

How can I contact the service?

To speak to a Community and Care Co-ordinator at your GP practice, please use the contact details below:

Feedback from Patients:

'.....since the C&CC became involved I feel like I have come in from the cold'.

'Old age is not a helpful companion – practical help and support is, thank you'.

'The C&CC does everything she says she will do and she makes things happen'.

If you have difficulty in contacting your local Community and Care Co-ordinator, please call Shropshire Clinical Commissioning Group on **01743 277557**

www.shropshireccg.nhs.uk/communitycare

This service is funded by Shropshire Clinical Commissioning Group (CCG).



Signposting to support your independence

NHS
Shropshire
Clinical Commissioning Group



Community and Care Co-ordinators

A friendly, helpful service when you need some extra support in your daily life.

What is a Community and Care Co-ordinator?

A Community and Care Co-ordinator is based in your local GP practice. They assist patients across all age groups in need of help, support and advice by signposting them to other useful services and activities. Community and Care Co-ordinators work with the NHS, the Council and voluntary services and have become local experts on what's happening in your community. They can help you to keep socially active and maintain your independence.

How can they help me?

A Community and Care Co-ordinator can help you to find your way around the system which can often seem complicated and confusing.

Here are some of the things they can help you with:

- Offer information about local activities, interest groups or day centres
- Signpost you to transport for appointments and other activities
- Arrange support for you or for someone you care about
- Signpost you to bereavement support
- Signpost you to organisations that can help with aids and adaptations to your home
- Help you to find a volunteer friend to spend time with you
- Signpost you to debt, benefits and financial support

Frequently asked questions

Do Community and Care Co-ordinators offer a counselling service?

Community and Care Co-ordinators are not counsellors. They will listen to matters of concern to you and will signpost you to people in the best position to help maintain your independence.

Are the Community and Care Co-ordinators medically trained?

No, the Community and Care Co-ordinators are non-clinical members of staff. They are here to help you with everyday problems that may affect your health and well-being and limit your independence.

Can I just drop into see the Community and Care Co-ordinator when I am at the GP practice?

Although they are based at the GP practice, they are not on duty all the time, so they would advise you to call first to make sure they are available.

