

# Making Every Contact Count Toolkit

## Preparing a resource directory

To support people to be able to improve their health and wellbeing there may be times when it is important to signpost them on to access information from other services or websites.

It may be that your service or team already has access to a range of information/leaflets through a health service or wellbeing 'hub' which coordinates services locally. Where possible it would be better to link in with an existing, maintained database as it is important to ensure information is regularly reviewed and updated so that people are not given out of date or inaccurate information.

If you do not have access to existing resources, this sample 'resource directory' can be compiled and used as a reference tool.

The following is a framework that can be used to fill in with information from national and local services.

Healthcare library services can be a good source of support when it comes to finding high-quality, trustworthy information for staff to give to patients and the public, and presenting information in accessible formats which take into account differing literacy levels. They also have close links with public libraries, which are of course another potentially useful resource.

Health Libraries and Information Services Directory: [www.hlisd.org](http://www.hlisd.org)

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## Sample resource directory

This information sheet has been designed for use by officers who have undertaken the MECC (Making Every Contact Count) 'Healthy Conversations. Skills training. The information provided can be used to support a 'healthy conversation', as well as the wider resources available on the GBC Staff Infonet page, to signpost customers to healthy lifestyle information or services.



### GENERAL INFORMATION

For information from the NHS on conditions, treatments, local services and healthy living, visit the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).

FREE NHS Health Check for anyone aged 40-74 years of age to find out how you can improve your health, talk to your GP surgery or visit [www.hants.gov.uk/healthcheck](http://www.hants.gov.uk/healthcheck)

### HEALTHY LIFESTYLES

FREE health trainer service available in Gosport, providing confidential and non-judgemental one-to-one support for adults to make lifestyle changes to improve health. Ring **023 9228 0000** for more information.

For schemes that help adults with weight loss (Slimming on Referral) or increasing physical activity (Exercise on Referral), speak to a GP. Please note that specific criteria apply.

Gosport Leisure Centre offers a variety of facilities. A concessionary scheme is available for Gosport residents who are unemployed, on low income, over 60, full time students, or people with physical, learning or sensory impairments. Ring **023 9253 4950** or visit [www.placesforpeopleleisure.org/centres/gosport-leisure-centre/](http://www.placesforpeopleleisure.org/centres/gosport-leisure-centre/)

For tips and support on making healthy changes to the way you live visit [www.smarttools.change4life.co.uk/](http://www.smarttools.change4life.co.uk/) or ring **0300 123 4567**.

The NHS has developed an online resource to support weight loss, which includes a 12 week programme. For more details visit [www.nhs.uk/livewell/loseweight](http://www.nhs.uk/livewell/loseweight)

NHS Support & Advice to increase physical activity - [www.nhs.uk/livewell/fitness](http://www.nhs.uk/livewell/fitness)

### SMOKING

FREE support to quit smoking with the Hampshire Stop Smoking NHS Service, visit [www.quit4life.nhs.uk](http://www.quit4life.nhs.uk) or Text **QUIT** to **60123** or Call **0845 602 4663**. Local support clinics in Gosport are held weekly – check with Quit 4 Life for availability using the website or phone number.

For information about quitting smoking and free support, visit [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

### ALCOHOL

For information and facts about alcohol, visit;  
Drink less campaign - [www.hants.gov.uk/drink-less](http://www.hants.gov.uk/drink-less)  
NHS advice including 'drinks tracker' - [www.nhs.uk/livewell/alcohol](http://www.nhs.uk/livewell/alcohol)  
Alcohol Concern - [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

If you have concerns about your own or someone else's drinking, contact Drinkline for a confidential conversation. Call free on **0300 123 1110** (weekdays 9am – 8pm, weekends 11am – 4pm).

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## **SUBSTANCE MISUSE (INCLUDING DRUGS, ALCOHOL AND PSYCHOACTIVE SUBSTANCES)**

For information and support for adults and young people (aged over 18) experiencing problems with drug or alcohol abuse, contact the Avalon Centre. The service is for people who are concerned about their own, or somebody else's, drug or alcohol use. The Avalon Centre is located at Fareham Health Centre and is open weekdays during usual office opening hours, or ring **01329 227182** or visit [www.cri.org.uk/homer\\_fareham.php](http://www.cri.org.uk/homer_fareham.php)

Specialist and confidential drug and alcohol abuse service for young people aged under 19 provided by Catch 22, including a 24/7 emergency crisis and referral line **0845 459 9405** or visit [www.catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support/](http://www.catch-22.org.uk/programmes-services/hampshire-247-substance-misuse-support/)

For information about Novel Psychoactive Substances (which are used like illegal drugs but are not covered by the current misuse of drugs laws), visit [www.safergosport.co.uk/?content=pages&id=psychoactive-substances](http://www.safergosport.co.uk/?content=pages&id=psychoactive-substances)

For information or advice about drugs, visit [www.talktofrank.com](http://www.talktofrank.com) or ring the confidential helpline **0300 123 6600**. Helpline is available 24 hours per day, 7 days p/week and 365 days of the year.

## **SEXUAL HEALTH & CONTRACEPTION**

For information about sexual health and contraception, and to find services near you visit [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk) or ring **0300 300 2016**.

For information about sexual health and contraception, and to find services near you visit <http://www.getiton.hants.org.uk/> or ring **0300 300 2016**.

For information about sexual health and contraception, visit [www.fpa.org.uk](http://www.fpa.org.uk) or [www.nhs.uk/Livewell/Sexualhealthtopics](http://www.nhs.uk/Livewell/Sexualhealthtopics)

## **MENTAL HEALTH**

For information about mental wellbeing and local services, visit [www.solentmind.org.uk](http://www.solentmind.org.uk) or ring **023 8033 4977**. Solent Mind also operate a Wellbeing Centre at Gosport Precinct (off Gosport High Street) – pop in for information and advice about what they can do to help.

For information about local adult mental health support services and how to access them, visit [www.southernhealth.nhs.uk/services/mental-health/adult/](http://www.southernhealth.nhs.uk/services/mental-health/adult/)

italk is available to anyone 16 years and over who is experiencing :- Generalised anxiety disorder, Obsessive compulsive disorder (OCD), Panic disorder, Post traumatic stress disorder (PTSD), Social phobia, Agoraphobia. Referral via GP or self-referral via online form [www.italk.org.uk](http://www.italk.org.uk) or by calling **023 8038 3920**

For help and information about mental ill-health, visit [www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx](http://www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx)

NHS Choices Moodzone offers practical, useful information, interactive tools and videos to support you on your way to feeling better - [www.nhs.uk/conditions/stress-anxiety-depression/pages/low-mood-stress-anxiety.aspx](http://www.nhs.uk/conditions/stress-anxiety-depression/pages/low-mood-stress-anxiety.aspx)