

Useful contacts

Carers Matter Norfolk Advice Line

Provides information, advice and guidance and access to a range of services for carers.

Tel: 0800 083 1148

Suffolk Family Carers

Helping family carers of all ages across Suffolk get the support they need to live fuller lives.

Tel: 01473 835477

Email: hello@suffolkfamilycarers.org

Norfolk Information, Advice and Representation Service

Tel: 0333 996 8333

Email: helpline@ncan.co.uk

Norfolk Emergency Duty Team

(8:45am – 5:30pm), after these hours press option 1 for Swifts

Tel: 03448 008 020

(This service is not available for patients in Suffolk)

Norfolk Adult Social Care

Tel: 01493 448 500

Suffolk Adult Social Care

Tel: 0800 917 1109

For help with queries about ECCH's services, or to provide feedback, contact our Patient Advice and Liaison Service:

 **Tel:** 01502 445447

 **Email:** patientliaison@ecchcic.nhs.uk

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Jej šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na jezyk polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.

Health Connect Service

Information for patients



What is Health Connect?

Health Connect supports individuals within Great Yarmouth & Waveney who are at risk of going into a crisis which may result in a hospital admission or readmission.

This will include individuals recently discharged from hospital and those using community nursing services.

The Health Connect service offers a single point of access for individuals to tap into wider local health and wellbeing services which can support them to continue to stay well at home. The service is anchored in an individual's underlying health need but takes a wider holistic approach to supporting their health and wellbeing.

Health Connectors will work with you to discuss and agree a plan to support you. This may be direct support from the Connector or involve a referral to other professionals, or the voluntary sector.

Health Connect supports the NHS Long Term Plan in its aims to deliver more person-centred care, recognising that 'what matters to someone' is not just 'what's the matter with someone'. Since individuals' values and preferences differ, ensuring choice can meaningfully improve care outcomes.

How to contact the service

You will be referred into the service by a health or social care professional or partner organisation.

If you are already receiving a service from Health Connect, you can contact us by calling East Coast Community Healthcare on **01493 809977** and requesting a call back from the team.

What happens next?

Once referred to the service, a Connector will make contact to discuss what matters to you and agree a plan.

This may include basic health checks or working with you to identify the tools,



equipment and services available to support you to remain at home and independent.

Connectors will also provide a listening ear, so whatever worries or questions you may have, they will help you get the support and advice you need.

Information sharing

Your healthcare information will be shared, with your consent, with all healthcare professionals that are involved with your care. If you do not wish for this to be shared with certain services, please let our staff know.