



The Self Care Toolkit

... is for people who live with persistent health condition/s

A persistent health condition/s can be difficult to understand and manage on a daily basis.

The Self Care Toolkit is a simple information booklet that could provide you with some handy tips and skills to support you along the way.

It's not meant to be the last word in self care but a handy guide to help you get started - all you need to be is willing to read it and take on board some of the suggestions.

Good luck!
Pete Moore



Pete Moore who has persistent pain, asthma and osteoarthritis, has put these tools together with the help of Dr Frances Cole a GP. Special thanks to NHS Kirklees Primary Care Trust.

The Vicious Health Cycle

Health Condition



Do you recognise yourself in the Vicious Health Cycle?

If so, ask yourself these three questions

1. Do you do **more** on good days and **less** on bad days?
2. Are you an over achiever – doing more than you have to?
3. Are you a people pleaser? Do you have a problem saying NO to others when you are asked to do things?

Could you see yourself in the vicious health cycle and did you recognise yourself in the three questions above? If you did, then this Self Care Toolkit could be for you, so please read on.

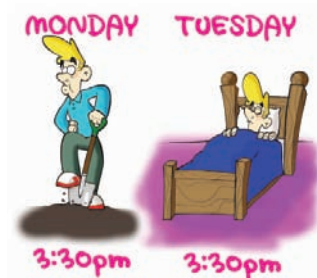
For many people a persistent health condition can be disabling and frustrating for many to manage. Some people may not respond to standard medical treatment which can add to the frustration. In some cases people are told by healthcare professionals after a diagnosis or assessment: *"I am afraid you have a chronic or long-term health problem. You will have to learn to live with it."*



To date, your healthcare professionals may have done all that they can to help you and may have used many of the tools available in their toolkit. However there are so many things that you can do to help self-manage your health with the support of your health care professional, family, friends and work colleagues. All you need is to be willing to ask for help.

Have you become a 'can't do' person?

A **'can't do'** person is someone who has tried to carry out or take part in everyday tasks such as going to work, doing the house work, gardening, playing a sport, taking holidays, going to the cinema, eating out or taking part in family activities but has stopped or given them up because of their health condition. When this happens is it usual for your confidence levels to reduce. Is this ringing any bells? If you have reached this point you need to stop and take action.



By taking on board and practising the tools in the self care toolkit you could become a **'can do'** person again but it could take time so please be patient with yourself.

Look familiar?



Are persistent health conditions a big problem here in the UK?

The short answer is yes so you are not on your own. Persistent health conditions affect more than 17 million people in the UK in their everyday living. They can be disabling and frustrating for many people to deal with. Health problems can also affect the relationships with family, friends and work colleagues.

“But why do I need to manage my health condition? I see my health care professional and aren’t they supposed to do that for me?”

Many people with persistent health condition see their health care professional for treatment, help and support. But have you actually estimated just how many hours during the course of a year you spend with your health care professional?

It has been said that people with persistent health conditions may spend less than 3 hours a year on average in contact with a health care professional. For the remaining **‘8,733 hours’** in the year they are on their own.

So as you can see, the need to become more involved in your own self-management is both necessary and important.



It is certainly not all up to your doctor or health care professional to manage your health condition. You have to play a vital part as well - it is all about teamwork.

Teamwork is essential for self management to become the winner!

Your next question may be *“Well how can I become more involved and how do I get started?”* Using different skills and tools can be helpful to get you started. It is like a motor mechanic who has many tools in his/her toolbox to repair and maintain cars. People with health conditions also need a selection of tools to help them successfully self-manage their own health condition.

You may not need to use all the tools suggested in the toolkit, but like any good motor mechanic it is best to have a variety of tools at the ready to dip into when and if they are needed.

Self-managing a persistent health condition is not as hard as you may think - so let's get started and look at the first tool in your self care toolkit.

The Self Care Toolkit

Tool 1 - Accept that you have a persistent health condition/s . . . and then beginning to move on



For many people and their families acceptance is often the most difficult thing to do. Acceptance is not about giving up but recognising that you need to take more control with regards to how you can better self-manage your health condition/s.

Acceptance is also a bit like opening a door - a door that will allow you to access more self-managing opportunities.

The key that you need to open this door is not as big as you think. All you have to do is to be willing to use it. For some people and their families who may struggle with this issue, help may be available from the support organisations at the back of this booklet.



Tool 2 - Get involved - building a support team

Being a successful a self-manager means getting both help and support from others. Ask your health care professional, friends, family and work colleagues about working more together - becoming a team.

Develop a self-management plan. Find out if there are other support groups in your community you could join which could provide you with more self-help management skills. If you cannot locate one, why not start one with other like minded people?

Tool 3 - Pacing

Pacing daily activities is one of the key tools to self managing your health condition. You need to begin to pace your work and also other everyday activities. You may have recognised yourself in the vicious cycle. You tend to over do things, or rest too much and become inactive and lose fitness.



Pacing in short is: taking a break before you need it throughout the day. But how can you remember to pace yourself?

Remember the old saying... *"How do you eat an elephant?"*



Answer: ***One bite at a time!*** Pacing is carrying out activities one bite at a time, and not tackling all of them at once.

For examples of pacing daily activities see page 12.



Tool 4 - Learn to prioritise and plan your days

Prioritising and planning your days is an essential tool. Make a list of things you would like to do but remember to be flexible. It is a great way to set yourself a starting point.

Examples:

- Monday a.m. - vacuum the living room and have a couple of breaks so that I pace myself
- Monday p.m. - prepare food for evening meal - sit down to do this
- Tuesday a.m. - go swimming - meet friend for a coffee/tea - practise some relaxation when I get home.
- Tuesday p.m. - I write an activity plan for the next day.

Tool 5 -Setting Goals/Action Plans



You may sometimes want to run before you can walk as that old saying goes. So to avoid this happening set yourself simple, realistic goals or action plans. Just as you need goal posts when playing football, or a finishing line when racing - you need something to aim for.

Perhaps, you could set yourself a simple, hourly, daily or weekly action plan. Always ask for help from your health care professional if you are not sure. You can also learn more about setting goals and action planning when you attend a Self- Management Programme (SMP). See page 16 for more information about attending an SMP.

Tool 6 - Being patient with yourself

Take things steadily. It may take you a few weeks or months to see changes or improvements. When you start to feel good, you may want to catch up with activities that you may have let go of.

Don't be tempted to over do it otherwise your chances of yet another set back could increase. A good saying is 'take things one day at a time'. And also . . . ask for help and support from others!

Tool 7 - Learn relaxation skills

Relaxation skills are very important for tense muscles in the body and for unwinding the mind.

Relaxation could be:

- Reading a book
- Listening to some music
- Gardening
- Meeting friends for a coffee/tea
- Going to the cinema or a restaurant
- Belly breathing (your health care professional could show you how to do this)
- Meditation
- Dancing
- Walking



Coping or self-managing?

Coping with a persistent health condition can be like playing a game of snakes and ladders - a game of luck. Being an over-achiever you can tend to do more on good days (climb the ladder) and on bad days, do less and return to bed. (This is like sliding down the snake). Self-managing is taking positive, planned action which can reduce the 'luck' element in self-management.

Tool 8 - Exercise

Many people with health conditions fear exercise in case it causes more problems. However this is not true.

Regular stretching and exercising actually decreases pain and discomfort. It prepares the body for other activities, it can strengthen weak muscles and you will also feel better for it. Remember to start slowly and build up or increase your stretching and exercising. It is not as hard as you think.



If you are in pain, remember that unfit and under used muscles feel more pain than toned ones. Talk with your physiotherapist or fitness coach about an individually tailored stretching and exercise programme that you can work on steadily and safely. This will help you build your confidence, muscle and joint strength. Remember that swimming (or just walking up and down in the pool) is also a low impact exercise and is good for you if you have joint problems. There are 15 good reasons why exercise is good for you on page 15.

Tool 9 - Keep a diary and track your progress

Keeping a diary of your progress will help you to see how far you have come and note the successes you have achieved. This will help you to build on success. But it is also handy to note what didn't work so you can learn from those experiences. We sometimes learn more from our errors and not from our successes.



Try to write down one piece of evidence each day to show yourself how you are positively selfmanaging your health. Doing this has been shown to increase people's confidence.

Tool 10 - Have a plan for set-backs



Is it realistic to think you will never have a set-back? The simple answer is NO!

Developing a set-back plan is good selfmanagement. Ask your healthcare provider if you need help in making one. Make a note of what triggered your setback and what helped. This could be useful information if and when you experience another.

There is an example of a set-back plan on page 13.

Tool 11 - Team Work

Team work between you and your healthcare provider is vital. Imagine the Arsenal football team playing without a team plan.

Managing your health condition is not a 'one way street' and it is unrealistic for your health care professional to totally solve it for you. You will have an important part to play as well.

Together both you and your health care professional can set or develop an action plan.

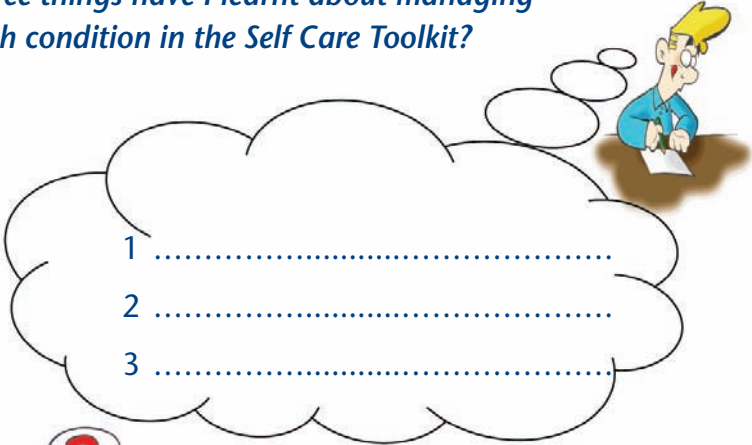
This plan could help you both track your progress. It is easy and not as hard as you think.



Tool 12 - is keeping it up...putting into daily practice the self care tools from 1-11.

You may be asking yourself do I have to put these tools into daily practice? **What every day?** The simple answer is **Yes**. Just as the person with diabetes has to take their treatment/medication and maintain their diet daily, **your** treatment is planning/prioritising, pacing, setting weekly or long-term goals/action plans, relaxation, exercise, generally keeping active and being in charge of your health condition. Keeping it up is difficult for many people but it is not as hard as you think once you have set yourself a routine. Just like brushing your teeth, self-managing your health conditions will become a habit. Get others involved and make self-management fun.

What three things have I learnt about managing my health condition in the Self Care Toolkit?



1

2

3



What will I try?

.....

.....

.....

Examples of pacing your daily activities



Ironing

As an alternative to doing a large amount in all one go, do smaller amounts frequently. Instead of doing the whole washing load of ironing at once, spread it over a period of days.

e.g. have two or three piles.

- ✓ an urgent pile
- ✓ a not so urgent pile, and an
- ✓ 'I can do that at the end of the week' pile.

Shopping

Instead of doing one large weekly shop cut it down to a few trips to the shops per week. Divide your shopping into more bags, so that you are not lifting and carrying heavy bags. Remember to ask staff to help carry the shopping and put it in your car; remembering to get someone (family or a neighbour) at home to lift and carry your shopping into the home. Or consider Internet shopping, and then you just have to pack the items away once they have been delivered to your home.

These are just a couple of examples. There may be many other every day activities that you need to think through before you tackle them.



If you stop and think about what you intend to do **BEFORE** you do it, then there is less of a chance that you will have a set back and in turn increase your condition.

Remember pacing is 'taking a break *before* you need it' and spreading out your activities.

Setback/s

It is not realistic to think that you will never have a setback ever again. Remember if you are an over achiever; it is easy to forget to pace yourself and in turn you may experience a setback.



Don't forget to stretch before and after most physical activities to avoid a set-back!

So the first thing not to do is panic, but many people do. It is best to have a set-back plan ready if one occurs.

Set-backs are usually caused by doing too much – overdoing it, pressure from others, or just forgetting you have a persistent health problem. Don't get annoyed with yourself, it is common to occasionally have set-backs.

If you are not sure how to prepare a set-back plan please ask your GP or health care professional.

Prioritise your responsibilities

Pace yourself. Break up tasks into smaller portions. Rest in between. Reduce your activities until the set-back settles. Be kind to yourself. Say 'NO' to any unnecessary demands put upon you until you are feeling healthier. And . . . don't be too proud to ASK for help!

Taking your medication prescribed by your Doctor



Follow or ask the advice of your GP or Pharmacist about medication and when you need to take it. If you have to take regular medication think of ways to remind you to take it. Many people just simply forget. Use post it notes, use a timer or get someone to remind you.

Please remember that taking medication if you have musculoskeletal pain (back, leg, arm, neck etc) may mask the pain and encourage you to do more.

For musculoskeletal pain (back, leg, arm, neck etc)

Apply heat and/or ice in a way that makes you most comfortable. To relieve initial pain, you could apply ice packs wrapped in towels for 5 minutes every hour for the first one or two days. Always make sure you have a cloth of some type between your skin and the ice, to prevent burning the skin and causing an ice burn. It is not recommended that you lie on an ice pack. (People with rheumatic problems may prefer to use heat rather than ice). *Again, if you are not sure, seek advice from your GP or health care professional.*

Take it easy

Briefly cutback on normal activities, lie down for a short while and relax but not for too long. Bed rest weakens muscle strength rapidly, you lose about 1% of total muscle strength a day if you become inactive - remember keeping active and mobile can actually speed your recovery.

Try to start moving gently

Remember to pace yourself. Begin gentle stretching and movement as soon as possible to regain normal suppleness. Keeping active may seem alien to you, but in self-management terms, learning to live with a persistent health condition is a skill to be learned. Don't be put off – it does work!



Relaxation

Using relaxation is another good way of managing a set-back. Accept the situation that you are experiencing a set-back, and just as it has come, it will go.

15 reasons why stretching and exercising (don't forget swimming) is good for you

- ✓ Helps to improve and maintain good overall health
- ✓ Increases strong cardiovascular system – heart lungs and blood vessels
- ✓ Increases muscle strength
- ✓ Improves flexibility
- ✓ Increases endurance and stamina
- ✓ Increases natural pain killers (called endorphins) in the bodies nervous system which help control pain
- ✓ Helps with weight control
- ✓ Helps to improve quality of sleep
- ✓ Helps balance and co-ordination
- ✓ Reduces fatigue and increases energy
- ✓ Reduces muscular tension, stress and depression
- ✓ Helps combat depression and anxiety
- ✓ Helps maintain a positive outlook
- ✓ Helps to prevent constipation
- ✓ Can be sociable



Drinking water

Water is essential for a healthy life so drinking plenty of water is important for everyone. It's even more important if you are taking part in physical exercise, so make sure you keep properly hydrated before, during and after exercising.

Useful resources and choices to help you

Below are some choices to access support, advice or help in Forth Valley and nationally.



Self Management Programmes (SMP)

SMP's are run in the community usually by voluntary organisations such as Braveheart and Arthritis Care. They are run by people with a long term condition/s who have received training and some have additional input from healthcare professionals. Typically participants will meet once a week for six weeks to share experiences and learn about managing their condition/s, pain, problem solving, diet and exercise.

For more information on the availability of self management programmes contact CVS, Long Term Condition/s Alliance Scotland or www.sid.scot.nhs.uk

Councils for the Voluntary Sector (CVS)

Within Forth Valley area, there are three CVS's located in Falkirk, Alloa and Stirling. CVS works closely with NHS Forth Valley and local voluntary and community groups to promote health and wellbeing through its community care and development work. CVS in your area can assist you to locate help available from local voluntary organisations and community groups. Directory can also be found at their websites.

CVS Falkirk
www.cvsfalkirk.org.uk
01324 692000

CVS Stirling
www.cvs-stirling.org.uk
01786 469916

CVS Clackmannanshire
01259 21758 ? (digit missing here)

Utilising Community Resources

Your local Library is a good starting point as they hold useful information (access to the internet, books, DVD's, CD's and cassettes) about other local health and community initiatives.

Making good use of the internet

There is a lot of good information available through websites but be aware that not all sites can be trusted. As a general rule sites that end org.uk, nhs.uk, gov.uk or ac.uk may be more trustworthy.

Service Information Directory (SID)

SID is a website that provides accurate and up to date information about healthcare services in Forth Valley. SID also provides access to information and resources that helps people and their carers to self manage their condition/s. www.sid.scot.nhs.uk



Making Changes and Becoming Active

Physical Activities Referral Schemes

If you are unsure about becoming active or exercising you can access a Physical Activities Referral Scheme. These schemes are designed to allow a variety of different medical professionals including GP's, Physiotherapists, Cardiac Rehabilitation Nurses, Stroke Units, Mental Health Day Units and Weight Management Groups to refer people onto a structured physical activity programme in order to improve health.



There are different schemes in operation across NHS Forth Valley.
www.nhsforthvalley.com/

Falkirk - this service can be accessed through *Active Forth* by contacting the Circuit Health and Fitness Clubs where fully qualified referral Consultants provide individual support and design specific programmes for people depending on their medical condition/s. The programme is carried out in one of the Circuit Health and Fitness Clubs at Grangemouth, Bo'ness or the Mariner Centre, Falkirk.

Clackmannanshire - this service can be accessed through *Clackmannanshire Healthier Lives Programme* which is a community based programme which offers support and advice to people in Clackmannanshire to help them make changes that can improve their health and wellbeing.

Stirling - this service can be accessed through *Active Stirling*. You can find out what at Active Stirling can offer you - whether you're looking for class timetables, news of progress on the new sports stadium, gym membership, football development, swimming lessons, outdoor activity, or just some advice on staying fit and healthy.

Walking for health

Walking is described as the perfect exercise by health professionals and has many benefits. Walking requires no special equipment or expense and is the ideal way for most people to become more active.

To find a health walk group in your area, visit the Paths For All website, <http://www.pathsforall.org.uk/pathstohealth/walkinggroups.asp>

Why Walk? Because:

- ☑ Its fun!
- ☑ Its free!
- ☑ Its easy!
- ☑ It makes you feel good!
- ☑ Its great for all ages and abilities!



So why should you be more active?

By being regularly active you can feel better both physically and mentally.

Physical Activity

- Reduces the risk of developing diabetes
- Reduces the risk of developing heart disease
- Reduces the risk of developing breast, bowel and other cancers
- Helps build and maintain healthy bones, muscles and joints
- Helps reduce blood pressure
- Can improve mood
- Can reduce feelings of depression

Body and Mind Care

Looking after your body and mind is very important so please think about:-

- Eating healthy food
- Sleep – sleeping only at night and avoiding cat naps during the day
- Hygiene – washing and grooming your body daily
- Keeping up with family and friends
- Being good to yourself
- Finding some new interests

Healthy lifestyle choices

If you've been thinking about making changes to your lifestyle, such as stopping smoking, losing weight, eating healthily or doing more exercise, there's plenty of help and support available.

Keeping fit and healthy can be a challenge if you have a long term condition/s, but small changes can make a big difference to your wellbeing.

Did you know?

Your GP or other Healthcare Workers, including Pharmacists, can help. *Just ask* any of the Healthcare Professionals involved in your care about what steps you can take to improve your health.



They'll be able to suggest lifestyle changes that are suitable for your condition/s and any treatment you're having. They will also be able to tell you about local services and organisations that can help.

NHS Choices

NHS Choices www.nhs.uk is a comprehensive information service that helps to put you in control of your healthcare.



The service is intended to help you make choices about your health, from lifestyle decisions about things like smoking, drinking and exercise.

Health A-Z - Conditions and treatments. Search for a treatment or condition by using one of our search options

<http://www.nhs.uk/Conditions/Pages/bodymap.aspx>

Feedback from people who have used the Self Care Toolkit

Pacing

I found the 'pacing' tool most effective for me. I was one of those people who always did an activity until the pain became too excruciating and only then I would stop. Now that I pace my activities, I feel I can do more without the pain increasing. Keeping a pain diary also helped me to see where I was doing too much.

Acceptance...is the key

I didn't like that when I read it. Who was this Pete Moore telling me that I had to accept my pain? But when I sat down and thought it through, acceptance is the key to moving on and I now feel I have done that. By using some of the tools, I have got my family life back and even returned to work.



Action Planning

For me everyday was the same. Get up, have breakfast, watch TV, have lunch, watch TV, the family would come home from work, watch more TV.



Learning to set simple action plans has helped me to break these boring habits. I now set simple goals so that I regularly stretch and exercise and of course include relaxation. Guess what? I now watch less TV. I feel more in control.

More about Pete Moore & Dr Frances Cole co- authors of the Self Care Toolkit and the motivational bit . . .

Pete is a keen promoter of self-management and other health conditions. Pete has written several self-management programmes and books.

He is often asked to provide educational seminars for healthcare professionals and patient groups in the UK and Europe.

Pete is a member of the:

- British Pain Society
- International Association Study of Pain (IASP)
- European Federation for Research in Rehabilitation
- American Chronic Pain Association



Pete Moore

Pete says *“Self-managing a health problem is not as hard as you think and the best way to approach it is by taking small steps.*

Always ask for help and support from your health care professional, family, friends and work colleagues. In time you will become more confident and in control”.



Dr Frances Cole is a GP and Pain Rehabilitation Specialist and Cognitive Behavioural Therapist in Yorkshire UK.

She is a member of the British Pain Society and co-author of the self help guide *“Overcoming Chronic Pain”*.

Dr Frances Cole

Useful website links for information and support



Active Forth

www.falkirk.gov.uk

Grangemouth - 01324 504568

Bo'ness - 01506 778506

Mariner - 01324 503753

Active Stirling

www.activestirling.org.uk

01786 432323

Alzheimer Scotland (Falkirk Branch)

www.alzscot.org

01324 559480 / 24 hour helpline 0808 808 3000

Arthritis Care

www.arthritiscare.org.uk

0808 800 4050 / 0141 954 7776

ASC (Addiction Support and Counselling Forth Valley)

www.asc.me.uk

01786 450 721

Asthma UK Scotland

www.asthma.org.uk

0131 226 2544 and 0800 121 6244 (to talk to a Nurse)

BIG – Brain Injury Group

www.big-group.org.uk

0808 800 22 44

Braveheart

www.braveheart.uk.net

01324 624000 ext 6893

Breathing Space Scotland

www.breathingspacescotland.co.uk

0800 838 587

British Lung Foundation

www.lunguk.org

08458 50 50 20

Chest, Heart and Stroke Scotland

www.chss.org.uk

0131 225 6963 and 0845 077 6000 (Advice Line)

Clackmannanshire Healthier Lives Programme

www.clacksweb.org.uk

01259 452201

DASH (Depression and Anxiety Support and Help Group)

www.dashonline.org.uk

07985 461 187

Dementia Services Development Centre

www.dementia.stir.ac.uk

01786 467740

Diabetes UK Scotland

www.diabetes.org.uk

0141 245 6380



Epilepsy Connections

www.epilepsyconnections.org.uk

01324 624000 extension 6022 and 01324 692030

FDAMH (Falkirk and District Association for Mental Health)

www.fdamh.org.uk

01324 671600 and 01324 671600

Headway Forth Valley

www.headway.org.uk

01324 501473

HepC Trust

www.hepctrust.org.uk

0845 223 4424

Independent Living Association

Forth Valley

01324 638156

Klacksun - Integrated Mental Health Day Service

www.klacksun.org.uk

01259 215048

LTCAS (Long Term Condition/s Alliance Scotland)

www.ltcas.org.uk

0141 404 0231

Marie Curie Cancer Care (Falkirk Branch)

www.mariecurie.org.uk

01324 632973

ME Self-Help Group Falkirk

01324 712476 (6pm – 8pm)

ME Support Group (Central Scotland)

01786 816478

Moodjuice (Self Management of Anxiety and Depression)

www.moodjuice.scot.nhs.uk

Multiple Sclerosis Society (Falkirk Branch)

www.ms-falkirk.org.uk

01324 553012



Muscular Dystrophy
www.muscular-dystrophy.org
0800 652 6352

NHS Choices
www.nhs.uk

Osteoporosis Society
www.nos.org.uk
0845 450 0230

Pain Association Scotland
www.painassociation.com
0800 783 6059

Parkinson's Disease Society
www.parkinsons.org.uk
0808 800 0303

Rheumatoid Arthritis
www.nras.org.uk
0800 298 7650

Samaritans (Falkirk and Central Scotland Branch)
www.samaritans.org.uk
01324 671266 and 08457 90 90 90

SAMH (Scottish Association for Mental Health)
www.samh.org.uk
01259 217382

Self Management and Rehabilitation
www.enablinghealth.scot.nhs.uk/home.aspx

Scottish Huntington's Association
www.hdscotland.org/index.php
0141 848 0308



Scottish Motor Neurone Disease Association

www.mndscotland.org.uk

0141 945 1077

The Scottish Society for Autism

www.autism-in-scotland.org.uk

01259 720044

SDMAH (Stirling and District Association for Mental Health)

www.stirlingmentalhealth.org.uk

01786 451203

Stroke Association

www.stroke.org.uk

0131 555 7240

A message from Dr Leslie Cruickshank

Helping patients and families manage chronic conditions is an essential aspect of the care they receive. We know that many people living with their condition have difficulty understanding what their doctor or health professional has discussed with them and do not participate in decisions about their care.

Others may not be aware that taking an active interest in managing their condition can have a big impact on how they feel or what they are able to do. The 'Self Care' booklet and the accompanying 'My Support Plan' provides the everyday tools and guidance to empower people to work with others and take responsibility to better manage their condition on a day to day basis. Both booklets have been evaluated by staff and Forth Valley residents living with long term conditions and the feedback has been extremely positive from both groups. The provision of this information is a key building block to inspiring people to be better informed about their condition and to take an active role in how it's managed.

Dr Leslie Cruickshank
GP and Clinical Lead - NHS Forth Valley

Printed April 2010
Review April 2011

The illustrations in this booklet are used with permission of Pete Moore and Dr Frances Cole.

You can obtain the service of an interpreter or have this document translated in your own language by contacting the interpreting services on 0845 130 1170. These services are available free of charge.

ਤੁਸੀਂ, 0845 130 1170 ਤੇ ਦੁਬਾਜ਼ੀਆ ਸੇਵਾਵਾਂ (interpreting services) ਨੂੰ ਸੰਪਰਕ ਕਰਕੇ ਇਕ ਦੁਬਾਜ਼ੀਏ ਦੀ ਸੇਵਾ ਜਾਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਅਨੁਵਾਦ ਲੈ ਸਕਦੇ ਹੋ। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

آپ 0845 130 1170 پر انٹرنیٹنگ سروس سے رابطہ کر کے کسی مترجم کی خدمات حاصل کرسکتے ہیں یا اس دستاویز کا ترجمہ اپنی زبان میں کرا سکتے ہیں۔ یہ خدمات مفت دستیاب ہے۔

您可以通過撥打翻譯服務熱綫 0845 130 1170 取得翻譯員服務或得到此文件的翻譯版本。 這些服務都是免費的。

Galite pasyti vertejo paslaugu arba gauti sita dokumenta isversta I jusu kalba kreipdamiesi I musu vertimo paslaugu biura skambindami 0845 130 1170. Sitos paslaugos yra nemokamos.

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