

Accessing help for other, non-COVID-19, health issues

As a 'Friend' you can let the person you're supporting know that they should seek medical care when they need it and not be put off by the coronavirus epidemic. Anyone who delays seeking treatment could be putting their long-term health at risk.

Seeking medical help is one of the reasons people can safely leave home.

The person you're supporting can access medical help:

- Online: <https://111.wales.nhs.uk/> (for help and advice)
- Phone: 111 (if symptoms get worse)
- Phone: 999 (if someone's life is at risk)

GP services

GP services are still available, though may be available via virtual, or other, different methods to normal.

The Welsh Government have advised that "video appointments will be offered if doctors want more information than a telephone call can provide. In these cases, surgeries can provide simple instructions about how people can access the free and easy-to-use technology that will work with their smartphone, tablet or PC".

If the person you're supporting is unsure about accessing virtual appointments, you could support them to do so.

Dental treatment

Currently all routine / non-urgent dental appointments have been cancelled.

If the person you're helping has pain, toothache, dental trauma or swelling please use the [NHS Direct Wales symptom checker](#) for dental problems and follow the advice. If they have another dental problem they can search for advice on that topic in the [NHS Direct Wales Encyclopedia](#) and follow the appropriate advice.

If they do need formal advice regarding a dental emergency, they should initially try to contact their dental practice by telephone.

They shouldn't go to the practice in person, they'll be provided with advice over the telephone regarding arrangements should they need to be seen.

If their practice is not taking calls they may need to call the number their Local Health Board normally uses for urgent dental care. This information can be found here: <https://111.wales.nhs.uk/localservices/dentistinformation/>

Support with hearing aids

All NHS Audiology services in Wales offer a postal service for replacement hearing aid batteries and for repair of hearing aids. Services welcome enquiries by phone, text and email to provide help/advice for NHS hearing aid patients who are experiencing difficulties, and contact details are available on individual Health Board Audiology Service websites and social media. However, during the COVID-19 period unless specifically requested, they shouldn't visit their NHS

Audiology department. When the time comes to recommence face-to-face services, further information will be provided. For the latest updates about services in local health boards, please find contact details at the following locations:

- Aneurin Bevan UHB: <http://www.wales.nhs.uk/sitesplus/866/page/51984>
- Betsi Cadwallader UHB: <http://www.wales.nhs.uk/sitesplus/861/page/96704>
- Cardiff and Vale UHB: <http://www.cardiffandvaleuhb.wales.nhs.uk/audiology>
- Cwm Taf Morgannwg UHB: <https://cwmtafmorgannwg.wales/services/audiology/>
- Hywel Dda UHB: <https://hduhb.nhs.wales/healthcare/covid-19-information/>
- Powys THB: <http://www.powysthb.wales.nhs.uk/audiology/>
- Swansea Bay UHB: <https://sbuhb.nhs.wales/hospitals/a-z-hospital-services/audiology/>

Opticians

Opticians have suspended all routine eye tests, however many remain open at certain times to support people if they need urgent or essential care.

If the person you're helping needs emergency eye care they can call a central telephone line that will direct them to their nearest optometry practice for any emergency eye care needs.

They should call: 01267 248793 or 01267 248795

A list of practices offering services are available here: <http://www.eyecare.wales.nhs.uk/coronavirus-information>

Alternatively, their regular optometrist will be answering telephone calls and will direct them

to the most appropriate place for emergency eye care if they need it.

Foot care

You may find that someone you're supporting needs help with foot care, such as nail cutting.

You shouldn't carry out any foot care, however, you can support someone to access support.

All routine podiatry services have been suspended, but there are local processes for ensuring that emergency or crisis situations can be addressed. Self-care and self-management advice has been made available to all those who will need to monitor their health conditions and to prevent deterioration at this time.

Further advice can be gained by contacting their usual services and will be provided by phone or online.

Podiatrists across Wales have made clinical assessment of the situations and conditions where an urgent response would be needed. Where there is a need to urgently treat someone, this will be carried out virtually wherever possible, or via a face to face treatment from specified sites or in the person's own home.

If the person you're supporting needs further advice and is aged 50 or over they can contact Age Cymru Advice on **08000 223 444**, available 9:30am to 4:30pm, Monday to Friday, or email advice@agecymru.org.uk

If the person you're supporting needs further advice and is aged under 50, they can call Citizens Advice on **03444 77 20 20**, available 9am to 5pm, Monday to Friday, or visit www.citizensadvice.org.uk/wales/

Ceisio cymorth gyda materion iechyd eraill nad ydynt yn gysylltiedig â COVID-19

Fel 'Cyfaill' gallwch ddweud wrth yr unigolyn yr ydych yn ei gefnogi y dylai geisio gofal meddygol pan mae ei angen a pheidio â gadael i'r epidemig coronafeirws ei atal rhag gwneud hynny. Mae unrhyw un sy'n gohirio ceisio triniaeth yn rhoi ei iechyd hirdymor mewn perygl, yn ogystal â'i fywyd.

Mae ceisio cymorth meddygol yn un o'r rhesymau y caniateir pobl i adael eu cartref.

Gall yr unigolyn yr ydych chi'n ei gefnogi geisio cymorth meddygol:

- Ar-lein: <https://111.wales.nhs.uk/> (am gymorth a chyngor)
- Ffôn: 111 (os yw'r symptomau'n gwaethygu)
- Ffôn: 999 (os yw bywyd rhywun mewn perygl)

Gwasanaethau Meddyg Teulu

Mae gwasanaethau meddyg teulu yn dal i fod ar gael, er mae'n bosibl y byddant ar gael drwy ddull rhithwir neu'n wahanol i'r arfer.

Mae Llywodraeth Cymru wedi datgan y bydd "apwyntiadau fideo yn cael eu cynnig os yw meddygon eisiau rhagor o wybodaeth nag y gellir ei ddarparu dros y ffôn. Yn yr achosion hyn, gall meddygfeydd ddarparu cyfarwyddiadau syml ynglŷn â sut y gall pobl gael mynediad at dechnoleg am ddim a rhwydd ei defnyddio a fydd yn gweithio'n dda gyda'u ffôn clyfar, tabled neu gyfrifiadur".

Os yw'r unigolyn yr ydych chi'n ei gefnogi yn ansicr ynglŷn â chael mynediad at

apwyntiadau rhithwir, gallech ei gefnogi gyda hynny. Am ragor o fanylion, gweler: <https://gov.wales/virtual-doctor-appointments-rolled-out-across-wales>

Triniaeth Ddeintyddol

Ar hyn o bryd mae pob apwyntiad rheolaidd / nad yw'n frys wedi'i ganslo.

Os yw'r unigolyn yr ydych chi'n ei gefnogi yn dioddef o boen, y ddannodd, trawma deintyddol neu chwydd, defnyddiwch [wiriwr symptomau Galw Iechyd Cymru](#) am broblemau deintyddol a dilynwch y cyngor a roddir. Os oes gan yr unigolyn broblem ddeintyddol arall, yna gall chwilio am gyngor ar y pwnc hwnnw yng [Ngwyddoniadur Galw Iechyd Cymru](#) a dilyn y cyngor priodol.

Os oes angen cyngor ffurfiol ar yr unigolyn ynglŷn ag argyfwng deintyddol, dylai gysylltu â'i bractis deintyddol dros y ffôn yn y lle cyntaf.

Ni ddylai fynd i'r practis yn bersonol, rhoddir cyngor iddo dros y ffôn ynglŷn â'r trefniadau pe byddai angen iddo weld rhywun.

Os nad yw practis yr unigolyn yn derbyn galwadau, mae'n bosibl y bydd angen iddo ffonio'r rhif y mae ei Fwrdd Iechyd Lleol fel arfer yn ei ddefnyddio am ofal deintyddol brys. Ceir y wybodaeth hon yma. <https://111.wales.nhs.uk/localservices/dentistinformation/>

Cefnogaeth gyda chymhorthion clyw

Mae pob gwasanaeth Awdioleg y GIG yng Nghymru yn cynnig gwasanaeth postio i newid batris cymhorthion clyw ac atgyweirio cymhorthion clyw. Mae'r gwasanaethau yn croesawu ymholiadau dros y ffôn, neges destun ac e-bost i ddarparu cymorth/cyngor i gleifion cymorth clyw'r GIG sy'n profi anawsterau, ac mae manylion cyswllt ar gael ar wefannau a chyfryngau cymdeithasol unigol Gwasanaeth Awdioleg y Bwrdd Iechyd. Fodd bynnag, yn ystod cyfnod COVID-19, ni ddylai unigolion ymweld â'u hadran Awdioleg y GIG, oni bai y gofynnir iddynt yn benodol i wneud hynny. Pan ddaw'r amser i ailddechrau gwasanaethau wyneb yn wyneb, bydd rhagor o wybodaeth yn cael ei darparu. Ar gyfer y wybodaeth ddiweddaraf ynglŷn â gwasanaethau yn eich bwrdd iechyd, gweler y manylion cyswllt yn y lleoliadau canlynol:

- BIP Aneurin Bevan: <http://www.wales.nhs.uk/sitesplus/866/page/51984>
- BIP Betsi Cadwaladr: <http://www.wales.nhs.uk/sitesplus/861/page/96704>
- BIP Caerdydd a'r Fro: <http://www.cardiffandvaleuhb.wales.nhs.uk/audiology>
- BIP Cwm Taf Morgannwg: <https://cwmtafmorgannwg.wales/services/audiology/>
- BIP Hywel Dda: <https://hduhb.nhs.wales/healthcare/covid-19-information/>
- BIA Powys: <http://www.powysthb.wales.nhs.uk/audiology/>
- BIP Bae Abertawe: <https://sbuhb.nhs.wales/hospitals/a-z-hospital-services/audiology/>

Optegwyr

Mae optegwyr wedi gwahardd pob prawf llygaid rheolaidd, fodd bynnag maent ar agor ar amseroedd penodol i gefnogi pobl os oes

angen gofal brys neu hanfodol arnynt.

Os oes angen gofal llygad brys ar yr unigolyn yr ydych chi'n ei gynorthwyo, gellir ffonio llinell ffôn ganolog a fydd yn ei gyfeirio at y practis optometreg agosaf am unrhyw anghenion gofal llygad brys.

Dylai ffonio: 01267 248793 neu 01267 248795

Mae rhestr o bractisiau sy'n cynnig gwasanaethau ar gael yma <http://www.eyecare.wales.nhs.uk/coronavirus-information>

Fel arall, bydd ei optometrydd arferol yn ateb galwadau ffôn ac yn ei gyfeirio at y lle mwyaf priodol am ofal llygad brys os ydyw ei angen

Gofal traed

Mae'n bosibl y bydd rhywun yr ydych chi'n ei gefnogi angen cymorth gyda gofal traed, megis torri ewinedd.

Ni ddylech ymgymryd ag unrhyw ofal traed, fodd bynnag, gallwch gefnogi rhywun i gael mynediad at gefnogaeth.

Mae pob gwasanaeth trin traed rheolaidd wedi'i wahardd, ond mae prosesau lleol i sicrhau y gellir ymdrin â sefyllfaoedd argyfyngus neu frys. Mae cyngor ar hunan-ofal a hunan-reolaeth wedi'i wneud yn gyhoeddus i'r rheiny a fydd angen monitro eu cyflyrau iechyd ac atal dirywiad yn y cyfnod hwn.

Gellir cael rhagor o gyngor drwy gysylltu â gwasanaethau rheolaidd yr unigolyn a bydd yn cael ei ddarparu dros y ffôn neu ar-lein.

Mae trinwyr traed ledled Cymru wedi gwneud asesiad clinigol o'r sefyllfaoedd a'r amodau lle byddai angen ymateb brys. Lle mae angen trin rhywun ar frys, yna bydd hyn yn cael ei wneud yn rhithwir cyn belled ag sy'n bosibl neu drwy driniaeth wyneb yn wyneb o safleoedd penodedig neu yng nghartref yr unigolyn.

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth ac yn 50 oed neu'n hŷn, gall gysylltu ag Age Cymru Advice ar **08000 223 444**, ar gael rhwng 9:30am a 4:30pm, ddydd Llun i ddydd Gwener, neu e-bost **advice@agecymru.org.uk**

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth a dan 50 oed, gall gysylltu â Cyngor ar Bopeth ar **03444 77 20 20**, ar gael rhwng 9am a 5pm, ddydd Llun i ddydd Gwener, neu fynd i **www.citizensadvice.org.uk/wales/**
