

[Community Support and Guidance for patients – 7/4/20](#)

- **Good SAM – request for volunteer**

<https://www.goodsamapp.org/NHSreferral>

You will be able to select the type of support needed and the frequency of that support. Once complete, the request will be submitted and the referrer will be sent an email asking to confirm the request. Once confirmed, the referral will go into a matching process and volunteers who are 'on duty' will be able to accept requests. You can also log into your account at any time to view or cancel your referrals

From Monday 30 March 2020 you can also call 0808 196 3382 to refer patients.

- **Community Helpline number: 0300 200 1008**

Monday to Friday: 8am to 6pm, Saturday and Sunday: 10am to 2pm

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/community-support/need-help>

- **Action for Carers Surrey**

Staff are providing one-to-one support for carers by phone

Care Information centre by phone or email

Email: CarerSupport@actionforcarers.org.uk

Phone: 0303 040 1234

Text: 07714 075993

Website: www.actionforcarers.org.uk

- **Domestic Abuse Helpline: 01483 776822**

9am-9pm 7 days a week

During pregnancy and family life, domestic violence can be more frequent. In times of stress, such as now, it can be even more common. Please reach out if you need to talk.

You can also visit the website: www.healthysurrey.org.uk/domestic-abuse

and chat to us online: www.yoursanctuary.org.uk/chat

- **Mental Health Crisis Helpline: 0800 915 4644**

24 hours a day, 7 days a week for people living in Surrey and North East Hampshire

- **Emotional Wellbeing and Mental Health Support**

The Headspace app uses meditation techniques to help you stress less, focus more, and feel better. Download Headspace for free from your usual App store.

Every Mind Matters, this website gives you simple and practical advice from how to deal with stress and anxiety to improving your mood. It will also help you to spot the signs of

common mental health conditions and you can learn what to do if you are worried about your partner, family or friends.

www.nhs.uk/oneyou/every-mind-matters

- **Mind Matters** is offering psychological support sessions by telephone or by video call via Skype. Refer yourself online at www.mindmattersnhs.co.uk or by calling the team on 0300 330 545.
- **Talking Therapy Services** are available across Surrey and can help you with mild to moderate mental health problems including antenatal and postnatal depression.
www.healthysurrey.org.uk/mental-wellbeing/adults/local-services
- **Woking Mind**
If you are feeling overwhelmed and need support with your mental health, please text or call us on our dedicated phonenumber 07860 340 739 or email at info@wokingmind.org.uk and a member of the team will contact you.
Tips on wellbeing <https://wokingmind.org.uk/information/coronavirus-and-your-wellbeing/>
- **Young Minds** has useful tips and ideas for how to support your children with any worries or mental health problems:
<https://youngminds.org.uk/find-help/for-parents/supporting-your-child-during-the-coronavirus-pandemic/>
- **Children and young people CYP** (Children and Young People's) Havens offer a safe place for 10-18 year olds to talk about their worries and mental health in a confidential, friendly and supportive environment.

While the four locations are temporarily closed at this time, a virtual service is operating a telephone service, every weekday from 4pm - 8.30pm and from 12pm - 6pm on weekends. For the latest information, including current contact details, please visit www.cyphaven.net/.

- **Kooth** is an emotional and mental well-being online community where young people can seek help anonymously. Kooth offer one-to-one text based counselling, therapeutic messaging; as well as peer-to-peer support through moderated forums and articles. Visit www.kooth.com to access this service.

- **Free online course on ‘Coping during the pandemic’**

A free online course entitled "Coping during the Pandemic" has been created by the Trust's Recovery College, which runs short courses to equip people with skills to help them better manage their own mental health.

While face to face sessions are on hold for the time being, this and other online courses can be accessed via www.recoverycollegeonline.co.uk.

- **Practice mindfulness:** Paying attention to the present moment can improve your mental wellbeing. Go to: www.nhs.uk/mindfulness

- **Listen to the mental wellbeing audio guides** provided by the NHS to help boost your mood, at: www.nhs.uk/mental-wellbeing-audio-guides

- **DIABETES:** https://www.diabetes.org.uk/about_us/news/coronavirus

- **ASTHMA:** <https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/>

- **COPD AND LUNG DISEASE:** <https://www.blf.org.uk/support-for-you/coronavirus/people-living-with-lung-condition>

- **OLDER PEOPLE:** <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>

- **CANCER:** <https://www.cancer.org/latest-news/common-questions-about-the-new-coronavirus-outbreak.html>

- **Advice on Coronavirus and your pregnancy**

The Royal College of Obstetricians and Gynaecologists has useful FAQs on their website about Coronavirus and pregnancy, labour, birth and your baby.

www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/

- **Surrey Heartlands Pregnancy Advice Line: 0300 123 5473**

24 hours a day, 7 days a week for those whose maternity care is based at Epsom Hospital, Royal Surrey Hospital and St Peter's Hospital

This line is available for any antenatal or postnatal concerns that you have, please do call us if you need our advice.

For those attending Frimley Park Hospital maternity unit call the usual numbers you have been given by your maternity team

- **Children and Families Health Surrey Advice Line: 01883 340 922**

8am-5pm Monday-Friday exc Bank Holidays, for families with children from 0-19 living in Surrey

This telephone number provides contact with professionals from our health visiting team who can offer advice on all aspects of child health, development and parenting.

- **Local Information for Families (with children 0-19)**

<https://childrenshealthissurrey.nhs.uk>

Updates to service provision for children and families are given via this weblink:

<https://childrenshealthissurrey.nhs.uk/news/covid-19-coronavirus-guidance>