



# Community Agreement





## Welcome to the BHealthy Community Agreement

### What is the agreement for?

The BHealthy Community Agreement is here to support us get the most from the health services in our area.

The agreement supports people to stay well, make lifestyle changes, access and improve services for us all to live healthier lives.

### What is a community agreement?

A community agreement is designed and agreed by the residents and the providers of services in the area. The service providers detail what they intend to do and, how, where and when they will do it. The residents on their part will have specific roles and responsibilities so that they can work with the service providers to ensure the best possible outcomes for both sides.

### What does the agreement cover?

The BHealthy Community Agreement covers pledges provided by each of the following partners:

Choose Well  
Oldham Partnership & Early Help  
Pharmacy  
Primary Care - GP  
MIND  
AgeUK  
One Recovery  
Sexual Health  
Pennine Care NHS Foundation Trust  
Macmillan  
OL1-Oldham  
Healthwatch Oldham

### Where does the agreement cover?

The BProud, BHealthy and BWarm Community Agreements are between service providers and residents of the 5 BGreen areas. St Mary's, Coldhurst, Barker Street, Egerton Street and Burnley Street.

### Will I have to pay?

All services listed are FREE at the point of entry - unless otherwise stated.

If we think carefully about how we use services and choose well, everyone benefits. We get the right treatment as quickly as possible and the in-demand services are able to help those that most need them as quickly as possible.

# MacMillan Pharmacy

Primary Care - GP

Sexual Health

One Recovery

Healthwatch

Pennine Care

Oldham

MIND

Oldham  
Partnership  
&  
Early Help

OL1-Oldham

AgeUK







The OLDHAM TOGETHER partnership is an exciting new collaboration of local organisations working together to support the delivery of Early Help across Oldham - empowering individuals and households to take control of their own lives.

**Helping you get the support you need, when you need it.**

## **EARLY HELP - Free help for you and your family**

Early Help offers help and support to help people in Oldham with things that may be causing problems in their lives.

### **Services will:**

- We will help you to get a better understanding of the things that may be causing you worries (such as, training, your health, your children, feeling lonely, housing, money, access to training and so on).
- Work out with you how we can help you get those things sorted, sometimes this might mean you working very closely with someone to help you sort out these issues.

### **Residents will:**

- Pass on this information on to friends and family who you think need this.
- Ring this number if you think you need help with any issues  
**0161 7706672**

## **Stopping Smoking**

**We provide a service to anyone who would like to stop smoking within Oldham.**

### **Services will:**

- Help you pick a date to stop smoking
- Help you stay stopped
- We can find the best treatment to replace your cigarettes such as patches, gum or inhalers plus other things.
- Work with you for 6 appointments to help you along the way.

### **Residents will:**

- Ring this number to make an appointment if you want to stop smoking  
**0161 7706672**
- Attend the meeting and decide on a quit date
- Work with us to help you stay stopped.
- Pass on this number to friends and family who would like to stop smoking.





**Health Checks**  
**People living in Oldham can ask  
for a free 30 minute Health Check  
if they are between 40 – 74 years of age.**

**Services will:**

- Check whether you fit the criteria for the health check.
- Set up a time for you to have health check.
- Check your height, weight, blood pressure and cholesterol test.
- Find out your risk of developing heart problems.
- Give advice and support for you to live a healthier lifestyle.
- Give you advice on what to do next.

**Residents will:**

- Ring this number to make an appointment for a health check:  
**0161 7706672**
- Attend the appointment.
- Use the information you've been given.
- Pass on this number to friends and family who are aged 40 – 70 to book theirs.

**Access to Childcare**  
**People living in Oldham with children aged 2 years old  
can find out if they can have 15 hours of childcare per week.**

**Services will:**

- Help you check whether you and your child are eligible
- Work with you to find childcare that you like.
- Give you advice on home learning.
- Link you with your local Children's Centre.

**Residents will:**

- Ring this number to make an appointment for a visit to see if you are eligible: **0161 7706672**
- Attend the appointment for the worker to complete the form with you
- Pass on this number to friends and family members living in Oldham who have 2 year old children to see if they can take up the offer.

## Your local pharmacy

**Pharmacists play a key role in providing quality healthcare. They are experts in medicines and will use their clinical expertise, together with their practical knowledge, to ensure the safe supply and use of medicines by the public.**

A pharmacist has to be registered with the General Pharmaceutical Council (GPhC) and have worked for at least a year under the supervision of an experienced and qualified pharmacist, either in a hospital or community pharmacy such as a supermarket or high street pharmacy.

If your illness is not serious or you need to ask advice they are there to help in confidence.

To find your nearest pharmacist, just click on the link below and enter your postcode.

**<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>**

### Pharmacists will:

- Advise you on common problems such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking.
- Help you decide whether you need to see a health professional.
- Help you consider the alternatives next time you are thinking of making a doctor's appointment.

### Residents will:

- Seek advice from a pharmacist for minor ailments before seeing their GP.
- Follow the advice given by the pharmacist.
- Keep a supply of medicines at home for common problems - (Headache, sore throat, coughs and colds, minor cuts and sprains).



## **General Practice Offer - (your GP or local doctors surgery)**

GP's look after the health of people in the local community and deal with a whole range of health problems. They usually work in practices as part of a team, which includes nurses, healthcare assistants and other staff. Practices also work closely with other healthcare professionals, such as health visitors, midwives, mental health services and social care services. You would normally see GP's or other healthcare professionals at the surgery. Use the NHS "**Services near you**" facility to look up a GP practice.

### **Your practice will:**

- Provide care for a wide range of health problems.
- Provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations.
- For more serious or complex health problems, refer you for tests, treatment or to see a consultant with specialist knowledge if appropriate.
- Be open from 8am to 6.30pm, Monday - Friday.
- Offer sufficient appointments per week to cater fully for the practice population.
- Provide pre-bookable appointments of at least 6 weeks in advance.
- Offer children under 5 a same day appointment where needed.
- Support you to make informed choices about your treatment.

### **Residents will:**

- Take responsibility for your own health.
- Register with a GP practice of your choice.
- Turn up on time for appointments, or cancel within a reasonable time.
- Think carefully before seeking a GP appointment ... consider seeing your pharmacist for advice first.
- Take the medicines prescribed for you.
- Don't overstock with medicines you don't need.
- Treat NHS staff and other patients with respect.
- Provide feedback about your NHS experience, whether good or bad.

(please see the Healthwatch Oldham Agreement for more information).







**Tameside, Oldham and Glossop MIND  
will offer residents free mental health services by:**

**Tameside, Oldham and Glossop  
MIND will:**

- Provide courses in the local community to improve people's confidence, stress and anger.
- Provide appointments to talk to someone to work through your problems.
- Work with children & young people aged from 8 – 18.
- Work with adults aged 18+.
- \*Provide "Community Resilience Workshops" – these give information to adults on how to help others with mental health distress.
- Provide further information about our services, or other organisations who may be able to help (9-5 Mon – Thurs; 9-4 Fri) over the phone on **0161 330 9223**

OR

**By e-mail [office@togmind.org](mailto:office@togmind.org)**

\*NB/ Refundable £5 deposit charge  
for adult courses.

**Our Website: <http://www.togmind.org>**

**Residents will:**

- Be kind to people who are unhappy and feel they may have mental health distress.
- Tell others about Tameside, Oldham and Glossop MIND's mental health services.
- Feel able to talk openly and freely about feeling sad or lonely.
- Let us know about any ready-made groups who may benefit from our courses (children, young people or adults).
- Understand that there is a £5 refundable deposit charged for adult courses (ages 18+).



**Remember,  
It's good  
to talk**



Age UK Oldham is a local charity providing services and support for older people, raising funds to spend in the Oldham borough.

Telephone **0161 633 0213** for more information about what we offer.

Age UK Oldham offers projects and activities to help older people stay active, healthy and independent.

### Age Uk Oldham will:

- Provide a range of services and activities to give older people the opportunity to stay active, e.g. lunch clubs, walking groups walking football.
- Provide a Falls Prevention Service to help older people to improve their strength and balance and become more active.
- Provide free and confidential information and advice on a range of issues, including benefits advice and help filling in forms.
- Provide low-cost practical services, e.g. handyman and shopping services, to help people stay independent.

### Residents will:

- Get in touch with us if you care for someone living with dementia to find out about the support available to you.
- Tell people about the services offered by Age UK Oldham if you think they need our help to stay active and well.



# ONERECOVERY

## OLDHAM

### Alcohol and Drug Service

#### One Recovery will:

- Provide you with advice and guidance about alcohol and drugs, and how to reduce the risk of harm if using any substances.
- Offer you an appointment to assess your needs when we meet you for the first time.
- Assess you individually and take a non-judgemental approach to your personal circumstances.
- Where appropriate we will provide a support worker and will aim to do this within 2 weeks of your assessment.
- Offer you up to 12 one to one support sessions with your keyworker.
- Provide you with a range of treatment options - depending on your needs and circumstances, which will help you to achieve your goals

#### Residents will:

- Be open minded about people you know who are using drugs and alcohol.
- Keep your appointment or let us know if you need to rearrange ASAP by contacting us.
- Talk honestly about your substance misuse and circumstances to get the help that is most suitable for you.
- Make time for and prioritize your keyworker sessions.
- Be honest with your worker when things aren't going well.
- Take an open minded approach to treatment options and try a little bit of everything to find out what works for you.

#### One Recovery will:

- Be clear about confidentiality and when/if personal information may need to be shared with others.

#### Residents will:

- Ask about our confidentiality policy if they are unsure.
- Respect the confidentiality and views of other people who you might work with.



# ONERECOVERY

## OLDHAM

### One Recovery will:

- Get to know you in order to support the best course of action to help you in your recovery.
- Work with you to develop a care plan. This will be shared with you and reviewed every 6-8 weeks.
- We will take referrals from people misusing drugs or alcohol, or from other health professionals involved in your care.
- We will provide confidential support and guidance to anyone who is worried about friends or family misusing alcohol or drugs.

### Residents will:

- Speak with honesty and openness about your substance use and the impact it is having on you and those around you.
- Follow the care plan and openly discuss any barriers that stop you from doing so, knowing that you will never be judged.
- Contact us or another health care professional when you are ready for help.

### One Recovery Oldham

The Gateway  
Horsedge Street  
Oldham  
OL1 35X

Tel: 0161 716 3666

Email: [headoffice@adsolutions.org.uk](mailto:headoffice@adsolutions.org.uk)

<http://www.adsolutions.org.uk/locations/onerecoveryoldham>

### Remember TALK TO FRANK

Tel: 0300 123 6600 Text: 8211

<http://www.talktofrank.com>

(with live chat 2pm to 6pm)

# Sexual Health Oldham

We provide free and confidential sexual health services in Oldham.  
Our service is confidential, non-judgemental and for people of all ages, genders and orientations.

## Sexual Health Oldham will provide:

- Appointment and drop-in sessions.
- Counselling and advice.
- Contraception including family planning.
- Emergency contraception.
- Screening and treatment for sexually transmitted infections, (STI's)
- Cervical cytology, (smear tests).
- Pregnancy testing.
- Psychosexual counselling.
- Outreach work in the community.

## Residents will:

- Take responsibility for your own sexual health and wellbeing.
- Be aware that some infections, (STI's) don't have symptoms.
- Practice safe sex.
- Turn up on time for appointments, or cancel within a reasonable time.
- Arrive at the drop-in clinic at least 30 minutes before the scheduled end of the session to ensure that a consultation can be completed.



## Contact us:

**Tel:** 0300 303 8565

## Or drop in at:

Sexual Health Oldham  
Integrated Care Centre  
5th Floor  
New Radcliffe Street  
Oldham  
OL1 1NL

**<http://www.sexualhealtholdham.co.uk/>**

## Physical Health

### **Pennine Care will:**

- Assess the health needs of the community and deliver the necessary services so residents can understand how services are planned and delivered.
- Provide access to health services, (Most NHS services are free of charge to all).
- Ensure people with urgent health conditions are seen and receive treatment more quickly within standard timescale, for example a breast lump.
- Ensure people start consultant-led treatments within 18 weeks from referral for non-urgent conditions.
- Treat patients with respect and maintain confidentiality wherever possible.
- Let you know if we feel we need to share information because we are concerned for your safety or the safety of others, and we are required by law to do so (this is known as safeguarding).
- Ensure that when treatment moves between services, this change is handled as smoothly as possible, and the patient/carer/wider family unit are included in relevant discussions.
- Ensure that services are provided in a clean, safe and suitable environment.
- We will be clear with you what the course of treatment is and give you opportunities to discuss any difficulties you may encounter.
- Ensure any letters sent between healthcare professionals about your treatment are shared with you.
- Ensure you have the information needed to help you to participate fully in your healthcare decision making.

(Continued ...)

### **Residents will:**

- Use services appropriately (e.g. making use the Walk in Centre instead of Accident and Emergency for minor illnesses).
- Recognise that we can make a significant contribution to our own health, and the health and well-being of our family

**<http://www.nhs.uk/pages/home.aspx>**

- Keep appointments, rearrange or cancel within reasonable time.
- Ensure that we access our GP at your earliest convenience and attend appointments.
- Register with a GP practice - the main point of access to NHS care.
- Treat NHS staff and other patients with respect.
- Provide accurate information about our health condition(s).
- Keep ourselves informed of our health discussions.
- Let you know if this does not happen immediately.
- Follow the course of treatment agreed and talk to health professional if there are difficulties.
- Share any concerns that we may have with health professionals.
- Ask questions about your healthcare, ensuring you have clarity.
- Let Pennine Care know if you have any concerns or if we fall short of our health care standards.



- Ensure you are treated with courtesy and receive appropriate support throughout the handling of any complaint.
- Ensure that when mistakes happen, we acknowledge them, apologise, explain what went wrong and put things right quickly and effectively.

- Let health providers know if you are happy/unhappy with the service you have received and have your say in consultations.

Email: [complaints.penninecare@nhs.net](mailto:complaints.penninecare@nhs.net)

Tel No: 0161 716 3083

## Mental Health

### **Pennine Care will:**

- Work with people to improve their confidence and self-esteem and help manage stress and anxiety.
- Work with local community groups, ensuring they have access to good support and information on mental health.
- Help improve mental health wellbeing by easy access to psychological support from the Healthy MINDs team.
- Work to ensure effective provision of specialist support to people affected by mental health issues of all ages.

### **Residents will:**

- Be considerate of people whom you feel may have a mental health problem.
- Access on line support via My Health My Community regarding mental wellbeing and mindfulness [www.penninecare.nhs.uk/myhealthmycommunity](http://www.penninecare.nhs.uk/myhealthmycommunity)
- Access the services as required.  
[www.penninecare.nhs.uk/healthyminds](http://www.penninecare.nhs.uk/healthyminds)  
The telephone number to call is **0161 716 2777**.
- Discuss concerns regarding mental health issues with our GP who can offer support and where necessary onward referral to specialist services if required.

## Patient Advice and Liaison Service (PALS)

### **Pennine Care will:**

- Provide residents with information on NHS services and help find GPs, dentists and other services.
- Listen to concerns, suggestions and queries, help resolve issues regarding the care received from doctors, hospitals, and or other health care professionals.

### **Residents will:**

- Contact PALS if we have a comment, suggestion or problem with any NHS service -  
<https://www.penninecare.nhs.uk/contact/compliments-and-complaints/>
- Try to follow the advice and suggestions from the PALS staff.  
The telephone number is **0161 716 3083**.

**Service Directory now online - You can browse our services  
by borough via the Service Directory  
[www.penninecare.nhs.uk/your-services](http://www.penninecare.nhs.uk/your-services)**



## Macmillan 1-1 Support Service Oldham

The service is a team that offers support to people affected by a cancer diagnosis, this is the person with the diagnosis, their family and close friends.

The support we offer looks at what is going on in each individual's life and we then work on a plan to best support that person.

We offer care closer to home at clinics, home visits and over the telephone.

### Contact details:

Telephone - **0161 621 7684** Email – **oldham.macmillansupport@nhs.net**

Facebook - **Macmillan 1-1 Support Oldham** Twitter - **@MacmillanOldham**

### The Macmillan 1-1 Support Service will:

- Offer support to anybody affected by a cancer diagnosis living in the borough of Oldham or registered with an Oldham GP.
- Offer support close to home.
- Provide Practical, Emotional, Physical, Spiritual and Family support.
- Support People in Oldham affected by cancer how they want to be supported.
- Support those around you, when they access the service.
- Treat you with dignity and respect.
- Support you to get back into as normal a life as possible.
- Ensure you know what to do to help yourself, and who else can help you.
- Provide an open accessible service.

### Residents will:

- Be aware of the Macmillan 1-1 Support service.
- Pass on the information about the service to people they know, who may need support.
- Pass on contact details to people who may need the service.
- Encourage people they know to make contact with the service if they have any problems or worries.
- Take notice of their own health, and contact a healthcare professional if they notice any changes in their own health.



OL1-Oldham are a group of volunteers that live or work in the BGreen area. They have worked closely with partners and residents to develop these agreements, which are a list of services that are needed in the area to help and support everyone.

OL1-Oldham is not a tenants association. It is a support group working within the community, helping people and keeping agencies informed.

OL1-Oldham volunteering is open to anyone who lives or works in the BGreen area of Oldham.

### **OL1-Oldham will:**

- Continue to work with services to keep the agreements up to date and help improve the area.
- Hold local meetings and drop-ins where we will try to help you with your problems.
- Speak to residents and promote the agreements with the help of all our partners, services and volunteers.
- Help residents to use and monitor the agreements - have we been able to help you? Do you know how to help yourself with the problem in the future?
- Look on websites for updates and new things that services are offering.
- Have a member of OL1-Oldham linked to every service who is able to work with them.

### **Residents will:**

- Let a member of OL1-Oldham know if you have used one of the agreements and are not happy with the result.
- Get to know your local member of OL1-Oldham by emailing or attending the group. Also look on the website [www.ol1oldham.co.uk](http://www.ol1oldham.co.uk)
- Join OL1-Oldham and become volunteers. [www.ol1oldham.co.uk](http://www.ol1oldham.co.uk)

### **Partners will**

- Keep in touch with their appointed OL1-Oldham member and update the agreements.
- Support OL1-Oldham to keep the agreements current and help promote the work of the group.



Some of the OL1-Oldham  
Group membership



# healthwatch

## Oldham

**Healthwatch Oldham Information and Signposting Service**  
**We can help OL1 residents to find out about Health or care services which may be helpful to you or a family member.**  
**You can then make an appointment yourself or we can make referrals to some services where appropriate.**

### **Health Services include:**

Doctors,  
Hospitals,  
District Nurses,  
Dentists,  
Opticians,  
Mental Health Services,  
Sexual Health Services,  
Pharmacies,  
Patient Transport Services,  
Physiotherapy.

### **Care Services include:**

Adult and Children's Social Care Services,  
Services for people who are carers for a family member or friend, Nursing Homes, Age UK, Services for people who have a learning disability or physical disability.

### **Residents will:**

- Be honest.
- Provide all information and correct contact details.
- Let Healthwatch know which services you have already spoken to, this will enable us to help you with your enquiry.



### **Healthwatch will:**

- Help you to make a complaint about a Health or Care service.
- If you are unhappy with a health or care service, Healthwatch can give you information and contact details to help you make a complaint – your feedback can help improve the service.

**Or**

- If your complaint is about an NHS service, we can refer you to the Independent Complaints Advocacy Service who will help you to make a complaint and provide support throughout the complaint process.

### **Residents will:**

- Be aware that usually a complaint needs to be made within a year of the date of the incident be realistic about what you want to achieve from making a complaint.

### **For instance do you want to achieve:**

- an apology,
- service improvement,
- service explanation,
- something putting right.

# healthwatch

## Oldham

### **Tell your story (Patient / Care Opinion)**

- Healthwatch will help OL1 residents to tell their stories of Health or Care experiences they have had.

#### **This includes:**

- When you feel the service or treatment you had was good or could have been better.
- Healthwatch can help you write the story either over the phone or face to face or we can send you the forms so you can write it yourself.

### **Residents will:**

- Tell Healthwatch about their experiences so that we can improve these services together.  
If you don't tell us we can't do anything about it.
- Contact Healthwatch Oldham to arrange a meeting or collect a "Tell us your story" form from the OL1-Oldham hub.
- Let Healthwatch know what the best way is for them to tell their story.

### **Healthwatch E-Bulletin**

Healthwatch can promote OL1 Healthcare Information e.g. community activities, events, sessions in the weekly Healthwatch E-Bulletin.

### **Residents will:**

Make sure that any information they want in the Bulletin is correct, is aimed at the community and is for the benefit of the community or Oldham residents.

### **Healthwatch Oldham Forum**

Healthwatch Oldham Forums are held 4 times a year, we invite residents of Oldham to our forums. Each forum has guest speakers from different Health and Care services who give an information update.

Healthwatch Oldham will let OL1 residents know about each forum and give details of how they can book a place.

### **If residents are interested in coming to a Healthwatch forum they will be expected to:**

- Contact Healthwatch to book their place.
- Let Healthwatch know if they are unable to attend.
- Provide correct contact details so that Healthwatch can send out information about the forum to them.



Tel: 0161 622 5700  
Email: [admin@healthwatcholdham.co.uk](mailto:admin@healthwatcholdham.co.uk)  
Find out more at  
<http://www.healthwatcholdham.co.uk/>