

GP NAVIGATION

Updates from Age UK Lewisham and Southwark

DECOMMISSIONED



After almost 5 years of working with older people, next of kin, professionals & Southwark community - AUKLS' GP Navigation service will come to end in September 2021.

We will be still accepting referrals until Friday 30th July 21.

In this newsletter are some of our stories and successes.

**SUPPORTED OVER 5000
OLDER PEOPLE SINCE 2016**

This means **over 16,000** contacts via phone, email and home visits were made during the lifetime of this project!

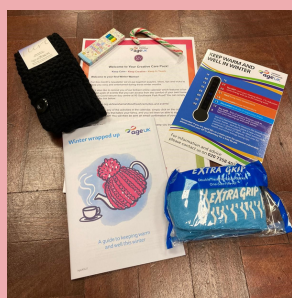
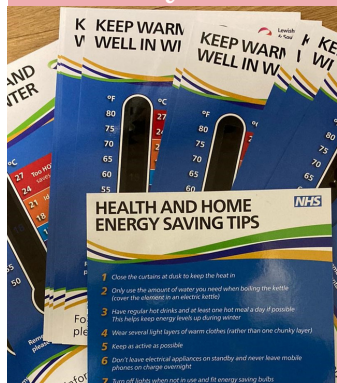
“ Since my stroke in 2005 no one has come to assess me at home. [...] I am so grateful you are looking after my care. You have been so instrumental in my care and so polite, and it seems as though I have known you for such a long time ”



REDUCING SOCIAL ISOLATION

We have linked older people to activity groups, day centres, referred to befriending and since the pandemic we have been providing **free** smartphones and tablets to help stay connected!

Thank you Axel and the team. The slippers are so comfortable and stopped me from slipping! Thank you so much, and thank your team!



EXTRA WINTER SUPPORT

For the past few winters, we have been helping older people 'stay warm and well'. We have been providing **free** slippers, room thermometer cards, gloves, anti-slip socks and where needed heaters! We also supported the community with small grants to run events for older people to keep warm in winter!

HIGHLY COMMENDED FOR OUR COVID RESPONSE

Our work during the pandemic resulted in receiving an award for being innovative and highly commended. The judges included: WHO (World Health Organization), NHS England, Public Health England, Education for Health as well as the Self Care Forum.

AGE UK HAS HELPED ME ENORMOUSLY WITH SO MANY THINGS OVER TIME. WITHOUT AGE UK, I DON'T KNOW WHERE I WOULD BE. I AM VERY GRATEFUL TO AGE UK



I REALLY CANNOT THANK HER ENOUGH. SHE IS NOTHING SHORT OF AN ANGEL AND I DON'T THINK I WILL EVER FORGET THE DIFFERENCE SHE HAS MADE - NOT ONLY TO C'S LIFE - BUT ALSO TO MINE. HOWEVER, I AM SURE YOU ARE MORE THAN AWARE WHAT AN INCREDIBLY SPECIAL PERSON SHE IS AND HOW FANTASTIC SHE IS AT HER JOB. BUT I STILL WANTED TO HAVE AN OPPORTUNITY TO VOICE MY HUGE APPRECIATION.

THE TEAM ARE ALWAYS VERY RESPONSIVE AND NEVER FAIL TO FIND SUPPORT WHEN I HAVE MADE REFERRALS.

FEEDBACK

We will be running a workshop in Aug 21. This will be sharing our work, invite guest speakers from Ageing Well and NHS Link Workers to keep you posted on what is happening in Southwark. It is also an opportunity for you to ask us questions, give us feedback or say goodbye. Please speak to your GP to be referred to the NHS Link Workers service.