

Accessing services for your health and wellbeing in Torfaen

Find this information online at <https://www.healthyblaenavon.co.uk/health-services>



Stay up to date with services from Aneurin Bevan University Health Board (ABUHB) on social media or at <https://abuhb.nhs.wales>



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JOIN OUR WHATSAPP MESSAGING SERVICE:
ABB.Engagement@wales.nhs.uk

 01633 431894

General Health

My Health Online allows you to book GP appointments and request repeat



prescriptions online using your mobile, tablet or computer. It means that you don't have to wait on the phone to your GP practice – you can make requests online at a time that suits you. Find information on how to register at a surgery in Torfaen at the end of this leaflet

NHS 111 **Wales** **Out of Hours GP / NHS 111**

You should call 111 if you think you need a GP appointment outside of normal hours. The GP out-of-hours service operates from 6.30pm to 8am on weekdays and all day on weekends and bank holidays. Your call will be answered by a trained call handler, who will take some details and arrange for a healthcare professional to call you back to assess your needs.

You can also call 111 to access urgent health advice 24 hours a day, or you can check your symptoms online at <https://111.wales.nhs.uk/selfassessments>

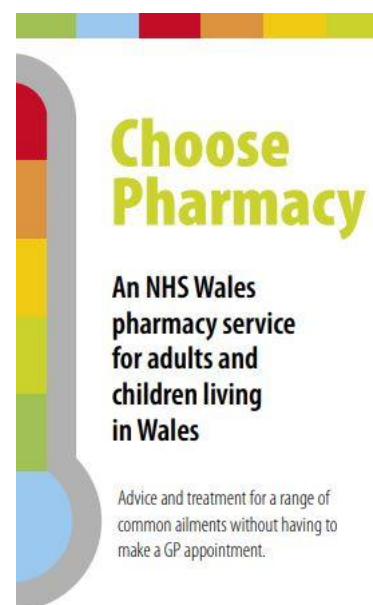
General Health

Choose Pharmacy – Treatment for Common Ailments

Do you need to see a doctor today? Your Pharmacist can provide free, confidential NHS advice and treatment on a range of common ailments without you having to make an appointment to see a GP. If you think you have

Indigestion, constipation, diarrhoea, piles, athlete's foot, conjunctivitis, mouth ulcers, hayfever, head lice, teething, nappy rash, cold sores, acne, dermatitis, verruca, colic, chicken pox, threadworms, sore throat, back pain, in growing toenails, oral thrush, vaginal thrush, scabies

Your Pharmacist can provide free, confidential advice and treatment without you having to make an appointment to see your GP



Child and Family Health

Information and resources about child, adolescent and parental physical health and emotional wellbeing have been developed by Aneurin Bevan University Health Board and are available online.

<https://abbhealthiertogether.cymru.nhs.uk/> provides information for parents, young people and pregnant women

<https://linktr.ee/HealthVisitingServices> have provided information for new parents including how to speak to a member of the team and access in-person support

You can also email or call:

- ABB.HealthVisiting@wales.nhs.uk
- 01633 431685

Phone line is in operation: Monday - Friday 9:00 - 16:30



Social and emotional wellbeing

<https://www.melo.cymru/> contains information, advice and free self-help resources to help you look after your mental health and wellbeing. There is also information and advice on a range of topics such as menopause, money worries, self-harm prevention, suicide prevention and low mood management



Mental Health 111 (Option 2) is a new way to access urgent mental health and well-being support and advice.

Mental Health 111 (Option 2) is free to call, from a mobile (even when the caller has no credit left) or from a landline.

For example:

- if you have an existing mental health problem and your symptoms get worse
- if you experience a mental health problem for the first time
- if someone has self-harmed but it does not appear to be life threatening, or they're talking about wanting to self-harm
- if a person shows signs of possible dementia
- if a person is experiencing domestic violence or physical, sexual or emotional abuse

Social and emotional wellbeing



Silver Cloud is an easy to use and interactive online programme designed to support your mental health and wellbeing. Find help for anxiety, depression, stress, sleep, money worries and more, all based on Cognitive Behavioural Therapy (CBT)

<https://nhs.wales.silvercloudhealth.com/onboard/nhs.wales/programs/>

Psychological Health Practitioners (PHPs) are experienced mental health practitioners. They are a good first point of contact for people with mild- to moderate mental health problems. They understand a wide range of mental health conditions and the things that can help. Some PHPs offer appointments in the GP surgery and some work remotely (by computer or telephone).



PHP appointments can be up to 45 minutes long and aim to help people to make sense of their worries, and difficult or confusing experiences. A PHP will give you information about the problem and show you how to manage these experiences in a helpful way. The PHP can direct you to learn on your own, or with support from another service.

PHPs cannot offer any advice about medication. They are also not able to offer diagnosis and counselling. They will help you think through what you need, what you need to do and help you make a plan to meet those needs. If you try something and it doesn't work out, you can talk to them again and make a new plan.

You do not need to be referred by a GP to see a PHP, ask about an appointment at your GP surgery.



Connect Torfaen. Find out about activities and groups in your community, connect with others and explore opportunities to volunteer <https://connecttorfaen.org.uk/>

Torfaen Community Connectors. If you would like some support to find and access activities, groups and networks in your community, the Community Connectors team can help. You can find out more by contacting them on communityconnectors@torfaen.gov.uk or 01495 742397

Bones, muscles and joints

<https://movebettergwent.nhs.wales/>

This website has been developed to support people experiencing problems with their bones, muscles or joints to access information about their condition, the steps they can take to manage it and how to access services if they need them. This site also provides information on how to access podiatry, occupational therapy and weight management services.



You can also find information about patient information sessions on Osteoarthritis of the Knee or Low Back Pain

https://movebettergwent.nhs.wales/self_management/oak/

Contact the team on 01495 768645 or email OAKRReferrals.ABB@wales.nhs.uk

Self-referral to physiotherapy. If you would like further help with your muscle, joint or bone concern you can self-refer to physiotherapy services.

<https://movebettergwent.nhs.wales/contact/seeking-further-help-self-referral-process/>

If you are unable to complete this form electronically and require further assistance, please contact 01495 768715 Monday to Friday 8.30am to 4.00pm

Self-management

National Exercise Referral Scheme (NERS)

Aimed at those over 16 years of age, who are not used to being regularly physically active and have a medical condition, the Scheme is designed to provide opportunities to exercise that are fun, rewarding and that can be incorporated into everyday life.



If you feel that you would benefit from the scheme, are 16 and over and are suitable to join then you need to speak to your GP/practice nurse/health professional about being referred. Your GP or practice nurse will complete a referral form and provide you with a copy.

Contact Torfaen Leisure Trust for more information on 01633 627100

EPP Cymru provides a range of award-winning self-management health and well-being courses and workshops for people living with a health condition or for those who care for someone with a health condition.

Our courses are about helping you to live your life to the fullest with your condition, not about making you an expert in the specific condition you have.

All of the people who are involved with EPP Cymru, the Staff and the Volunteer Tutors, have personal experience of either living with a health condition or caring for someone with a health condition.

<p>Living with Chronic Pain</p> <p>Session duration: 2hrs Course duration: 6 weeks</p>	<p>Living with Long Term Health Conditions</p> <p>Session duration: 2hrs Course duration: 6 weeks</p>	<p>Living Well with Diabetes</p> <p>Session duration: 2hrs Course duration: 6 weeks</p>	<p>Cancer 'Thriving & Surviving'</p> <p>Session duration: 2hrs Course duration: 6 weeks</p>
<p>Stance Diabetic Footcare</p> <p>Session duration: 2hrs</p>	<p>Introduction to Self-Management</p> <p>Session duration: 2hrs</p>	<p>Long COVID Management</p> <p>Session duration: 2hrs Course duration: 6 weeks</p>	<p>Long COVID Support</p> <p>Session duration: 2hrs Course duration: 2 sessions</p>

Find more information or contact the team:

Website: <https://www.gavo.org.uk/epp>

Social media: <https://www.facebook.com/EPPCymru>

Tel: 01633 241550

E:mail epp@gavo.org.uk



Help Me Quit

All Help Me Quit services in Wales will provide you with structured support on preparing to quit, quitting, staying stopped and your smoke-free future. Sessions are always delivered by trained stop smoking experts. All services are free and will give you the best chance of quitting smoking for good. Find more information at helpmequit.wales or call 0800 085 2219



Ask SARA: Impartial advice about equipment to make daily living easier



AskSARA helps you find useful information about products that make daily living easier.

It is an online guided advice tool created in partnership with the Disabled Living Foundation's Living Made Easy programme. It provides impartial advice about suitable assistive technology solutions that enable older people, and disabled people of all ages, to live independently and maintain their chosen lifestyle.

Visit <https://gwent.livingmadeeasy.org.uk/> and take these three easy steps:

1. Choose from the topic list
2. Answer the questions
3. Receive a personal report with information, advice, links and possible solutions



Urgent Care

Minor Injuries

Adults and children over one year old with a wide range of injuries can be treated at Minor Injury Units (MIU's). All children under one year old will need to go to the Grange University Hospital. These units are run by an experienced team of highly skilled, specially trained Emergency Nurse Practitioners, Triage Nurses and Health Care Support Workers

You can visit one of our Units for:



- **Limb injuries**, which include **broken bones** (fractures) and minor **joint dislocations**

- **Wounds, grazes and minor burns**
- **Head injuries**, provided there is no loss of consciousness or taking blood thinning drugs
- **Face injuries**, provided there is no loss of consciousness
- Minor **neck injuries**, provided that the patient is mobile, has no pins and needles in arms and has not fallen from a height greater than 5 stairs or 1 metre
- Minor **back injuries**, provided that the patient is mobile, has no pins and needles in the legs, has not fallen from a height greater than 5 stairs or 1 metre
- **Eye, ear and nose injuries** and foreign bodies
- **Rib injuries**
- Insect, animal and human **bites**

For more information on the types of treatment provided at MIU's, see

<https://abuhb.nhs.wales/healthcare-services/enhanced-local-general-hospitals/minor-injury-units/>

Emergency Dental Service

If you have a dental problem that has not improved with painkillers, a dental infection or a lump, swelling or ulcer that has not disappeared after 2 weeks you are advised to phone your dental practice.

If you do not regularly attend a dental practice, please contact the Dental Helpline on 01633 744387.

Urgent Eye Care

The Eye Care Wales scheme supports free assessment and diagnosis of eye conditions by local opticians for a range of conditions which would otherwise have been seen by a GP or hospital eye service. If you have an eye problem that needs urgent attention, contact your local optician or if out of hours ring 111.

Opticians/Optometrists have specialised equipment that enable better inspection than is possible within GP settings. They can also refer direct to hospital specialists

For more information <https://abuhb.nhs.wales/healthcare-services/gps-dentists-etc/optician/>

Emergency Care

The Grange University Hospital

You should only attend our Emergency Department (ED) at The Grange University Hospital if you have a serious and life-threatening condition that needs immediate medical attention. This includes breathing difficulties, persistent severe chest pain, heavy blood loss, severe burns, loss of consciousness, suspected stroke, deep wound

My Health Online (MHOL) in Torfaen

Practice	How to register for MHOL
Abersychan Medical Practice	<p>You will need to complete the My Health Online form available from the surgery reception, return it to us with 2 forms of ID and we will issue you with a letter containing your account details.</p> <p>More information and a downloadable form available at:</p> <p>abersychangp.wales.nhs.uk</p>
Blaenavon Medical Practice	<p>You will need to pre-register for a user ID and Pin at reception.</p> <p>More information at blaenavonmedicalpractice.co.uk</p>
Churchwood Surgery	<p>If you would like to register to use My Health Online please call at the surgery and collect a registration form.</p> <p>To protect patient confidentiality, you are required to provide documents so we can make sure you are who you say you are. Therefore, you will need to provide photographic identification (e.g., driving licence or passport).</p> <p>When completed please take the form and identification documents to the surgery so that copies can be made. You can post these if you prefer or email to enquiries.w93056@wales.nhs.uk</p> <p>The practice will then follow up receipt of registration form and ID by calling the patient to verify details.</p> <p>Once the registration process has been completed the documents will be appropriately destroyed.</p> <p>Sending information via the post is done at the individuals own risk</p>
Clark Avenue Surgery	<p>Where patients have technology available, they should complete the MHOL request form electronically and email this to us along with:</p> <ul style="list-style-type: none"> • a photo (or scanned copy) of your passport photo or photo driving licence • plus an additional form of proof of address, for example, a copy of your recent utility bill, where you have technology available.

	<p>You will find a link to form and more information at clarkavenuesurgery.co.uk</p> <p>Alternatively, patients can hand deliver the form and the copy documentation to the surgery</p>
Cwmbran Village & Llanyrafon	<p>You can complete the application form online and email this along with your 2 forms of ID to the practice.</p> <p>It will take up to 48hrs to process and all Registration details will be with you.</p> <p>More information at cwmbraNVillagesurgery.co.uk</p>
Nant Dowlais	<p>To register please attend the practice to collect a registration form, which is available from reception. When returning the form, please ensure that you bring photographic identification in order for us to process the registration. For more information see https://nantdowlaishealthcentre.com/online-services</p>
New Chapel Street Surgery	<p>Please note that you MUST complete a registration form at the surgery and provide photographic identification before a registration letter can be generated. Once you have your registration letter, you will then be able to create a My Health Online account to use the service.</p> <p>More information and a downloadable form at newchapelstreet.gpsurgery.net</p>
Oak Street Surgery	<p>To get access to all the My Health Online features you will need to be aged 16 years or over, and you will need a PIN and Access ID. To get these, visit our practice with photographic identification (such as a driver license or passport) and ask to be registered for My Health Online. The practice will give you your PIN and Access ID.</p> <p>For more information see oakstsurgery.co.uk/pages/My-health-online</p>
Panteg Surgery	<p>Where patients have technology available, they should complete the MHOL request form electronically and email this to us along with:</p> <ul style="list-style-type: none"> • a photo (or scanned copy) of your passport photo or photo driving licence

	<ul style="list-style-type: none"> • plus an additional form of proof of address, for example, a copy of your recent utility bill, where you have technology available. <p>You will find a link to form and more information at panteghealthcentre.co.uk/my-health-online/</p>
The Mount Surgery	<p>If you wish to register to use My Health Online please call at the surgery and collect a registration form or download the registration form below.</p> <p>For more information and to download a registration form see mountsurgerypontypool.co.uk/prescriptions1.aspx?t=3</p>
Trosnant Lodge Medical Practice	<p>To register, patients need to attend surgery with photographic I.D. and to complete a form and they will then be provided with account details.</p>