



Three Shires Medical Practice

Patient Information & Support Hub

Health • Wellbeing • Support • Independence

Welcome to the Three Shires Patient Information & Support Hub.

This guide provides easy-to-read information about health conditions, screening, wellbeing, caring responsibilities and practical support services. Each page gives a quick summary and links to a full easy-read leaflet for more detailed information.



Need Help Now?

Medical Emergency
Call 999

Urgent Medical Advice
NHS 111

Mental Health Crisis
NHS 111 (Mental Health Option)

Further Emergency Support

 See [Where to turn for urgent support](#)

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Not Sure Where To Start?

I need help with...	Go to...
Blood Pressure	High Blood Pressure
Money worries	Financial Support
Benefits	Financial Support
Free prescriptions	Help With Healthcare Costs
Hospital travel costs	Help With Healthcare Costs
Dental costs	Help With Healthcare Costs
Eye test costs	Help With Healthcare Costs
Energy bills	Cold, Damp & Mould
Caring for someone	Carer Support
Cholesterol	Statin Information
Diabetes	Diabetes Annual Review
Mental Health	Mental Health Yearly Review
Staying Healthy	NHS Health Checks
Cancer Prevention	Cancer Screening
Children's Health	Childhood Vaccinations
Caring for Someone	Carer Support
Supporting a Relative	Worried About Someone?
Family Support	Family Support
Returning Home from Hospital	Hospital Discharge
Housing Problems	Cold, Damp & Mould
Driving & Transport	Giving Up Driving
Community & Wellbeing Support	Living Well as an Adult

Where to turn if you need urgent support

What is it?

Information about where to get urgent help for physical health, mental health, social care or safeguarding concerns. Support is available day and night.

Why does it matter?

Knowing who to contact can help you get the right support quickly and keep people safe.

What can I do?

-  Call 999 in an emergency
-  Contact NHS 111 for urgent medical advice
-  Use NHS 111 Mental Health Option for urgent mental health support
-  Seek help if you are worried about an adult or child at risk
-  Ask for support early

Further Support

- 999 – Emergency services
- NHS 111 – Urgent medical advice
- Samaritans 116 123 – Emotional support
- SHOUT 85258 – Mental health text support

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[Where to turn for urgent support](#)

Related Topics

- [Mental Health Yearly Review](#)
- [Following a Hospital Discharge](#)
- [Worried About Someone?](#)
- [Carer Support](#)



MONEY, HEALTHCARE COSTS & HOUSING

Financial Support

What is it?

Many people worry about money at some point in their lives.

You may be struggling with:

- Household bills / Rent or mortgage payments
- Energy costs
- Benefits
- Debt
- Food costs
- Employment issues

Support is available, and you do not have to manage these problems alone.

Why does it matter?

Money worries can affect:

- Physical health
- Mental wellbeing
- Relationships
- Housing security
- Ability to stay warm and well

Getting advice early can often prevent problems becoming more serious.

- ✓ What can I do?
- ✓ Ask for help early
- ✓ Check if you are receiving all the benefits you are entitled to
- ✓ Seek free debt advice
- ✓ Ask about energy support schemes
- ✓ Speak to a Social Prescriber
- ✓ Get support with employment concerns

Further Support

- [Warm & Well](#)
- [Citizens Advice](#)
- [Social Prescribing – Southern Brooks Community Partnerships](#)
- [Free and impartial help with money, backed by the government | MoneyHelper](#)
- [Tackling Financial Insecurity Together | Turn2us](#)

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[Financial Support Information Leaflet](#)

Related Topics

- [Help With Healthcare Costs](#)
- [Family Support](#)
- [Carer Support](#)
- [Cold, Damp & Mould in Your Home](#)
- [Living Well as an Adult](#)

Help With Healthcare Costs

What is it?

Healthcare costs can sometimes be difficult to afford.

You may be able to get help with:

- Prescription charges
- Travel costs to hospital appointments
- Eye tests
- Glasses or contact lenses
- Dental treatment

Support is available for many people on low incomes. Some people qualify automatically.

Why does it matter?

Some people delay getting healthcare because they are worried about the cost.

Financial support may help you:

- Attend hospital appointments
- Collect medicines
- Access dental care
- Get eye tests and glasses
- Manage long-term health conditions

What can I do?

-  Check whether you qualify for free prescriptions
-  Ask about the NHS Low Income Scheme
-  Claim travel costs where eligible
-  Check if you can receive free NHS dental treatment
-  Ask for advice if you are unsure

Further Support

[Help with health costs - NHS](#)

[Get help with NHS prescriptions and health costs - GOV.UK](#)

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[Help with Health Care Costs](#)

Related Topics

- [Financial Support](#)
- [Long-Term Condition Yearly Reviews](#)
- [Diabetes Annual Review](#)
- [Carer Support](#)
- [Following a Hospital Discharge](#)

Cold, Damp & Mould in Your Home

What is it?

Living in a cold, damp or mouldy home can affect both physical and mental health.

Why does it matter?

It can worsen:

- Asthma
- Chest problems
- Stress
- Sleep difficulties

What can I do?

-  Improve ventilation
-  Wipe condensation
-  Use extractor fans
-  Seek housing support

Further Support

- [Warm & Well](#)
- [Citizens Advice](#)
- [Social Prescribing – Southern Brooks Community Partnerships](#)



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[Cold, Damp and Mould in Your Home](#)



Related Topics

- [Financial Support](#)
- [Family Support](#)
- [Carer Support](#)
- [Following a Hospital Discharge](#)
- [Living Well as an Adult](#)



LONG-TERM CONDITIONS

Long-Term Condition Yearly Reviews

What is it?

Many long-term health conditions need regular reviews to help keep you well and identify problems early. Reviews are usually arranged around your birth month and may involve different members of the practice team.

Why does it matter?

Regular reviews help:

- Monitor your condition
- Identify problems early
- Review treatments and medicines
- Ensure you receive the right support
-

What can I do?

-  Attend when invited
-  Book any required tests
-  Bring requested samples
-  Discuss any concerns
-  Keep contact details up to date

Further Support

- Three Shires Medical Practice
- Care Coordinator Team

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[Long-Term Condition Yearly Review Information](#)

Related Topics

- [High Blood Pressure](#)
- [Diabetes Annual Review](#)
- [Mental Health Yearly Review](#)
- [Statin Information](#)

High Blood Pressure

What is it?

High blood pressure means the pressure inside your blood vessels is higher than it should be. Often there are no symptoms, but over time it can increase the risk of heart attack and stroke.

Why does it matter?

Untreated high blood pressure increases the risk of:

- Heart attack
- Stroke
- Heart disease

What can I do?

-  Reduce salt
-  Exercise regularly
-  Stop smoking
-  Eat more fruit and vegetables
-  Take medication as prescribed

Further Support

- [High blood pressure - NHS](#)
- [High blood pressure \(Hypertension\) - causes and symptoms - BHF](#)
- [Home | One You South Gloucestershire](#)

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[High Blood Pressure](#)

Related Topics

- [Statin Information](#)
- [NHS Health Checks](#)
- [Diabetes Annual Review](#)
- [Long-Term Condition Yearly Reviews](#)

Diabetes Annual Review

What is it?

People with diabetes should have a yearly review to help identify problems early and manage their condition effectively.

Why does it matter?

Reviews can identify problems affecting:

- Eyes
- Kidneys
- Feet
- Heart health

What can I do?

-  Attend your annual review
-  Attend eye screening
-  Bring urine samples when requested
-  Discuss any concerns with your nurse

Further Support

- [Diabetes UK - Know diabetes. Fight diabetes. | Diabetes UK](#)
- [Diabetes - NHS](#)

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[Diabetes Appointment Information](#)

Related Topics

- [High Blood Pressure](#)
- [Statin Information](#)
- [NHS Health Checks](#)
- [Long-Term Condition Yearly Reviews](#)

Statin Information

What is it?

Statins are medicines used to lower cholesterol and reduce the risk of heart disease and stroke.

Why does it matter?

High cholesterol can contribute to:

- Heart attacks
- Angina
- Stroke
- TIA (mini stroke)

What can I do?

-  Take medication regularly
-  Stop smoking
-  Eat healthily
-  Stay active
-  Maintain a healthy weight

Further Support

- [Home | One You South Gloucestershire](#)
- [High cholesterol - NHS](#)

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[Statin Information](#)

Related Topics

- [High Blood Pressure](#)
- [NHS Health Checks](#)
- [Diabetes Annual Review](#)
- [Long-Term Condition Yearly Reviews](#)

Mental Health Yearly Review

What is it?

A yearly review for people living with severe mental illness such as schizophrenia, bipolar disorder or psychosis.

Why does it matter?

People living with severe mental illness are more likely to experience physical health problems.

What can I do?

-  Attend yearly reviews
-  Attend blood tests
-  Discuss wellbeing concerns
-  Work with your care plan

Further Support

- [Annual health check for people with severe mental health conditions - NHS](#)

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[Mental Health Yearly Review Information](#)

Related Topics

- [Living Well as an Adult](#)
- [Where to Turn for Urgent Support](#)
- [NHS Health Checks](#)
- [Long-Term Condition Yearly Reviews](#)



PREVENTION & SCREENING

NHS Health Checks

What is it?

An NHS Health Check is a free check-up for adults aged 40 to 74. It helps identify early signs of conditions such as heart disease, stroke, diabetes and kidney disease before symptoms appear. You will usually be invited every five years if you are eligible.

Why does it matter?

An NHS Health Check can:

- Spot health problems early
- Help you understand your health risks
- Give you advice on staying healthy
- Connect you to support services if needed

What can I do?

-  Book your appointment when invited
-  Attend blood tests and checks
-  Discuss any health concerns
-  Follow advice about healthy lifestyle changes
-  Ask if you think you should have been invited

Further Support

- [NHS Health Check - NHS](#)

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[NHS Health Checks](#)

Related Topics

- [High Blood Pressure](#)
- [Statin Information](#)
- [Diabetes Annual Review](#)
- [Living Well as an Adult](#)

Cancer Screening

What is it?

Cancer screening is offered to people who feel well to help find cancer or changes that could lead to cancer before symptoms develop. The NHS currently offers screening programmes for cervical, breast and bowel cancer.

Why does it matter?

Screening can:

- Find cancer earlier
- Identify changes before cancer develops
- Improve treatment outcomes
- Give reassurance when results are normal

What can I do?

-  Look out for your screening invitation
-  Book appointments when invited
-  Complete home test kits promptly
-  Ask for support if you are nervous or unsure
-  Request an interpreter if needed

Further Support

- [Cancer screening | Cancer Research UK](#)
- [Cervical screening - NHS](#)
- [Breast screening \(mammogram\) - NHS](#)
- [Bowel cancer screening - NHS](#)

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[Cancer Screening](#)

Related Topics

- [NHS Health Checks](#)
- [Childhood Vaccinations](#)
- [Living Well as an Adult](#)
- [Family Support](#)

Childhood Vaccinations

What is it?

Childhood vaccinations help protect babies and children against serious illnesses. Vaccines are offered throughout childhood as part of the NHS vaccination programme.

Why does it matter?

Vaccinations protect children from serious diseases and help stop infections spreading within the community. Many illnesses that were once common are now rare because of vaccination programmes.

What can I do?

-  Attend vaccination appointments
-  Rebook any missed appointments
-  Ask questions if you are unsure
-  Follow advice after vaccinations
-  Keep your child's vaccinations up to date

Further Support

- [NHS vaccinations and when to have them - NHS](#)
- Practice Nurses
- Health Visitors

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[Childhood Vaccination Leaflet](#)

Related Topics

- [Family Support](#)
- [Living Well as an Adult](#)
- [NHS Health Checks](#)



STAYING INDEPENDENT

Living Well as an Adult

What is it?

Information about healthy lifestyles, community support and improving wellbeing.

Why does it matter?

Small changes can significantly improve physical and mental wellbeing.

What can I do?

-  Exercise regularly
-  Eat healthily
-  Stay socially connected
-  Access support when needed

Further Support

- [Home | One You South Gloucestershire](#)
- [Health and Happiness Hubs – Southern Brooks Community Partnerships](#)
- [Social Prescribing – Southern Brooks Community Partnerships](#)

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[Living Well as an Adult](#)

Related Topics

- [Family Support](#)
- [Carer Support](#)
- [Financial Support](#)
- [NHS Health Checks](#)

Following a Hospital Discharge

What is it?

Support available after leaving hospital to help you remain safe and independent.

Why does it matter?

Good support can help avoid readmission and improve recovery.

What can I do?

-  Ask for help early
-  Speak to a Care Coordinator
-  Access social prescribing
-  Consider a care needs assessment

Further Support

- [Welcome Home – Southern Brooks Community Partnerships](#)
- [Find home care services near you | British Red Cross](#)
- [Age UK | Let's change how we age](#)

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[Hospital Discharge Information](#)

Related Topics

- [Carer Support](#)
- [Worried About Someone?](#)
- [Living Well as an Adult](#)
- [Financial Support](#)
- [Help With Healthcare Costs](#)

Giving Up Driving

What is it?

Sometimes health conditions, changes in eyesight, reduced confidence or concerns about safety mean it may be time to stop driving or have a driving assessment. This guide explains what support is available and where to find alternative transport.

Why does it matter?

Driving is linked to independence and wellbeing. However, safety is important for both the driver and other road users. Support is available to help people remain active and connected after they stop driving.

What can I do?

-  Attend a driving assessment if advised
-  Explore community transport options
-  Consider local bus services
-  Use NHS transport services if eligible
-  Discuss concerns with your healthcare professional

Further Support

- [Kingswood Community Transport | Transport for the Community](#)
- [Green Community Travel](#)
- [Box, Colerne and Rudloe Link](#)
- [WESTlink](#)
- [South Glos LIFE | Non-Emergency Patient Transport Service \(NEPTS\)](#)
- Local Bus Services

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[Giving up driving leaflet](#)

Related Topics

- [Following a Hospital Discharge](#)
- [Carer Support](#)
- [Worried About Someone?](#)
- [Living Well as an Adult](#)

Worried About Someone?

What is it?

Sometimes we notice that a friend, family member or neighbour is struggling, but they may not ask for help. They may seem less able to look after themselves, become isolated, neglect their home, forget important things, or appear low in mood. This guide helps you understand what you can do and where to find support.

Why does it matter?

Early support can help prevent problems from becoming more serious.

Sometimes people are:

- Feeling lonely or isolated
- Struggling with physical health
- Experiencing memory problems
- Neglecting their own care
- Finding it difficult to manage at home
- Feeling hopeless or overwhelmed

Helping someone find support early can improve their wellbeing and safety.

What can I do?

-  Listen before trying to solve the problem
-  Ask open questions
-  Avoid judging or criticising
-  Focus on what matters to them
-  Encourage small steps
-  Have several conversations if needed
-  Seek professional advice if you are concerned

! Remember

Adults who have the ability to make their own decisions generally have the right to live how they choose, even if their choices concern others. However, if someone is at risk of serious harm or cannot make safe decisions, professional support may be needed.

Further Support

- [Age UK | Let's change how we age](#)
- [Carers Support Bristol and South Gloucestershire](#)
- [Help for Adults Caring for Elderly Parents | Carents](#)

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 [What To Do If You Are Worried About Someone](#)

Related Topics

- [Carer Support](#)
- [Following a Hospital Discharge](#)
- [Living Well as an Adult](#)
- [Where to Turn for Urgent Support](#)



SUPPORT FOR FAMILIES & CARERS

Carer Support

What is it?

A carer is someone who provides unpaid support to a family member, friend or neighbour who would struggle to manage without their help. Caring can be rewarding, but it can also affect your own health and wellbeing.

Why does it matter?

Many carers:

- Feel isolated or lonely
- Experience stress and exhaustion
- Struggle to balance caring with work
- Put their own health needs last

Getting support can help you continue caring while protecting your own wellbeing.

What can I do?

-  Tell your GP Practice that you are a carer
-  Ask about a Carer's Assessment
-  Seek support before you reach crisis point
-  Make time for your own health and wellbeing
-  Access specialist carer services

Further Support

[Carers Support Bristol and South Gloucestershire](#)
[UK | Carers UK](#)
[WorkWell West](#)



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[Carer Support Leaflet](#)

Related Topics

- [Family Support](#)
- [Following a Hospital Discharge](#)
- [Worried About Someone?](#)
- [Living Well as an Adult](#)
- [Financial Support](#)

Family Support

What is it?

Family life can sometimes be challenging. Parents and carers may experience difficulties with finances, housing, work, childcare, relationships, loneliness, or emotional wellbeing. Support is available for families at all stages of life.

Why does it matter?

- Reduce stress and worry
- Improve family wellbeing
- Help with financial pressures
- Support healthy child development
- Improve confidence and resilience
- Help families access local services and support networks

What can I do?

-  Ask for help if you are struggling
-  Contact Social Prescribing for practical support
-  Check whether you qualify for Healthy Start
-  Seek advice about benefits and finances
-  Access parenting, relationship and wellbeing support
-  Find local services that can support your family

Further Support

- [Social Prescribing – Southern Brooks Community Partnerships](#)
- [Healthy Start Scheme](#)
- [Citizens Advice 0808 278 7947](#)
- [Warm & Well 0800 500 3076](#)
- [WorkWell West](#)
- [Coram Family Lives - Parenting and Family Support](#)
- [Family Action: Supporting families at every age and stage of life](#)
- [Home | Gingerbread](#)
- [Request a home fire safety visit - Avon Fire and Rescue Service](#)

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[Family Support Leaflet](#)

Related Topics

- [Carer Support](#)
- [Financial Support](#)
- [Cold, Damp & Mould in Your Home](#)
- [Living Well as an Adult](#)
- [Childhood Vaccinations](#)

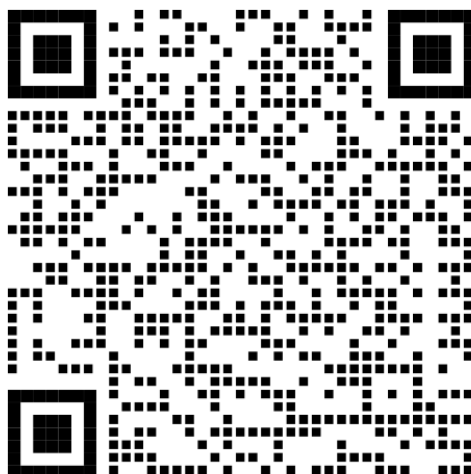
Important Numbers

Service	Telephone
Three Shires Medical Practice	
Colerne	01225 742028
Marshfield	01225 891265
Wick	01179 372214
Pucklechurch	0117 9372350
NHS 111	111
Emergency Services	999

Always Up To Date

Information changes over time.

Scan the QR code below to access the latest version of this hub and all supporting leaflets online.



Version 1.0
July 2026

Information was correct when published.

Services and contact details may change over time.

Please visit the latest online version using the QR code for the most up-to-date information.