



What to know this Winter

Practical advice to keep yourself well
this Winter and how to access health
and care services in Stockport.

Winter Wellness: Where to Go for Help

Your health is a priority, especially in winter.

To maintain your well-being, prioritise vaccinations, follow prescribed medications, and take care of your mental health. Be aware of alternative healthcare options to alleviate pressure on GP surgeries and emergency services. While A&E is essential for urgent cases, other services can support your health needs. Use this guide to determine the best option for you.

Self-Care

If it's a minor cut, graze, bruise, minor sprain, cough or cold; visit the NHS website, using the search function on the Health A-Z page to find out how you can source treatment yourself. Visit: www.nhs.uk/conditions



Local Pharmacy

Visiting a pharmacy makes it easier for you to get the healthcare you need. Their team is ready to help with different health issues and can suggest medications that might work for you. Sometimes, they can even provide treatment and prescriptions for certain conditions without you needing to see a doctor first. Visit: www.nhs.uk/service-search/pharmacy/find-a-pharmacy or call Healthwatch Stockport on 01619740753 for our opening times.

THINK
PHARMACY
FIRST



NHS 111

NHS 111 provides quick support for minor ailments and urgent care by connecting users with trained professionals. It schedules out-of-hours GP appointments and offers local service information, helping to alleviate emergency service pressure and ensuring timely access to healthcare. Call: 111 or visit: www.111.nhs.uk



Local GP Service

There are support staff in your GP surgery who can help with ongoing health issues, preventive care, and management of chronic conditions. The 'Who's Who at your GP practice' guide can tell you more.

Visit: www.gmintegratedcare.org.uk/whoswhoatyourgp



Call 999

Emergency situations warranting a 999 call include choking, severe bleeding, chest pain, blacking out, suspected stroke, and serious injuries. If in danger and unable to speak, you can dial '55' to alert the operator of an emergency, connecting you directly to the police.



Don't Forget!

Information and Advice Service

healthwatch
Stockport

If you're unsure where to seek help, our Information and Advice Service at Healthwatch Stockport provides independent information about health and social care support, helping you find services that are available to help you to stay well. So if it's a local group that you want to find out more about, information about NHS Dentists, or where to seek information about care, please get in touch with us.

Call: 0161 974 0753 (10am – 2.30pm Monday to Friday)

Text: 07871 089100

Email: info@healthwatchstockport.co.uk

Visit: www.healthwatchstockport.co.uk/information



NHS Greater Manchester has created a booklet detailing available NHS services for you and your family. Keep it handy, so when you're not feeling well, or need treatment straight away, you know where to go!



Get a copy from Healthwatch Stockport or visit www.gmintegratedcare.org.uk/gtkwtg/ where you can download it

Advice to Stay Well

Winter comes with a higher risk of health issues, particularly for older people or those with long-term conditions and compromised immune systems. The cold, damp weather can aggravate existing health problems, making you more vulnerable to winter illnesses. See these top tips to stay well.



Get your vaccines and boosters.
Protect yourself and others by getting your COVID-19 booster and flu vaccination.



Keep warm during the day. Wrap up in layers of thin clothes. Keep doors closed to block draughts. Try to heat rooms you regularly use to at least 18°C and get help with your heating costs.



Keep moving. Move around indoors and try to get outside for a walk. Try to avoid sitting for more than one hour at a time.



Wrap up at night. Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. (Don't use a hot water bottle and electric blanket together.) Keep your windows closed at night.



Eat well. Make sure you eat a balanced diet with lots of seasonal fruit and vegetables. And try to eat at least one hot meal a day.



Stay hydrated. Regular hot drinks can help you keep warm.



Stop the spread of germs. Protect yourself and others by covering your mouth when you cough or sneeze and wash your hands with warm soapy water.



Have your medication on hand. Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what medications you should have.



Look after your mental health. The Winter months can take a toll on our mental wellbeing, so make sure you're looking after your mental health, as much as your physical health. If you're feeling down, speak to someone – a friend, family member, or a healthcare professional at your GP practice.

Visit our website for regular advice articles and more

www.healthwatchstockport.co.uk

Stockport to 'Get Winter Strong'



Flu, Covid and Respiratory Syncytial Virus are both airborne viruses. You can help to prevent the spread by having your vaccinations. Vaccines give the most effective protection against common viruses that cause serious illness for those at higher risk.



Flu Vaccines

Those eligible for the free NHS flu vaccine include:

- All children aged 2 or 3 years, Primary and secondary school aged children
- People aged 65+
- People aged 18 to under 65 in a clinical risk group
- People living in a care home
- Carers for an older or disabled person or those that receive carer's allowance
- Those who live with someone with a weakened immune system

If you're eligible, you can:

- contact your GP surgery to book an appointment
- find a pharmacy that offers NHS flu vaccination by visiting www.nhs.uk/nhs-services/pharmacies/book-flu-vaccination



Some people may be able to get vaccinated through their maternity service, care home or their employer if they are a frontline health or social care worker. You do not have to wait for an invitation before booking an appointment.

Visit: www.england.nhs.uk for further information

Stockport to 'Get Winter Strong'

Covid Vaccines

Those eligible for the NHS Covid vaccine include:

- All children aged six months and over with certain long term health conditions or are immunosuppressed
- People aged 65+
- People with existing health conditions
- People living in a care home
- People who are pregnant
- Carers for an older or disabled person or those that receive carer's allowance
- Those who live with someone with a weakened immune system.

If you're eligible for a COVID vaccine:

- Call 119 (ask for a translator if needed)
- Book a COVID vaccination online. A BSL service is available.
- Find a walk-in clinic by visiting www.gmintegratedcare.org.uk/covid-vaccine-walk-in-clinics or call 0161 947 0770 or 0800 092 4020



This year there is the option of booking a combined appointment to have both the Flu and the Covid vaccines at the same time.

RSV Vaccines

RSV (Respiratory Syncytial Virus) vaccine has been given in pregnancy for the first time in 2024. It's important you get vaccinated ahead of Winter if you're 28 weeks + pregnant.

The RSV virus causes coughs and colds and can be dangerous for older people and young babies. That's why this vaccine is recommended for adults aged 75-79 and those who are pregnant to protect the baby.

GP practices and maternity services are providing the RSV vaccine.



In Need of Healthcare This Winter?

Stock Your Cupboard

Seek advice from your local pharmacy on what medications would be useful to have in over the holiday period.

Remember to order your prescription at least seven days before it runs out, especially during any bank holidays.



Awaiting Treatment?

If you're awaiting hospital treatment, you may well have concerns or have questions. Greater Manchester Health and Social Care Partnership have a dedicated website that provides information and advice along with handy resources, to help you manage your physical and mental wellbeing while waiting for hospital care.

Visit: www.gmintegratedcare.org.uk/keep-well/while-you-wait or you can call Stockport NHS Trust on the number below.



Find advice on:



Hospital wait times



Frequently Asked Questions



British Sign Language



Physical and mental health



Orthopaedics



Gastroenterology



Children and young people

Waiting for treatment from Stockport NHS Foundation Trust?

Call Patient and Customer Services department on 0161 419 5678. Monday to Friday, 9.00am to 12.30pm and 1.00pm to 4.00pm.

Email: PCS@stockport.nhs.uk

WHILE YOU WAIT



Staying Safe Out and About

Looking Out For Others

Remember to offer extra help to your neighbours, friends, and family during winter due to challenges like icy pavements and cold weather.

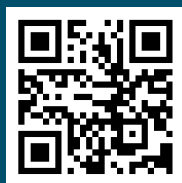
Think about:

- Staying in touch with those who might need some practical assistance or who are unwell, offer to have a cuppa with them
- If they are unwell offer to do a shop or pick up extra supplies
- Encourage them to wrap up warm and give them a copy of this guide!



Strut Safe

Strut Safe is a UK-wide phone line. If you're walking alone, the volunteers will be a friendly voice to keep you company and help you feel safe until you are through the door. Visit: www.strutsafe.org



Save the number in your phone!

0333 335 0026

Fridays & Saturdays: 19:00 – 03:00
Sundays: 19:00 – 01:00

Ask For Angela

Ask for Angela is the national scheme that helps anyone who is feeling vulnerable on a night out to get the support they need.



Sometimes you can find yourself in a situation that isn't safe or that makes you feel uncomfortable. In premises that operate Ask for Angela, you can discreetly ask for help from a member of staff if this happens.



Scan to how it works or visit:
www.askforangela.co.uk/advice

What is Available in Stockport?

Winter can be challenging, especially during the Cost of Living Crisis. Across Stockport there are many local options to help and support you during the winter months.

Food Support



If you need an emergency food parcel, there are several food banks across Stockport. This service is by referral only. To access a food bank, you require a voucher. Call: 07483 115349 Monday to Friday 9am -5pm or visit www.stockport.foodbank.org.uk to find out more information about eligibility and locations.

Did you know Healthwatch Stockport are a foodbank voucher supplier? Call us on 0161 9740753 for more details!

Stockport Warm and Well



One Stockport and partners are supporting the Warm and Well initiative to ensure residents are safe, happy, and healthy this winter.

Launched two years ago, the campaign focuses on:
self-care, home care and caring for others.

It aims to help residents navigate the cost-of-living challenges while providing tips for well-being during the colder months.

Visit:

www.onestockport.co.uk/warm-and-well-this-winter



What You're Entitled to

Citizens Advice: for advice on finances, benefits and any one-to-one support, call 0808 223 1133 or attend a drop in session (Monday- Friday from 9:30am-4pm) at Fred Perry House, Edward Street, Stockport, SK1 3UR.

Pension Credit: If you are over state pension age, you could be eligible for extra income support. Find out by ringing 0161 474 1042.

Disability Stockport: Offering information on benefit entitlement for people with disabilities. Call 0161 480 7248 for find out more.

Council Helpline: 0161 474 4949 (Monday to Thursday from 9am-5pm and Friday from 9am-4:30pm)

Cost of Living Helpline
Call 0161 474 2140.
(Monday to Thursday: 8.30am to 5pm
Friday: 8:30am to 4:30pm)

Useful Contacts

Phone 111 or access online for urgent medical assistance that is not an emergency.

NHS Pennine Care - 24/7 mental health helpline to support anyone in Stockport. 0800 014 9995

Greater Manchester Urgent Dental Helpline - 0333 332 3800

Stockport Homes: Cost Of Living Support

Money Advice

The Money Advice Team supports Stockport Homes Group customers by carrying out a full financial assessment. This includes:

- Looking at affordability
- Income maximisation
- Benefit checks and advice
- Better off calculations
- Benefit applications
- Benefit decision challenges, including representation at Tribunal
- Onward referrals for ongoing support with debt, employment, housing support, energy advice.

Call the Money Advice Team on 0161 217 6016.
Email: moneyadvice@stockporthomes.org



Your Local Pantry

'Your Local Pantry' provides members with access to affordable food that they choose including fresh fruit and vegetables, meat, fridge, and store cupboard items. For £4.50 a week members can choose 10 items saving an average of £21 a week.

Email pantry@stockporthomes.org or visit
www.yourlocalpantry.co.uk



Warm Space

Come in, relax, and enjoy some company while staying warm. 'Warm Space' is offering a safe and warm place to visit complemented by a meal.

Join us every Monday and Thursday from now until
March at:

The Lighthouse Church,
Northumberland Rd,
Stockport SK5 8LS,
10am-14.00pm.



Key Services

Signpost for Carers Stockport



SignPost
STOCKPORT FOR CARERS

Supporting young and adult carers who live in the Stockport area.

Providing free, confidential information and a range of services. Visit the website for winter event details.

Call: 0161 442 0442 (Adults Team)

Call: 0161 947 4690 (Young Carers Team)

Email: info@signpostforcarers.org.uk

Visit: www.signpostforcarers.org.uk

Walthew House



Walthew House

Providing practical and emotional support for people in Stockport living with sight or hearing loss.

Providing people living in Stockport access to fast mental health and wellbeing support.

Call: 0161 480 2612

Email: admin@walthewhouse.org.uk

Visit: www.walthewhouse.org.uk

Stockport Woman's Centre



THE WOMEN'S CENTRE
Supporting women in Stockport

Improving the wellbeing, physical and mental health of women

Providing a range of support services to women and girls in Stockport, including counselling, domestic abuse support, and activities for women and children.

Call: 0161 217 6028

Monday to Friday 9am-5pm

Closed 24th Dec 2024 until 2nd Jan 2025

Email:

admin@stockportwomenscentre.co.uk

Visit: www.stockportwomenscentre.co.uk

Disability Stockport



Making a difference to disabled people, specialising in Autism and mental health in Stockport and Cheshire.

Supporting people with disabilities in Stockport, providing services like day care, social activities, advocacy, and information.

Call: 0161 480 7248 Monday to Friday:

9:00 - 16:30

Email: email@disabilitystockport.org.uk

Visit: www.disabilitystockport.org.uk

Key Services

Age UK Stockport



Supporting older people in Stockport.

Visit the drop in to find out more about Age UK Stockport support and services.

Thursdays 10 am to 1 pm

The Hub,
2 Castle Street,
Edgeley, SK3 9AB.

Call: 0161 480 1211

Email: info@ageukstockport.org.uk

Visit: www.ageuk.org.uk/stockport

Forward Stockport LGBTQ+ Centre



Providing a visible and dedicated safe space for local LGBT+ folks, family and friends, to meet, participate and share with the wider community.

Check out social media channels to find out about a wide range of activities happening over the winter!

Helpline: 07719 103201

Email: info@forwardlgbt.org.uk

Visit: www.forwardlgbt.org.uk

Stockport Mind



Offering friendly, accessible support and information to promote mental health and wellbeing in the Stockport and adjacent area.

Visit the website to find out about a range of services including one-to-one support and advice, group services or creative outlets.

Call: 0161 480 7393

(check website for opening times)

Email: info@stockportmind.org.uk

Visit: www.stockportmind.org.uk

Stockport Advocacy



Delivering advocacy and information services to empower and support people who may be marginalised or vulnerable & help them to be heard.

Visit the website to find out about the range of advocacy services provided and further contact details.

Call: 0161 480 8979

Email: info@stockportadvocacy.co.uk

Visit: www.stockportadvocacy.co.uk

Key Services

Stockport Without Abuse



Everyone has the right to live their life free from fear, violence and abuse.

Providing a range of targeted services to support adults and their children at any stage in their journey to lifelong independence.

Call: 0161 477 4294

Monday to Thursday from 9am to 5pm and Friday 9am - 4:30pm. There is an answerphone outside of these hours.

Visit: www.stockportwithoutabuse.org.uk

Stockport Support Hub



Providing support to adults, families and professionals in Stockport.

If you are not sure what support is right for you, we can guide you in the right direction.

Call: 0161 474 1042

By text 07539 468 560

(for the deaf community)

Email: info@stockportsupport.com

Visit: www.stockportsupport.com

The Wellspring



Supporting the people of Stockport that are homeless or at risk of losing their home.

Open 365 days a year to anybody over the age of 18.

Offering free food & hygiene services for you to use, and practical support through clothing and sleeping bags.

Call: 0161 477 6344

email: info@thewellspring.co.uk

Visit: www.thewellspring.co.uk

Stockport Foodbank



“The foodbank was there when we really needed it, it was an absolute lifeline.”

Providing three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. If you need a Foodbank referral please call for help.

Call: 07483 115349

Monday to Friday 9am -5pm

Visit: www.stockport.foodbank.org.uk/

Key Services

MASSH / Stockport Family



Support for Children and Families

The Multi-Agency Safeguarding and Support Hub (MASSH) is the single point of contact to report concerns, request advice and share information about a child and/or family.

Call: 0161 217 6028 Email:
MASSH@stockport.gov.uk

Visit: www.stockport.gov.uk/about-stockport-family

Social Care Services



Support to adults in need.

Offering assistance with daily living, mental health, dementia care, child protection, and family support.

Call: 0161 217 6029

8am - 4:30pm Monday - Friday
0161 718 2118 (Out of Hours)

Visit:

www.stockport.gov.uk/topic/adult-social-care

Open Door



Help bring a sense of relief and safety in knowing that you're not alone.

Providing people living in Stockport access to fast mental health and wellbeing support.

Call: 0800 138 7276

24 hours a day, 7 days a week.
email:

opendoorstockport@makingspace.co.uk
Monitored 10am to 8pm, 7 days a week.

Visit: www.makingspace.co.uk/open-door

Stockport Mental Health Carers



Helping with emotional support, information and guidance.

Local group made up of people living in the Stockport area who care for or support loved ones or friends (of working age) living with a serious mental health condition.

Call: 07977 606 543

Email: ireneharris76@gmail.com

Visit:

www.mhcarersgroupstockport.co.uk

healthwatch

Stockport

To help improve health and care for you and your family, we use your feedback to influence the way services can be improved, by producing reports to present to the very people who run our services in Stockport. Complete the surveys on our website, use our feedback centre or give us a call to have your say.



There are different ways that you can get involved with Healthwatch Stockport and the first step is to join. On joining Healthwatch Stockport, we will send you our Round-up, regular updates and invites to our events and more. Joining is free and you can have as much or as little involvement as you want.



Whether you would like to share your feedback about health and care services, are looking for local support, we are here to help. Please contact us or visit our 'Feedback Centre' on our website.

If you choose to call, phone lines to our Information and Advice service are open 10am - 2pm Monday to Friday from 6 January 2025.

Follow us on our social media for more updates



www.healthwatchstockport.co.uk

0161 974 0753