



January 2012

Services4me is launched in GP Practices

Patients can now access a one stop information and advice website for all adult social care, health care and community support services available in North East Lincolnshire, at their local GP Surgery.

The services4me website was launched in four primary care practices in North East Lincolnshire during January, as part of a pilot project to offer members of the public easy access to information and advice about local care and support services.

www.services4.me.uk is accessible to everyone - individuals using adult social care or health care services, self-funders of care, carers, members of the public, health and social care professionals and providers of services can all make use of the resources available on the website.

Services4me touch screen computers and kiosks are now available for patient use in Freshney Green Primary Care Practice, The Raj Medical Centre, Pilgrim & Roxton Primary Care Practice and The Chantry Health Group Practice. Patients can now self-access information and advice on housing options, how to keep healthy, home care services, transport and leisure, benefits, caring, work, learning and links to national sources of help and support. Local residents can also search for support groups, clubs, activities and events happening in the local area.

Services4me surgeries in these practices, will be run by community volunteers to help patients with information searching and demonstrate how to use the website.



Services4me at The Raj Medical Centre

Kim Hall - Practice Manager,
Marian Matthews - CTP Services4me Project Officer,
Sarah Avery - CTP Transforming Care Communications Project Manager

Dr Nathalie Dukes, Freshney Green Primary Care Practice said;

“We welcome the introduction of Services4me in Freshney Green. The website is long overdue for our area, both patients and professionals can now find out what help and services are available in North East Lincolnshire on a wide range of health and social care related subjects. Services4me empowers individuals to take more control over their own lives.”



Services4me at Freshney Green Primary Care Practice

Dr Nathalie Dukes, John Noton – Business Manager, Sarah Avery – CTP Transforming Care Communications Manager, Marian Matthews – CTP Services4me Project Officer, Mercedes Mello-Jenkins – Practice Manager

Services4me at The Chantry Health Group Practice

Sarah Avery – CTP Transforming Care Communications Project Manager, Kim Hall – Practice Manager, Dr Suchitra Menon, Pam Wilson – Practice Nurse





Services4me at The Pilgrim & Roxton Primary Care Practice

Dr Peter Melton,
Carol Ranyard –
Information Officer,
Jean Keyworth –
Patient Participation
Group Volunteer

Carol Ranyard, Information Officer, The Pilgrim & Roxton Practice said;

“The Roxton Practice and Pilgrim Primary Care Centre users have close links with Community and host many of the outside Health Agencies within the waiting room.”

“Our Patient Group are very active within the waiting room and are currently helping patients use the new Services4Me. We were pleased to welcome the Mayor of Immingham, Councillor Michael Burton, to the launch of this new service. I see the new Services4Me as a great asset to our patients and other users of the Health Centre as the information is instantly available, carers and family members can also access this service on behalf of relatives.”

Services4.me.uk is still under development to offer local residents many more exciting and useful facilities. Individuals who may need help with social care needs, will soon be able to complete an on-line self-assessment. By registering on the website in a secure way, members of the public will be able to create their own user account and answer a few basic questions about the type of help they need, which is sent to A3 Service Advice Officers who will let individuals know whether they should go on to complete a full on-line self-assessment of their needs. Account holders will be able to use a messaging service, review their self-assessment and the information in their support plan and also connect to other on-line users.

In the future, services4me will offer an e-marketplace which means individuals will be able to browse a catalogue of health and social care related products and services, such as equipment, create their personal shopping basket of services and book or purchase these services on-line.

Sarah Avery, Care Trust Plus Transforming Care Communications Manager says:
“Services4me aims to give Individuals that need help and support, the tools they need to be more independent and as far as possible, control their own care.”

Visit www.services4.me.uk and keep updated with the latest developments.

For more information contact: The Care Trust Plus Single Point of Access:
Professional Callers Tel: 01472 256 200, Public Callers Tel: 01472 256 256