

Could you help someone live a healthier lifestyle?

Have you made lifestyle changes to improve your health? Are you passionate about helping others to do the same?

No one understands how to make changes better than someone who has been there and done it. That's what UCan is all about. Join UCan as a volunteer 'peer pal' and you can use your experience to help others in South Tyneside.

"From smoking or healthy weight loss to cardiac rehab or musculoskeletal pain, a helping hand from someone who knows what it's like can make all the difference," says Peer Pals Coordinator Niki Marshall. "It's an extra helping hand alongside the support

you get from the NHS, public health or other services.

"As a peer pal, you'll be matched with someone facing similar health issues. You then use WhatsApp to keep in touch, provide encouragement and offer a listening ear.

"It's not a big commitment, but being a peer pal can be a rewarding experience for everyone."

UCan is supported by Inspire South Tyneside, NHS South Tyneside Clinical Commissioning Group and South Tyneside Council.

NHS
South Tyneside
Clinical Commissioning Group



Niki Marshall

To find out more, contact **Niki Marshall** on **07719 078 077** or email niki.marshall@inspiresouthtyneside.co.uk.

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helping hands for a healthier life

Have you made lifestyle changes to improve your health? Are you passionate about helping others to do the same? Being a peer pal can be a rewarding experience and it's not a big commitment.

Interested?

- ▶ Phone Niki Marshall on **07719 078 077**
- ▶ E-mail niki.marshall@inspiresouthtyneside.co.uk

Why are GP practices working differently?

Your GP practice is here to help - but all NHS services are under a lot of pressure. You can help us by being patient with practice staff, wearing your mask in healthcare settings and using services differently for everyone's safety.

Many services are now phone or video based, but if you need to be seen face-to-face, we will arrange a safe way for this to happen. Often a good first step is to visit www.111.nhs.uk

How are practices working now?

Practices are all open but may need to speak to you by phone to decide how best to meet your needs.

What does triage mean?

This means assessing your needs, to decide whether you should be seen in person, have a phone or video consultation, or get advice from your local pharmacy. If you need to be seen in person, we will arrange that.

Why do receptionists ask personal questions?

Reception staff are a vital part of the healthcare team, and ask questions to direct you to the best support. They are skilled in assisting with triage and treat all information confidentially.

I want to see a GP – why am I seeing someone else?

Many practices have a range of professionals (e.g. advanced nurse practitioners) who can diagnose and treat health conditions. This ensures that you can see the right person for your needs more quickly.

What about emergencies?

Always dial **999** in a life-threatening emergency. If you need help with minor injuries at any time or urgent care when your GP practice or community pharmacy is closed, visit www.111.nhs.uk or dial **111** if you do not have internet access.

Where else can I get help?

Visit www.nhs.uk for advice on common symptoms and a list of local services, or speak to your pharmacist first for advice on minor illnesses. Find your nearest: www.nhs.uk/service-search/find-a-pharmacy