



# Brook Medical Centre

**98 Chell Heath Road, Bradeley, Stoke-on-Trent, ST67NN**  
**Telephone Number: 01782 838355**  
**[www.brookmedicalcentre.nhs.uk](http://www.brookmedicalcentre.nhs.uk)**

## **Open Hours of Organisation Name**

<b>Monday</b>	08:00 – 18:30
<b>Tuesday</b>	08:00 – 18:30
<b>Wednesday</b>	08:00 – 18:30
<b>Thursday</b>	08:00 – 13:00, 13:00 – 14:30 closed for training 14:30 – 18:30
<b>Friday</b>	08:00 – 18:30
<b>Saturday</b>	CLOSED

We are contactable via telephone between the hours of 08.00 and 18.30 Monday to Friday, apart from Thursday when the hours are 08.00 to 13.00. You could also contact the Surgery via our website above to ask a question, request repeat medication etc and we will respond within 48 working hours.

Monday to Thursday most weeks the Practice is open for pre-booked appointments from 7:00 am. There is no Reception service until 8:00 am.

**Brook Medical Centre is part of the Whitfield Primary Care Network  
which includes**  
**Brook Medical Centre**  
**Orchard Surgery**  
**Millrise Medical Practice**  
**Baddeley Green Surgery**



# BROOK MEDICAL CENTRE

Brook Medical Centre Web site.

<https://www.brookmedicalcentre.nhs.uk/>

You can use our website to:-

Ask us a question:-

- Admin query:- regarding recent tests, sick note, repeat prescriptions
- Medical issue:- Contact us about an new or ongoing symptom
- Online advise
- book appointments
- Order a prescription
- Register with our practice

## **NHS App**

<https://www.nhs.uk/nhs-services/online-services/nhs-app/about-the-nhs-app/>

You can use this App to:

- View and share proof of your COVID-19 status
- Order repeat prescriptions
- Book GP appointments
- Get health advice
- View your NHS number
- View your health records

## **Patient Access**

<https://www.patientaccess.com>

Patient access connects you to local health services when you need them most. You can book GP appointments, order repeat prescriptions and discover local health services for you or your family

## **Consent for Carers to Talk to Brook Medical Centre staff:**

For reasons of confidentiality we may only discuss a patient's problems and treatments with the patient. We do however have a simple consent form that, if you wish to sign, would allow us to speak to a nominated carer or next of kin regarding your medical and social care. Please ask a receptionist at Brook Medical Centre for a consent form.

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**General Day-to-Day Living:**

Social Services: - 08005610015

Email: [social.care@stoke.gov.uk](mailto:social.care@stoke.gov.uk)

If you are experiencing problems with day-to-day activities (such as, washing, dressing and taking your medicines) you can request a social worker to visit you and carry out an assessment of your needs, with a view to providing you additional home care. Any care services that are provided do have to be paid for.

If you are experiencing problems with your walking, or have suffered falls, then we can ask an Occupational therapist to visit your home to provide aids and adaptations to assist you (for example, a ramp to the front door or grab rails within the house). A referral to the Physiotherapy department can provide walking aids to assist with your mobility. Referral to the local falls clinic is available where appropriate. Hip protectors and stair lifts can be bought privately.

Anyone over 75 years old should consider taking a daily calcium and vitamin D supplement. A source of calcium and vitamin D is in Cal-In yogurts, which are available to buy from most supermarkets, and contain the recommended daily amount of calcium and vitamin D. Where appropriate, we may request a DEXA bone scan to be carried out to exclude osteoporosis. If osteoporosis is diagnosed, additional treatment can be offered.

**Mood and Memory:**

**<https://www.combined.nhs.uk/our-services/older-adults/memory-clinics>**

Eaves Memory Clinic:-0300 123 0893

As we get older we may become more dependent on others and more restricted in our day-to-day activities and it is quite easy to feel low. If this is an issue, please do talk to us. There are a variety of informal befriending and more formal counselling services available. Sometimes treatment with anti-depressant medicines is helpful.

Deteriorating memory can be another problem. There are simple assessment tests that we can use and where appropriate we can refer you to a specialist memory clinic at 'The Eaves'. Medication may sometimes be offered to attempt to slow down changes.

**Other Social Support including Social Isolation:**

Where appropriate, day care and holiday relief admissions can be arranged. There are also activities and support groups available. Age UK offer a wide variety of advice and help, Local

Age UK telephone number is 01782 286209, Web address is <http://www.ageuk.org.uk/northstaffs>.

Loneliness is acknowledged as an increasing problem and if you are experiencing this you are strongly recommended to contact Age UK or the Royal Voluntary Service who can help.

### **Driving:**

DVLA: 0870 025 0121

[www.gov.uk/contact-the-dvla](http://www.gov.uk/contact-the-dvla)

We all regard access to our own car as essential, but as you get older it is important that you are fit to drive for your own safety and others on the road. If you drive when you are not fit to drive, you may invalidate your car insurance and make yourself liable for substantial financial costs. If you have any concerns regarding your fitness to drive, then you can either contact one of the doctors or the DVLA

### **Other Health Services:**

District Nurses:- 0300 123 0928

The District Nurses are based at Smallthorne Surgery and can be contacted on 0300 123 0928, they provide a community nursing service.

Physiotherapy and Occupational therapy referrals can be made by your GP.

For some specific problems, such as incontinence, we can refer you to local community services. There are local incontinence advisors that the GP can refer you to for further assessment and provision of pads where appropriate.

### **Call Care Alarms and Key Safes:**

**[https://www.stoke.gov.uk/info/20051/older\\_people/176/alarms\\_and\\_pendants\\_for\\_people\\_who\\_need\\_extra\\_help\\_at\\_home](https://www.stoke.gov.uk/info/20051/older_people/176/alarms_and_pendants_for_people_who_need_extra_help_at_home)**

Call care alarms can be worn as a pendant or around your wrist, and are worth considering. A contact number must be provided for the alarm company to contact in an emergency if they are unable to get you to respond when the alarm is activated.

### **Key safe**

<https://personalalarms.ageco.co.uk/pages/key-safe>

A Key safe is a weatherproof box that can be fitted to an exterior wall. You can share the key code with your family and friends. The safe can only be opened using a unique code that you set. It can be fitted in a discreet location so it cannot be seen by a passerby.

**Hearing Problems:**

Initial referrals have to be made by your GP.

**Eye Checks:**

We recommend that you have your eyes and vision checked at least annually by a qualified optician who can form a more comprehensive assessment than the GP, and make the appropriate recommendations regarding glasses. They will also screen for conditions such as cataracts glaucoma, and will either refer directly to the specialist or back to ourselves.

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### **Dental Care:**

We recommend that you see a dentist on a regular basis.

For urgent dental care:-

<https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/>

### **Attendance Allowance:**

[\*\*https://www.gov.uk/attendance-allowance\*\*](https://www.gov.uk/attendance-allowance)

Forms are available by telephoning the Department of Work and Pensions on 0845 712 34 56. The form will be sent out to you with a stamped addressed envelope. Someone can qualify if they need attention or supervision from another person.

- Attention means active help from another person. The help must take place in the physical presence of the disabled person. It can include hands-on care (such as getting in and out of the bath), but doesn't have to involve any physical contact. As long as it involves personal contact (such as prompting someone to carry out activities like encouraging them to eat), you will meet the criteria.
- Supervision means keeping an eye on someone to ensure that they do not put themselves or others in substantial danger. It includes being ready to intervene if something goes wrong (if someone with dementia is prone to wandering off).

If you find the forms difficult to complete, either the Citizens Advice Bureau or Age UK can assist.

### **Disabled Driver Badge (Blue Badge):**

[\*\*https://www.gov.uk/blue-badge-scheme-information-council\*\*](https://www.gov.uk/blue-badge-scheme-information-council)

This is available both as a driver and as a passenger if you have a permanent problem with walking and are no longer able to walk more than 50 metres without stopping when using an aid. Forms are available online, If you are struggling to get your photograph taken or with filling in the forms, this is something that they will assist you with too.

### **Council Tax Exemption:**

[\*\*https://www.stoke.gov.uk/info/20018/discounts-and-exemptions/12/discounts-and-exemptions\*\*](https://www.stoke.gov.uk/info/20018/discounts-and-exemptions/12/discounts-and-exemptions)

Anyone with a severe mental impairment, including dementia, living on their own and receiving the appropriate disability benefit (such as attendance allowance) is exempt from



paying Council tax. If you live with others, you are entitled to a Council tax discount as long as there are less than two working adults in the household.

Contact Stoke on Trent Council directly on 01782 234234 and speak to one of the officers who will arrange an assessment.

Individuals or couples may also qualify for the main Council tax benefit if they have a low income.

**Legal Aspects:**

Make sure that you have an up-to-date Will. Wills can be quite tricky to draw up and we do recommend that you seek legal advice.

**Advance Care Plan**

<https://www.nhs.uk/conditions/end-of-life-care/why-plan-ahead>

If you have a Long Term Condition or terminal illness it can be a good idea to record your views, preferences and priorities about your future care and needs, planning ahead like this is called Advanced Care Planning. This helps to explain what your wishes are with regard to hospital provisions, personal preferences, if you would want to be admitted to hospital or resuscitated and choices for your future treatments or care. These might not be easy topics to think about but by discussing your wishes with your family you could be saving them from having to help doctors make difficult decisions later on without knowing what you would have wanted.

**ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)**

<https://www.resus.org.uk/respect/respect-patients-and-carers>

The ReSPECT process creates a personalised recommendation for your clinical care in emergency situations where you are not able to make decisions or express your wishes. This document is designed to support conversations between you and your health professionals (and other important people to you) in order to understand your priorities of care and use those to develop an agreed plan. It can be for anyone, but will have increasing relevance for people who have complex health needs, people who are likely to be nearing the end of their lives and people who are at risk of sudden deterioration, some people will want to record their care and treatment preferences for other reasons. The plan is created through conversations between you and your health professionals. It stays with you and should be available immediately to health professionals called to help you in an emergency, whether you are at home or being cared for elsewhere. This will help Doctors, District Nurses, ambulance crews, out-of-hour doctors, care home staff and hospital staff be better able to make quick decisions about how best to help you if they can see your ReSPECT form. It is important to understand the ReSPECT form cannot be used to demand treatments that are not likely to benefit you and would not be offered. This plan empowers you to guide health care professionals to guide them on what treatments you would or would not want to be considered for and to have recorded those treatments that could be important or those that would not work of you.

DNACPR (Do not attempt cardiopulmonary resuscitation) decision may be made between you and your health care team – it is important to know this does not mean that you will not get care and treatment. You will continue to have all the other appropriate care, treatment and support you need.

## **Lasting Power of attorney**

If you become unable to make decisions for yourself in the future, someone will need to make decisions for you. Generally professionals will make decisions about your health and social care and your family or carers will decide on day-to-day matters. If you wish you can officially appoint someone you trust to make decision for you, this is called making a lasting power of attorney (LPA) and it enables you to give another person the right to make decisions about your care and welfare.

You can also appoint an attorney to decide on financial and property matters. There are special rules about appointing an LPA. To find out more read <https://www.gov.uk/power-of-attorney> or you can call the Office of Public Guardian on 0300 456 0300 for forms and guidance.

## **Medicines:**

Sometimes it is difficult to collect your medicines from the Chemist or Surgery, and sometimes it is difficult to remember to take them. You may wish to ask your Pharmacy whether they would deliver your medicines to you; these can be dispensed in a dosette box. These services should be available free of charge.

## **Influenza Vaccination, Pneumococcal Vaccination and Shingles Vaccination:**

We advise that you receive your annual 'flu jab'. These are available from your Doctors Surgery from late September through to December, when you attend for this we can check your medical records to see if you are entitled to a Shingles or pneumonia vaccine or due any other reviews. Remember to keep an eye out for our clinic dates, or ask the Nurse or Doctor when you attend for another appointment. We also run flu clinics from Bradeley Village for residents, look out for the posters with dates & times in the Village. If you are housebound we will visit you.

The Pneumococcal vaccination is a one-off injection that gives protection against the Pneumococcal bacteria, which is the main cause of chest infections, and is recommended to everyone over the age of 65. You can contact the Surgery at any time during the year to make an appointment with the practice nurse for this to be given.

The Shingles vaccine is a one-off injection and is expected to reduce your risk of getting shingles. If you do go on to have shingles your symptoms may be milder and the illness shorter. It is fine to have the shingles vaccine if you have already had shingles. You are eligible for the Shingles vaccine if you are aged between 70 and 79 years old and can have this any time of the year.

## **Useful Contacts/Services**

### **Age UK**

0800 169 6565/ 01785 788477

<https://www.ageuk.org.uk/staffordshire>

[info@ageukstaffordshire.org.uk](mailto:info@ageukstaffordshire.org.uk)

### **Healthy Minds**

Psychological Services for stressed/worried/feeling low/problems sleeping

0300 123 0907/0300 303 0923

<http://healthy-minds.org.uk>

### **Well Being-Mental Health**

A free and confidential telephone listening service 365 days a year offering support to people who have concerns about their mental health

0808 800 2234

### **Mind**

How to improve your mental wellbeing

<https://www.mind.org.uk/information-support/tips-for-everyday-living/wellbeing/wellbeing/>

### **Alcohol & Substance Misuse – Lifeline**

A local service to support people who have concerns about their own, a friend or a loved one's, drug or alcohol use.

01782 956119

### **Stoke on Trent Stop Smoking Service**

Range of support available to suit an individual's needs from 1:1 or group sessions

0800 085 0928

[https://www.stoke.gov.uk/info/20010/adult\\_care\\_and\\_wellbeing/237/help\\_giving\\_up\\_smoking](https://www.stoke.gov.uk/info/20010/adult_care_and_wellbeing/237/help_giving_up_smoking)

<https://www.nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/>

### **Staffordshire Carers**

Adult Social Care

0300 111 8010

<https://www.staffordshire.gov.uk/Care-for-all-ages/Carers/Information-for-carers.aspx>

### **Social Services**

Benefits and facilities such as education, food subsidies, health care and subsidised housing provided by a government to improve the life and living conditions of the children, disabled, the elderly and the poor in the national community

0800 561 0015

## **North Staffs Carers Association-Carers support and Advice**

01782 793100

[www.carersfirst.com](http://www.carersfirst.com)

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### **Care link**

Telephone Befriending Service for lonely and isolated people

01782 810320

[www.saltbox.org.uk/carelink](http://www.saltbox.org.uk/carelink)

### **Carers Hub**

Free tailored advice, support, guidance and training to Carers

0330 123 1937

[www.thecarershub.co.uk](http://www.thecarershub.co.uk)

### **Social Care and Support**

<https://www.nhs.uk/conditions/social-care-and-support-guide>

If you or someone you know needs help with day-to-day living because of illness or disability ie care after a hospital stay, money, work and benefits, support and benefits for carers & care services, equipment & care homes.

### **Energise Plus**

Discount scheme for leisure activities in Stoke on Trent available to both adults and children/young people.

01782 234597

[https://www.stoke.gov.uk/info/20035/sports/186/energise\\_discount\\_cards](https://www.stoke.gov.uk/info/20035/sports/186/energise_discount_cards)

\*Eligibility criteria applicable and a small annual charge

### **Staffordshire Fire and Rescue Service – Home Fire Risk check**

Safe and well: 0800 0241 999

General enquires: 0300 330 1000

Enquiries regarding smoke alarms: 08000241999

Residents who are deaf or hard of hearing can text a request or enquiry to 07528 983 101.

<https://www.staffordshirefire.gov.uk/your-safety/safe-and-well/>

Safe and Well Visits are tailored towards your individual needs and may including help and advice in the following areas.

Fire safety (cooking, electrical, escape routes, night time routine etc.)

Smoke alarm testing

Mobility, Falls and Frailty

Physical health issues

Hoarding and disorganised living

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Safe heating, insulation and layout arrangements  
Social isolation and loneliness  
Home security  
Employment  
Mental health and wellbeing  
Lifestyle behaviors

### National Osteoporosis Society

0808 800 0035

<https://theros.org.uk/>

### NHS Choices

[nhs.uk/healthy-bones](https://nhs.uk/healthy-bones)

[nhs.uk/conditions/falls](https://nhs.uk/conditions/falls)

<https://www.nhs.uk/>

### Royal National Institute for the Blind

0303 123 9999

[rhib.org.uk](https://rhib.org.uk)

### Diabetes UK North Staffordshire Voluntary Group

01782 861690

07841347065

[www.diabetesuknorthstaffs.org](https://www.diabetesuknorthstaffs.org)

### Citizens Advice Bureau

An independent charity where public can obtain free, confidential information and advice on an extensive range of civil, consumer and legal matters

03444 111 444 – Advice line, Advice House, Cheapside, Hanley, ST1 1HL.

### Keeping Warm

For advice on keeping warm and saving money on your heating bills, contact Beat the Cold on 0800 389 2258 or 01782 683813.

### PALS:

For help with any medical hospital or GP Surgery related matters, contact PALS on 0800 030 4563.

### Police:

The Staffordshire Police non-emergency line is 101.

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There is a Drop in Police surgery at Smallthorne Community Centre on Mondays between 10am-12pm to discuss issues that matter to you in your community with local officers.

Local Lions Club:

Lions offer a 'Message in a Bottle' service where your medical (and social) information can be written down and kept in a bottle in your refrigerator in case of a medical emergency. We do have a supply of these bottles at the Surgery with details of their use; alternatively you could contact Lions Club Headquarters on [0845 833 9502](tel:08458339502) or [0845 8335724](tel:08458335724)

Pharmacy First Scheme:

<https://www.northstaffslpc.co.uk/services/pharmacy-first-services/>

The aim of this scheme is to ensure that you can access pharmacies for self-care advice for the treatment of common ailments and, where appropriate, can be supplied with over the counter medicines at NHS expense to treat you ailment.

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**Please make the right choice...**

	<b>Only in an emergency:</b> loss of consciousness   severe breathing difficulties   heavy bleeding	<b>Emergency department</b>
	<b>When you need help fast and it's not an emergency:</b> unwell   confused   need advice	<b>NHS 111</b>
	<b>For symptoms that don't go away:</b> ear pain   back pain   stomach pain	<b>GP surgery</b>
	<b>Feeling poorly and need advice about:</b> fevers   stomach upset   aches and pains   headaches	<b>Pharmacy</b>
	<b>For common ailments and illnesses:</b> hangover   grazed knee   sore throat   cough	<b>Self-care</b>



**Help us to help you,** Certain information will be shared with emergency services—this is called a

## Summary Care Record



**You have the right to opt out. – See Reception or website for form.**