

# Newsletter for Patients Spring 2020

## Practice News

***Please do not phone us for information or updates about corona virus, instead please consult the sources shown in the yellow box below.***

***If you feel you have relevant travel history and/or symptoms, DO NOT come to the surgery and DO NOT go to a pharmacy or hospital. You should immediately call 111 for further advice or visit <https://111.nhs.uk/service/covid-19> to find out what to do.***

### Practice Staff

We welcome our newly recruited GP, Dr Tessa Keeler, who has now started at Riverside Surgery. Dr Keeler's usual working days will be Monday, Tuesday and Friday. Dr Keeler is already settling in to our team and making a real impression.

### Lost property

We have accumulated quite a few items of lost property at Tower House including scarves, gloves, glasses cases, umbrellas, and other assorted objects. If you think you might have left something

at the surgery, please call and collect by the end of March as any remaining items will otherwise be donated to a local charity shop.

### Social Prescribing

We are absolutely delighted to welcome to the team our new Social Prescribing Link Worker, Andrea Warren. 'Social Prescribers' are one of the newly funded NHS roles we are now able to offer as part of the Primary Care Network initiative.

Andrea's role is explained in much more detail on page 4.

### Please don't be rude to our staff

We would like to remind our patients that all of our staff, whether clinical or non-clinical, strive to offer the best level of care possible, under what are often challenging circumstances, and we operate a zero tolerance policy on violence, aggression or bad language from patients or carers, or anyone else.



## Corona Virus

This Newsletter was compiled at the time the corona virus began to take hold in the UK. If you would like to find out the latest information about the virus, please search for 'corona virus' or visit:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

TV and radio news programmes and web-sites such as [bbc.co.uk](http://bbc.co.uk) will also help keep you up to date.



**Riverside Surgery  
Bovey Tracey  
01626 832666**  
**Tower House Surgery  
Chudleigh  
01626 852379**



# GPs can't solve every health problem

Readers of this Newsletter will see that a great deal of it is devoted to the measures that GP practices and the NHS have introduced to make GPs more available to those patients whose health concerns can be managed only via GP consultations (see page 4). For many other patients, the aim is to put them directly in touch with NHS professionals such as pharmacists, nurse practitioners, physiotherapists, and physician associates.

In addition, we reflect in this Newsletter the great emphasis now being placed on 'social needs' such

as isolation, loneliness, reduced mobility, family conflicts, mild to moderate mental health concerns, long-term health conditions and so on.

## Social Prescriber (see page 4)

Our GPs can now refer patients to our newly appointed Social Prescriber. She is aware of all kinds of local services and organisations providing practical help which can make amazing differences in patients' day-to-day lives, thus improving greatly their health and wellbeing.

## Bovey Community Care



The details below about Bovey Community Care have been taken from information on their website:

<http://bovey.mccg.org.uk/>

It was in mid-2012 that the idea of Bovey Community Care (BCC) was first discussed with the aim of providing befriending support to elderly or isolated people living in the Bovey area. It was felt that this was a significant need since many elderly people live alone (whether in Bovey Tracey itself or in the outlying more rural areas) at some distance from family members. Many also find that mobility becomes a problem and this inevitably leads to increased isolation from the local community.

BCC now forms part of Moorland Community Care Group which was established in 2016 as a charitable incorporated organisation or CIO. Moorland Community Care Group operates across Bovey Tracey, Ashburton and Buckfastleigh and surrounding areas. It has a board of trustees including chairman David Risdon, secretary Jim Ferguson and treasurer Kevin Hooke.

### A start in 2012

After a fair amount of groundwork by the trustees, Bovey Community Care was formally constituted in late 2012; although not officially linked to the Riverside Surgery in Bovey Tracey, BCC covers the catchment area served by Riverside—Bovey Tracey, Heathfield, Hennock, Ilsington and Liverton.

### Local support

BCC has gratefully acknowledged the generous support of local town and county councillors, various charitable trusts and individual donors, all of which enabled the project to get off the ground and flourish. BCC is aware of the ongoing need to ensure funding is available.

### The volunteers

A wonderful group of volunteers have come forward: BCC is very much indebted to them, and really appreciates the way they have been willing

to give of their time. The support offered by BCC volunteers ranges from a weekly friendly visit and an opportunity for a chat, to help with shopping, tidying the garden, walking the dog or carer relief. In some cases, volunteers can take their clients out for the afternoon; in other cases the simple fact that the volunteer offers companionship is very much appreciated by clients who can no longer get out of the house.

### Referrals to BCC

Referrals come from Riverside Surgery, social services, care agencies, local reablement teams, family members or neighbours and clients themselves.

Bovey Community Care has a coordinator, who is charged with the day-to-day running of the service. You can contact her via <http://bovey.mccg.org.uk/contact-us/>

### An approved organisation

BCC was delighted to have been awarded a Quality Assurance Mark in 2018—BCC is now an assured Torbay and South Devon Health and Wellbeing Provider.



### Services

The help offered includes:

- ❖ Companionship and befriending
- ❖ Help with shopping
- ❖ Help with socialising
- ❖ Dog-walking
- ❖ Low level help in the home and garden
- ❖ Help with information and form-filling
- ❖ Outings to local shopping centres or areas of interest

All BCC volunteers have been trained and were selected following an interview and application process, and all of them very much want to help others in the community.

## Are you a knitter?

If you're a keen knitter, could you please help with supplying knitware for the maternity unit in Torbay Hospital as they've told us that they're running short of some vital items:

- ❖ Cardigans—sizes from premature to newborn
- ❖ Booties
- ❖ Blankets—Approximately 50cm (10in) square

We are also asking for any patients who may not have the time or ability to knit any more to consider donating any left-over wool they have so we can pass it on to fellow knitters.

### Hand items in to Reception

Any donations can be dropped in at Reception and we will ensure they get to Torbay Hospital.

If you'd like to find out more about the 'Warm Baby Project', please visit our Facebook page.

## Are you an unpaid carer? Come to afternoon tea, 18th March!

If this event needs to be postponed or cancelled, there will be a note on the practice website

Both Riverside and Tower House are currently looking for ways to help identify patients who are informal carers.

An informal carer is someone who cares for someone else. You might be a husband, wife, partner, parent, child, relative, friend or neighbour who helps someone who, because of disability, frailty, physical or mental illness, drug/alcohol issue or vulnerability cannot manage alone in the community. Quite often, we see patients who are already in this caring role but don't realise they are! They just 'get on with it and do what anyone else would so in the same situation'.

### Help is available

Please make yourself known to us as there are services available to you to advise and support your own health and wellbeing. The help available can range from assistance with parking for hospital appointments, respite for carers, benefits checks, carers' support groups and also referral to our Social Prescribing Link Worker.

### A new event for carers

We will be holding a Carers' Afternoon Tea at Riverside on Wednesday 18th March from 2:15pm to 4:15pm. This will be an opportunity to meet other carers or get advice and information from our Devon Carers Ambassador and Social Prescriber. ***If you would like to attend, please phone Reception on 01626 832666 and give us your contact number in case the Tea has to be postponed or cancelled.***

We will also be letting you know the other ways the practice can help improve and maintain the health and wellbeing of Carers.

There may be the opportunity to arrange transport for those who would like to attend and find it difficult getting to the surgery. Please contact Andrea, our Social Prescribing Link Worker, via Reception, for more information.

We are also aware that carers often need help and advice outside of normal working hours. This might be because there isn't the opportunity in the day or, when you finally sit down and have questions, there is no-one to call.

### A Helpline for you

Starting from Monday 16th March, for a trial period, there will be a Carers' Helpline available during our practice's improved access hours on a Monday evening between 6pm and 8pm. The usual surgery telephone lines will not be available during those hours but the Carers' Helpline will take calls.

Please remember that the Carers' Helpline will operate only on Mondays, between 6pm and 8pm, and only during the trial period up to and including Monday 27th April (closed Easter Monday). The number is **01626 397023**.

### Please fill in a form

There are Carer Self Identification forms in our waiting rooms. Please hand completed forms to our reception team.

The forms are also available on our website:

<https://www.towerhousesurgery.co.uk/>

We hope to see you in March at the Carers' Afternoon Tea. Please take the opportunity to find out about the help available to you.

We will continue to share carers' advice and information in our Newsletters.

Cancel an Appointment

Asthma Annual Review Questionnaire

Carer Registration Form

Join Patient Participation Group

Receive Newsletter by Email

Summary Care Record

Update Your Smoking Status

If you would like to have a copy of this Newsletter in a different format to make it easier to read, please contact the Practice.

## Appointment of a social prescriber

We are pleased to announce that Andrea Warren has joined us as our Social Prescriber. Andrea will be working out of Riverside/Tower House practices as well as Kingskerwell/Ipplepen and Albany practices which form the Newton West Primary Care Network.

### It's all about support

Social prescribing empowers people to take control of their health and wellbeing through referral to Social Prescribing Link Workers such as our own. The Link Workers connect people with community groups and statutory services for practical and emotional support. They also support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local partners.

Social prescribing can help Primary Care Networks to strengthen community and personal

resilience as well as helping to reduce health and wellbeing inequalities by addressing the wider determinants of health.

Your GP or a Practice Nurse can refer you to see Andrea if any of the following apply to you:

- ❖ one or more long-term conditions
- ❖ a history of mild to moderate mental health conditions which interfere with daily life
- ❖ loneliness or isolation
- ❖ complex social needs which affect your wellbeing such as family and relationship issues, debt, poor housing, being unemployed or caring responsibilities



## Devon Primary Care Networks

In July last year, Primary Care Networks were launched in Devon. There are 31 such networks in Devon, and, as they develop, they will recruit multi-disciplinary teams, including pharmacists, physiotherapists, paramedics, physician associates and social prescribing support workers, thus freeing up family doctors to focus on the sickest patients. The initiative comes alongside efforts to recruit more GPs.

### Additional health professionals

PCNs will support each other while offering more specialist care services to patients and taking on a wider range of health professionals, such as:

- ❖ Clinical pharmacists, who can make sure patients' medications are right
- ❖ Nurse practitioners, who can see and treat patients independently
- ❖ Physiotherapists, to help with recovery and mobility
- ❖ Paramedics, who can provide urgent care
- ❖ Physician associates, who can, for example, take medical histories and blood pressures, complete insurance forms and explain treatments
- ❖ Social prescribing support workers who will provide a more holistic approach to dealing with patients' concerns, thereby helping to address non-clinical issues such as loneliness

and isolation, being a carer, having a long-term condition, and so on.

### Making the best use of GP's time

The PCN scheme is designed to free up GPs' time: *it is estimated that up to a third of patient appointments in GP practices do not need to be with a GP.* The specialist staff members will free up GPs to spend more time with those patients who have the greatest needs and the most complex conditions, or who need longer appointments.

### More prevention and more support

GP practices are able to drive further action on detecting and preventing conditions such as cancer and heart disease, as well as doing more to tackle obesity, diabetes and mental ill health, together with supporting older people at home and in care homes.

### A video

There's a short explanatory video available for you to view at <https://youtu.be/W19DtEsc8Ys>

### How does all this work at Riverside /Tower House?

As a patient, you do not need to do anything differently—just continue using your own surgery as usual. Our reception staff are well informed and well trained and can direct you to a GP or to a specialist member of staff, as appropriate for you.

## TED talks—available on [ted.com](https://www.ted.com)

TED began in 1984 as a conference where Technology, Entertainment and Design converged, and today covers almost all topics—from science to business to global issues—in more than 110 languages.

On the [ted.com](https://www.ted.com) web-site, there are talks covering many interesting topics, all lasting about 15 minutes

and well worth a look. Here are some recent examples:

*A personal health coach for those living with chronic diseases*, by Priscilla Pemu.

*The health benefits of clowning around*, by Matthew A Wilson

*How technology has changed what it's like to be deaf*, by Rebecca Knill.



## More than 95% of our patients let us know if they can't attend for their appointments—and we can then give the appointments to other patients.

You can cancel your appointment easily by phoning us on one of the numbers shown below or by going to our website <https://www.towerhousesurgery.co.uk>

and clicking on the **Cancel an Appointment** button or, if you've registered to use SystemOnline, you can cancel your appointment after logging on as usual.

Riverside: 01626 832666

Tower House: 01626 852379

## Summary Care Record—an important decision for you to make

When you consent to have a *Summary Care Record*, clinical information about you will be available to all the medical professionals you might come into contact with. Having your health records readily available means that, for example, if you have to go to an A&E department, their doctors will be able to look at your information and make sure that you receive correct and safe treatment. Sometimes, that knowledge could be very important in getting your treatment right.

A *Summary Care Record* (SCR) enables healthcare professionals, authorised with NHS smartcards i.e. Hospital A&E Departments and GP 'Out of Hours' health services, to view relevant information extracted from the GP record, limited to allergies and medication.

### Why have an SCR?

The intention of the SCR is to help clinicians to give you safe, timely and effective treatment.

Clinicians are only allowed to access your SCR record if they are authorised to do so and, even then, only if you give your express permission.

Your SCR contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.

You may want other details about your care to be added to your SCR—this is called *Additional Information*.

### Enhanced Summary Care Record

An *Enhanced Summary Care Record* (ESCR) includes the *Summary Care Record* information and, in addition, a summary of the information recorded by your GP practice about you. This will include the following (when present in your GP health record):

- ❖ Your long term health conditions such as asthma, diabetes, heart problems or rare medical conditions.
- ❖ Your relevant medical history—clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care.

- ❖ Your health care preferences—you may have your own care preferences which will make caring for you more in line with your needs, such as special dietary requirements.
- ❖ Your personal preferences—you may have personal preferences, such as religious beliefs or legal decisions that you would like to be known.
- ❖ Immunisations—details of previous vaccinations, such as tetanus and routine childhood jabs.
- ❖ Specific sensitive information such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment will not be included unless you specifically ask for any of these items to be included. Please contact your Surgery directly if you would like information such as this to be added to your *Enhanced Summary Care Record*.

### Your choice

It is completely your choice whether or not to have a *Summary Care Record*, or an *Enhanced Summary Care Record*. You can also choose to have neither.

If you are used to using the internet, you can go to our practice's homepage:

<https://www.towerhousesurgery.co.uk/>

and click on the button labelled *Summary Care Record*. You will be taken to an on-line form which you can fill in to create your SCR or ESCR.

If you can't or don't want to go on-line, you can call at Reception and make your wishes known.

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## The Wellbeing Service

This is a free and friendly service for people aged over 50.

Its aim is to support and enable participants to make small changes in their lives in order to improve their feelings of wellbeing and thereby improve their health.

### Do you...

- ❖ Wish that you could tell people what you want and what matters to you?
- ❖ Want to make changes to your current lifestyle to make things better for you?
- ❖ Want to lead a more fulfilling life?
- ❖ Want to socialise more or pursue a hobby?
- ❖ Wish you had more choice and control in your life?
- ❖ Feel a bit fed-up, low or lonely?
- ❖ Want to manage your own health conditions or medication better?
- ❖ Wish that someone could help you to speak up for what you want?

### How the service works

You can refer yourself to the service using the contact details below.

The Wellbeing Coordinator will contact you to arrange a visit to your home for a friendly chat. She

will find out about you, your family and your interests. She will ask you about any changes you want to make that would improve your life. The first meeting will be about 1 to 2 hours.

### Making changes

With your agreement, the Coordinator will work with you to enable you to do the things you want to do, to change small things in your life that are not going so well, and to help you to feel happier. This could involve all sorts of things depending on what you would like to do.

The Coordinator will see you and contact you regularly over a period of about 12 weeks to see how things are going for you.

### Contacts

The Wellbeing Coordinators are:

- ❖ Jayne Edwards **07535 516747**  
(helps with concerns about dementia)
- ❖ Julia Stone **07495 243494**

You can get in touch by email if you wish:

[tsdft.wellbeingmoorland@nhs.net](mailto:tsdft.wellbeingmoorland@nhs.net)

The Wellbeing Service is part of Moorland Community Care Group: registered charity number 1157919.

## Chudleigh Home Library Service

Do you know anyone who is keen to read or listen to books but who is unable to get to the library?

Part of the Devon Library Service provides books, audio books, large print books, and CDs, to those people who, for whatever reason are unable to directly access the Library. They might be unwell, housebound, frail, or recovering from surgery... there are many reasons.

The Home Library Service has been available in Chudleigh for some years and there a number of

people in the area who are now using the service. We can arrange visits, either short or long-term, all round Chudleigh and the surrounding villages.

All our volunteers are DBS checked and Migs Atkinson, the Co-ordinator, would like to hear from you if you know anyone who would benefit from our service.

Migs Atkinson

**07517 543667**

[atkinsonmigsy@gmail.com](mailto:atkinsonmigsy@gmail.com)

## Blood tests and other results

We do understand that waiting for blood or other test results can be a worrying time.

We usually receive results within 24 hours and ALL results are reviewed by a GP immediately after we receive them from the testing laboratory.

If we get in touch with you very quickly after you've had a test, this is not necessarily because things are urgent, but rather because our system for monitoring test results ensures that all results are dealt with speedily.

If a blood test result calls for urgent action, you will almost certainly be contacted by a GP.

If one of our Receptionist asks you to make a GP appointment, please do not pressure them to book

you in urgently. You will always be informed if there's a need for urgency.

### Normal results

If all your results are fine, we generally will not contact you about them. We know that you might not be comfortable with hearing nothing back after having a test, and therefore might feel the need to phone for confirmation that you have nothing to worry about. We would ask you, though, not to phone about test results at times when our telephone lines are likely to be very busy. Our peak times are all day Mondays and Fridays, and early mornings and afternoons on Tuesdays, Wednesdays and Thursdays.

# TALKWORKS

Talkworks is a free, confidential, NHS talking therapy service for people of 18 years and over and is available throughout Devon (excluding Plymouth, where there are other arrangements). Talkworks helps people to feel better and gives them the tools and techniques to improve their mental and physical wellbeing.

## Moving forward one step at a time

Is the way that you are feeling affecting your daily life? Are you struggling to cope, feeling low, anxious or overwhelmed by your thoughts and feelings? Are you living with a health condition that is making you feel tired, frustrated and worried? You are not alone and Talkworks can help.

## Life's worries

Are you worried about a friend or a member of your family? Maybe a life event or a long term health diagnosis has had an impact on them and their mood may have changed over time, or you may have noticed a change in their behaviour or the way they feel. Maybe they seem anxious all of the time.

Life events that are considered as happy—such as pregnancy and becoming a parent—affect people in different ways, and can leave some people feeling lost and frightened.

## Don't delay asking for help

Talkworks is on hand to help—the sooner you ask for help, the quicker you will recover and begin to feel better again. You can be seen locally at one of their

team bases, at GP surgeries, or in various locations in the community.

Talkworks offers effective treatments and therapies, with proven positive outcomes, to help you get your life back on track.

## Choice of Help

You will be offered options based on cognitive behavioural therapy (CBT) and a choice of help - individually, in groups, or you can take part in the Talkworks on-line CBT programme. They'll also discuss a number of other approaches that they can offer.

If you are referred to Talkworks, or you refer yourself, they will contact you to offer you an initial appointment. There are evening appointments if it's difficult for you to have an appointment during the day. They can offer the appointment face to face or on the telephone—whichever suits you best.

At your appointment, they will talk to you about how you are feeling, any difficulties you are experiencing and options for therapy. They will work closely with you to review your progress regularly and agree next steps.

The Talkworks website has a self-referral form which you can fill in on-line.

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

and you can telephone Talkworks on **0300 555 3344**

While you are waiting for your appointment, you will find the resources on the Talkworks website helpful.

## Mental health: Every Mind Matters

At Riverside and Tower House practices, we think of mental health as being on a par with your physical health. We would always encourage our patients to get in touch if they feel they are suffering with anxiety, depression, low mood or any other mental health issues.

If you don't feel ready to do that yet or would simply prefer to try some 'self help' first, the NHS has launched a new campaign packed with advice and practical tips including a free on-line tool allowing users to create an action plan to deal with stress and

anxiety. Take a look at the Every Mind Matters campaign on

<https://www.nhs.uk/oneyou/every-mind-matters/>

Remember that no matter how low you feel or desperate you think your situation may be, you are NEVER alone.

The logo for 'every mind matters' is a yellow cloud shape with the words 'every mind matters' written inside in a blue, lowercase, sans-serif font. The word 'every' is on the top line, 'mind' is on the middle line, and 'matters' is on the bottom line.

every mind  
matters

**You can order your repeat medication up to two weeks in advance. Why not sign up to do it on-line? Ask Reception for our leaflet on how to set up on-line access.**

**Please do not submit repeat prescription requests more than 14 days before they are due as they will not be processed. If you have special reasons for making an early repeat request, please phone our admin team or call in at Reception.**

## Other ways of getting help

If you don't feel comfortable sharing your feelings with a family member, friend or your GP then there are lots of organisations that are there to offer you a non-judgemental ear at any time, day or night — and without charge! Here are three organisations you can approach to help you.

### Samaritans

For everyone: phone **116 123**;  
Email [jo@samaritans.org](mailto:jo@samaritans.org)

### Campaign Against Living Miserably (CALM)

The Campaign Against Living Miserably (CALM) is leading a movement against men's suicide, the single biggest killer of men under 45 in the UK and the cause of 18 deaths every day.

For men: phone **0800 58 58 58**, from 5pm to midnight every day, visit:

<https://www.thecalmzone.net/>

There's a link on the site to a 'webchat' page where trained staff are there to listen, support, inform and signpost. Because calls are confidential and anonymous, CALM does not and cannot offer a counselling service.

### Papyrus

For people under 35: phone **0800 068 41 41**, Monday to Friday 10am to 10pm, weekends 2pm to 10pm, bank holidays 2pm to 5pm; text **07860 039967**; Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

## Quick Tips

### Reducing anxiety

If you sometimes have 'free-floating' anxiety, try reading aloud from a book, magazine, or newspaper. You'll find it's very difficult to remain in an anxious state while you're reading aloud. A simple idea which can be very effective.

### Losing weight

Many people have reported that if they write down in a daily food diary brief details of their meals and snacks, they lose weight more easily.

### A gratitude diary

If you're feeling 'down', it can be very helpful to write in a diary each day a sentence or two about what you particularly value in your life. For example:

- ❖ "I realise how lucky I am to have the support of my family"
- ❖ "I'm grateful that I feel well for a lot of the time".
- ❖ "I really appreciate having one dear friend who I can always depend upon"

## The Hope Programme

The Torbay and South Devon NHS Trust has developed a programme to help local people struggling with long-term health conditions; build confidence and learn how to better manage their condition(s), including mental health issues such as anxiety, stress and depression.

*The HOPE Programme* (Help Overcoming Problems Effectively) is based on a course developed by the University of Coventry to help people cope better with long-term medical conditions.

The course will help you to:

- ❖ Feel more able to support and share your experiences with others to help you feel less isolated.
- ❖ Feel reassured and able to recognise your own potential and enhance your happiness and quality of life.
- ❖ Feel more confident in dealing with emotional issues such as: anxiety, anger, depression and uncertainty.
- ❖ Increase your ability to handle stressful situations.
- ❖ Discover how to use relaxation techniques to refresh your mind and body.
- ❖ Learn how to make plans and achieve goals that can help you make changes for the better.
- ❖ Use the skills from the course to improve and self-manage your life.

The 6-week course is free to attend and it takes place at various times and locations throughout Torbay and South Devon. Each weekly session lasts for 2½ hours, and is run by trained HOPE facilitators, health and social care professionals as well as volunteers. Once you have completed the course and enjoyed all the benefits you might even wish to become a facilitator yourself.

All the details are on the HOPE website:

<https://www.torbayandsouthdevon.nhs.uk/services/hope-programme/>

On that web page, there's a link to use if you would like to take part in a Hope Course:

<https://www.torbayandsouthdevon.nhs.uk/services/hope-programme/book-onto-a-hope-course/>

If you think that the Hope course might be good for you, but you haven't got access to the internet, talk to an appropriate person who's used to the internet or use a computer at your local library.

## Patient Resources

*My Health-Devon* is a great resource for patients looking for advice that can be accessed at their leisure, day or night. The site offers 'condition specific' advice to support 'self-care', along with details of resources, apps and referral pathways tailored to our part of the world.

<https://myhealth-devon.nhs.uk/>