



# Stroke Support Information Pack

**Ambrose  
Avenue  
Group Practice**



# What Support Is There At Ambrose Avenue Group Practice?

*We hope you are coping and at Ambrose Avenue Group Practice we want you to know that we are here to support and help you and your family.*

*Please contact the surgery if you need support or help.*

## *Clinical Advice:*

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform our reception staff of your diagnosis, so that we can do our very best to get you an appointment as soon as possible.

## *Administration Staff:*

**Secretaries:** They can offer advice and help with referrals, letters and reports.

**Receptionists:** They are able to advise and direct you to the correct staff members you need to speak to.

## *Dispensary Team and Prescription Clerks:*

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

## *Care Co-Ordinator:*

The Care Co-Ordinator is based at Ambrose Avenue Surgery. They ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed. They will contact you on a regular basis to support you and your family.

## *Social Prescriber:*

The Social Prescriber can support, guide and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient. They are able to direct you to local groups and other initiatives.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

*For the surgery to be able to offer as much support as possible we ask you to provide your next of kin information, so that we can update your medical record. If you wish for them to be able to discuss your diagnosis and treatment please notify us of this, so we can add this to your record also.*

## Where Else Can You Find Support?

### STROKE ASSOCIATION

[www.stroke.org.uk](http://www.stroke.org.uk)

Stroke Helpline 0303 3033 100

Support for carers of Stroke patients 0300 3300 740

They also have information leaflets online at [www.stroke.org.uk/our-publications](http://www.stroke.org.uk/our-publications)

Or we can provide copies to you.

There is also a telephone support service called Here For You provided by the Stroke Association – you can contact them via the Stroke Helpline number above.

This service is free and available to all stroke survivors and their carers, regardless of location.

We offer:

- Trained volunteer telephone support.
- A matching service to ensure you receive the right support for you.
- A weekly call up to 30 minutes, for eight weeks.
- Signposting to additional support where required.

## Carers UK

Carers UK provides advice and information to carers and professionals who support carers. They provide information and advice to carers about their rights. How to get support and how to complain effectively and challenge decisions. They are the only UK national membership charity. To contact Carers UK

**Email** [advice@carersuk.org](mailto:advice@carersuk.org)

**Telephone** – 0808 808 7777 (Weds and Thurs 10am – 12pm and 2pm – 4pm),

**Website** [www.carersuk.org](http://www.carersuk.org)

## CITIZENS ADVICE

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

0800 144 8848

### Other useful numbers:

- Essex County Council Social Care Direct,- Tel: 0345 603 7630  
<https://www.essex.gov.uk/get-social-care-help>
- Samaritans for those experiencing despair, distress or suicidal feelings - Tel: 116 123 for free  
<https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- Essex Carers Support - Tel: 01255 474410  
<https://www.essexcarerssupport.org.uk/support-services>

Carers First Colchester [www.carersfirst.org.uk](http://www.carersfirst.org.uk) 0300 3031555

- Community 360, Colchester Tel 01206 505250 An independent Charity offering a range of services including transport to health appointments for those who would be otherwise excluded  
[Community360 Provides Support to the Voluntary and Community Sectors](#)

### BRITISH RED CROSS

Local branches may provide wheelchair hire or short-term loan of mobility aids and continence aids. Transport to medical appointments may also be available.

**0344 871 11 11**

Or email at: [contactus@redcross.org.uk](mailto:contactus@redcross.org.uk)

### Headway Essex Stroke Support Services

Headway Essex support adults living in Essex who have an Acquired Brain Injury, which includes strokes.

The Headway Essex Support Line on **01206 845945** is completely free and available for your relative or you to call from 8.30am to 4.30pm, Monday to Friday.

**Other useful numbers:**

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<https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- Essex Carers Support - Tel: 01255 474410  
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**Different Strokes**

[www.differentstrokes.co.uk](http://www.differentstrokes.co.uk) or

**Phone:** 01206 585043

**Email:** [colchester@differentstrokes.co.uk](mailto:colchester@differentstrokes.co.uk)

Take part in free online exercise session specifically tailored for stroke survivors. Sessions are led by physiotherapists and exercise instructors with five different levels, reflecting the large variations in stroke survivors' physical condition and mobility post-stroke.