sterile dressings, such as Melolin (for covering a wound): six medium (12cmx12cm) and two large (18cmx18cm), or dressings with a bandage attached
- Adhesive tape, such as Micropore (to hold dressings in place; it can also be used on its own on small cuts and grazes)
- Triangular bandages (for use as a sling to support an injured arm or shoulder)
- Safety pins in a variety of sizes (for securing bandages)
- Crepe bandages (to support sprains and strains, or to hold dressings in place)
- Sterile, non-fluffy absorbent gauze (for cleaning, drying wounds and covering wounds)
- Round-ended scissors (for cutting tape or bandages)
- Tweezers (for removing objects such as splinters)
- Vinyl gloves
- Antiseptic wipes (alcohol free)
- Emergency foil blanket
- Notepad and pencil
- Eyewash solution
- A thermometer (a digital one - don't use a thermometer containing mercury as this can be a hazard if damaged)
- Torch



Optional extras

Extra items that you may like to have in your first aid kit include:

- Sterile eye pads (a large wound dressing can be used instead to cover an eye)
- Sterile saline sachets for cleaning a wound - but clean water will do

Keep your first aid items in a waterproof container large enough to arrange the contents for quick and easy use in an emergency. A plastic container with a tight-fitting lid is suitable. Make sure it's labelled clearly - the standard labelling is a green background with a white cross.

Storing your first aid kit

It makes sense to keep your first aid kit near to where it's most likely to be needed.

It should be out of reach of children, but still readily accessible. The place should be dry and cool, so your bathroom is probably not ideal.

Using your first aid kit

As well as keeping a first aid kit, it is important to know how to use it. All adults, older children and teenagers living in the house should know where the kit is kept, what is in it and how the items are used. It's a good idea to keep a first aid manual with the kit.

Replace any used items immediately and check expiry dates from time to time.

Medicines

There are some medicines that can be useful to keep at home in case of minor accidents.

You should keep these medicines in a separate locked cabinet, out of reach of children.

The medicines include:

- Paracetamol and ibuprofen for pain relief (tablets for adults, liquid for children)
- Antihistamine cream for insect bites (but not for use on broken or infected skin)
- Antihistamine tablets such as chlorpheniramine (e.g. Piriton) for allergic reactions

You should always follow the instructions in the patient information leaflet that comes with the medicines. Ask your pharmacist if you need advice.

How to decide if you need to see a Doctor

Self help for common ailments and minor accidents

Lots of common ailments and minor accidents can be dealt with safely at home. This section will help you decide when you need to seek professional help and when you can safely treat yourself or a member of your family.



Backpain - If the pain has been caused by lifting or twisting, take aspirin or paracetamol, which will not only relieve the pain but will help reduce inflammation. Ask your pharmacist about stronger painkilling medicines or rubs. If the pain persists for more than a few days, then you may want to consider making an appointment with a specialist, such as a chiropractor, osteopath or physiotherapist.

Burns and scalds - Any burn or scald needs immediate action. For minor burns or scalds, remove any jewellery or clothing that may become a problem if swelling occurs. Cool the affected area with cold water for at least 10 minutes, and then cover with a light non-fluffy dressing. Do not burst blisters and do not put cream or ointments on the area. If the burn is larger than the size of your hand, on the face or the skin is broken, cool the area and seek urgent medical attention.

Diarrhoea - In adults, diarrhoea is usually caused by viral infections and therefore cannot be treated directly. Holiday diarrhoea is often due to bacteria. In both cases, consult a doctor if the symptoms persist for more than 48 hours. In children, continue to feed but maintain hydration with special fluids and soups.

Gastroenteritis - This is the name given to a number of illnesses caused by viruses and bacteria that affect the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often vomited up immediately; therefore the stomach and bowels should be rested. In older patients, sips of plain water may be enough but babies and toddlers need special rehydration fluids, which are available from a pharmacist. If sickness or diarrhoea persists, consult a doctor.

Headlice - These are very common, particularly among families with school age children. Medicated head lotions and shampoos are available without prescription from your pharmacist. You will need to treat everyone in the family as directed and you should also spray all furniture and carpeting in your home with an appropriate spray, as well as washing pillows and soft toys.

Insect bites and stings - First, remove stings with tweezers by gripping the base of the sting nearest the skin to avoid squeezing the poison sac, and then apply a cold compress. If stung in the mouth, suck on an ice cube or sip cold water and seek immediate medical attention. Always seek medical attention if someone has an allergy to bites and stings; if the sting cannot be removed; if the area around the sting becomes inflamed or if someone experiences shortness of breath or fever.

Minor cuts and grazes - Press the wound with a clean fabric pad for a few minutes to stop the bleeding, and elevate the limb for a cut on the arm or leg. Clean the wound thoroughly with soap and a little water, and cover with a clean dry dressing or plaster.

Nose bleeds - Sit in a chair leaning forward with your mouth open, and pinch your nose just below the bone for approximately ten minutes, by which time the bleeding should have stopped. If symptoms persist, consult your doctor.

Sore throats/coughs/colds - Unfortunately, there is still no cure for the common cold.

The cold will run its course but you can help manage the symptoms by drinking more fluids, resting and taking paracetamol or aspirin for a headache or fever. If you already suffer from chest complaints or your cold lasts more than three weeks, see your doctor.



Sprains, strains and bruises - Remember PRICE - Protection, Rest, Ice, Compression and Elevation - and avoid HARM - Heat, Alcohol, Running and Massage - for the first 48 to 72 hours. First, apply an ice compress for 15 to 30 minutes to reduce any swelling. Then apply a crepe bandage and give the sprain or strain plenty of rest in elevated positions until the discomfort and swelling have gone. If you don't rest the limb, further pain and swelling may occur and recovery will take longer.

Sunburn - You should take care at all times to avoid over-exposure to the sun, particularly with children. Treat sunburn as other burns, applying cold water to remove the heat. Calamine lotion (dabbed not rubbed) will relieve the irritation while paracetamol will also help to reduce any pain.

Who can you see at your GP practice?

GP practices now offer a wide range of services beyond one-to-one appointments with a doctor. Information about staff, opening hours and the practice-specific services are usually available on the internet via the NHS Choices website (www.nhs.uk). You will also be able to obtain more information from the practice.

In a typical medical practice, these are some of the people who are there to help you:

Receptionist

Getting the right help is important and your GP's receptionists know what is happening in the practice, as well as locally. Their role is to make sure that you receive the right help, whether that means booking an appointment with a doctor or directing you to another member of practice staff.

The receptionist may need to ask you some questions; the more clearly you explain your situation the better they'll be able to help you. If you're waiting for test results, the receptionist may not be allowed to give you information on the phone that should come via your doctor.

Practice manager

The practice manager is responsible for making the surgery run smoothly. This means managing the financial side of the practice and looking after the staff. If a receptionist is unable to answer your question, they will refer your enquiry to the practice manager.

The main reason you may need to approach a practice manager directly is if you want to make a complaint about any aspect of the services provided by the practice.



Practice nurse

Most surgeries now have at least one practice nurse who can help you with:

- Blood tests
- Cervical smears
- Dressings that need attention
- Blood pressure checks
- Immunisation
- Blocked ears that need syringing
- Healthy living
- Family planning advice
- Fitting of contraceptive devices, such as the coil or implant
- Skin rashes and sore throats

Some practice nurses run their own clinics for such conditions as asthma, high blood pressure, flu jabs or diabetes.

Other staff

Some GP practices also offer access to extra healthcare professionals, who are either based at the practice or who visit on a regular basis. These include counsellors, dietitians, community midwives, health visitors, physiotherapists and osteopaths.

Ask the receptionist about what services are available at your practice.

Self-referrals for aches, pains & strains

Many of us suffer aches and pains that can affect our general health and wellbeing. Instead of seeing a doctor for these problems, it is possible to make a self-referral to a specialist such as an osteopath, chiropractor or physiotherapist. You can find out more about these different healthcare services below.



What is an osteopath?

Osteopathy is a system of diagnosis and treatment for a wide range of medical conditions. It works with the structure and function of the body, and is based on the principle that the wellbeing of an individual depends on the skeleton, muscles, ligaments and connective tissues functioning smoothly together.

To an osteopath, for your body to work well, its structure must also work well. Osteopaths work to restore your body to a state of balance, where possible without the use of drugs or surgery. Osteopaths use touch, physical manipulation, stretching and massage to increase the mobility of joints, to relieve muscle tension, to enhance the blood and nerve supply to tissues, and to help your body's own healing mechanisms. They may also provide advice on posture and exercise to aid recovery, promote health and prevent symptoms recurring.

Osteopaths' patients include the young, older people, manual workers, office professionals, pregnant women, children and sports people. Patients seek treatment for a wide variety of conditions, including back pain, repetitive strain injury, changes to posture in pregnancy, postural problems caused by driving or work strain, the pain of arthritis and minor sports injuries.

All osteopaths in the UK are regulated by the General Osteopathic Council (GOsC) and are required to renew their registration every year.

You can find out more about osteopathy in practice on the GOsC's website at www.osteopathy.org.uk, and also search the online register for osteopaths in your area. You can download useful leaflets from the website about 'What to expect from your osteopath' and 'Standards of Osteopathic Care'.



What is a chiropractor?

Chiropractors are concerned with the framework of bones and muscles that support the body – this is known as the 'musculoskeletal system' – and the effects that disorders of the musculoskeletal system can have on the function of the nervous system and a patient's general health.

Some problems of the musculoskeletal system are due to everyday wear and tear, but they can also be caused by accidents, stress, illness, poor posture, lack of exercise, or even pregnancy. Symptoms typically treated by a chiropractor include upper, mid or lower back pain; neck pain and stiffness; shoulder pain; numbness or tingling; pain in the extremities (arms and legs); hip pain; knee pain; ankle or foot pain; headaches; or jaw pain.

When you see a chiropractor, they may manipulate parts of your spine or joints to address the pain or discomfort you are experiencing. Manipulation involves precisely handling or moving joints or parts of the spine, sometimes moving them further than their normal range of movement – it is very common to hear a clicking or popping noise as your joint is being manipulated and nothing at all to worry about.

When you first see a chiropractor, they will take a full case history and will ask your permission to carry out a thorough physical examination. They may take or send you for X-rays if they are needed. A chiropractor will probably also give you advice about exercise, self-help, diet and lifestyle to help treat the problem. Some chiropractors offer rehabilitation programmes.

In the UK, chiropractors are required to register with the General Chiropractic Council, and you can find out more about whether a chiropractor would be right for you online at www.gcc-uk.org

What is a physiotherapist?

Physiotherapy is the process by which ill, injured or disabled people are helped to recover their movement and function to full potential. Physiotherapists are trained healthcare professionals who help treat physical problems linked to a number of the body's systems including:

- musculoskeletal - bones, joints and soft tissues
- neuromuscular - the brain and nervous system
- cardiovascular - heart and blood circulation
- respiratory - the organs that help you breathe, such as the windpipe (trachea), larynx (voicebox) and lungs

Many physiotherapists work as part of a multi-disciplinary team. They can work from NHS hospitals, community based organisations, private hospitals and clinics, sports clubs, charities and work places. Private physiotherapists often specialise in the treatment of musculoskeletal problems, such as alleviating back pain or managing problems with your joints, and can achieve outstanding results.

Private and NHS physiotherapists work in specialist areas including:

- intensive care
- mental health
- neurology (including stroke)
- long-term conditions
- men's and women's health (including incontinence)
- recovery after major surgery
- orthopaedics and trauma
- sports
- workplace health
- paediatrics (children)
- care of the elderly
- education and health promotion



When you see a physiotherapist, their approach will vary according to your needs, but may include:

- movement and exercise - taking into account your current level of health and their specific requirements
- manual therapy techniques - where the physiotherapist aids recovery by using their hands to relieve muscle pain and stiffness and encourage blood flow to an injured part of the body
- aquatic therapy - a form of physiotherapy carried out in water
- other techniques - such as heat, cold and acupuncture to ease pain

You can access physiotherapy through the NHS or private practitioners. It is also sometimes possible to access physiotherapy treatment through other routes, such as charities and the voluntary sector. In some areas, 'self-referral' systems are in place, allowing you to access physiotherapy directly. To find out whether self-referral is available in your area contact the reception staff at your GP surgery, or ask at your local NHS hospital.

To find out more about physiotherapy, visit The Chartered Society of Physiotherapy website at www.csp.org.uk

This website contains a directory of other health sites, reviewed by GP editors.

Information in this booklet is not intended to replace professional medical advice. All information was checked in July 2018.



Further Contacts and Useful Organisations



Action on Smoking and Health

6th floor, Suites 59-63, New House, 67-68 Hatton Garden,
London EC1N 8JY

Tel: 020 7404 0242

Website: www.ash.org.uk

Email: enquiries@ash.org.uk



Addaction

Addaction is a national charity providing community-based drug and alcohol services across the country and offering practical support, advice and information to drug users, their families and carers.

67-69 Cowcross Street, Smithfield, London EC1M 6PU

Tel: 020 7251 5860

Email: info@addaction.org.uk

Website: www.addaction.org.uk

Twitter: [AddactionUK](https://twitter.com/AddactionUK)



Alcohol Concern

27 Swinton Street, London, WC1X 9NW

Tel: 0203 907 8480

Email: contact@alcoholconcern.org.uk

www.alcoholconcern.org.uk



Beat

Beat is the UK's leading charity supporting anyone affected by eating disorders or difficulties with food, weight and shape. We provide information and support through Helplines which people can call, text or email; a UK wide network of self help and support groups; online support including information, message boards and online support groups and HelpFinder, an online directory of support services.

Help for Adults Helpline: 0808 801 0677

Email: help@beateatingdisorders.org.uk

Help for Young People Youthline: 0808 801 0711

Email: fyp@beateatingdisorders.org.uk

Text: 07786 201820

www.b-eat.co.uk



British Association and College of Occupational Therapists

The British Association and College of Occupational Therapists is the professional body for occupational therapists. We have over 29,000 members, including students and support workers. We set the professional and educational standards for occupational therapy and provide members with leadership, guidance and information relating to research and development, education, practice and lifelong learning.

106-114 Borough High Street, Southwark, London SE1 1LB

Tel: 020 7357 6480

Website: www.rcot.co.uk

Facebook/Twitter



British Nutrition Foundation

New Derwent House, 69-73 Theobalds Rd, London, WC1X 8TA

Tel: 020 7557 7930

Email: postbox@nutrition.org.uk

Website: www.nutrition.org.uk

Chartered Society of Physiotherapy (The)

14 Bedford Row, London, WC1R 4ED

Tel: 020 7306 6666

Email: [online contact form](http://onlinecontactform.csp.org.uk)

Website: www.csp.org.uk

Twitter: [@theccsp](https://twitter.com/theccsp)



Diabetes UK

Wells Lawrence House, 126 Back Church Lane, London E1 1FH

Tel: 0345 123 2399

Email: info@diabetes.org.uk

www.diabetes.org.uk

Facebook/Twitter

Drinkline

Helpline: 0300 123 1110

Drink Aware

Tel: 020 7766 9900

Email: contact@drinkaware.co.uk

www.drinkaware.co.uk



General Chiropractic Council

44 Wicklow Street, London WC1X 9HL
Tel: 020 7713 5155
Email: enquiries@gcc-uk.org
www.gcc-uk.org



General Osteopathic Council

Osteopathy House, 176 Tower Bridge Road, London, SE1 3LU
Tel: 020 7357 6655
Email: info@osteopathy.org.uk
www.osteopathy.org.uk



Hope UK

Hope UK is a national drug and alcohol education charity for children and young people, as well as those who work with them. Drug education is provided in schools, colleges and voluntary settings by trained voluntary Drug Educators who deliver age-appropriate, interactive sessions designed to help young people make informed decisions.

Latimer Church, Ernest Street, London, E1 4LS
Tel: 020 7928 0848
Email: enquiries@hopeuk.org
Website: www.hopeuk.org



Institute of Complementary Medicine and Natural Medicine

Can-Mezzanine, 32-36 Loman Street, London, SE1 0EH
Tel: 020 7922 7980
Email: info@icnm.org.uk
www.icnm.org.uk
Facebook

NHS 111 Service

Tel: 111 (if you need medical help fast but it's not a 999 emergency)
www.nhs.uk



Rehab 4 Alcoholism

Rehab 4 Alcoholism offers a free helpline and intervention service for people suffering from drug and alcohol addiction.
Helpline: 0800 111 4108
Tel: 0345 222 3509 (mobile)
Email: info@rehab4alcoholism.com
www.rehab4alcoholism.com



Rethink Mental Illness

Rethink Mental Illness is a charity that believes a better life is possible for people affected by mental illness. For more than 40 years we have brought people together to support each other. We run services and support groups that change people's lives and we challenge attitudes about mental illness.

Website: www.rethink.org
Tel: 0300 5000 927
Email: info@rethink.org
facebook.com/rethinkcharity
twitter.com/rethink_

Smokefree NHS

Tel: 0300 123 1044
www.nhs.uk/smokefree
Email: quitnow.smokefree.nhs.uk
Facebook / Twitter



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The content is also not intended to replace other healthcare professional advice that you may be encouraged to seek.

Professional advice should be sought where appropriate. Any rates and information contained within this publication was correct at the time of print in July 2018.

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