Information guide to dementia services in Rotherham, Doncaster and North Lincolnshire
This booklet is an introduction and guide to the medical health care, support and advice services that are available in the Rotherham, Doncaster and North Lincolnshire areas for people with serious memory concerns or who have received a diagnosis of dementia.

Throughout this booklet, family and friends are referred to as carers. It is aimed particularly at people who have recently become aware of their own or a relative’s worsening memory problems and will offer information about where to go to for support, advice and what steps to take next.

An explanation of what dementia is and the impact it can have on people, along with the many different and diverse ways to support people and their families to live well with dementia, is detailed in this booklet.

Whilst dementia is a serious progressive condition, this booklet will hopefully provide useful information to support you and the needs of your carer to lead a good quality of life and to know where to find the appropriate help at the right time.
About dementia

Every person is different with their own unique needs and preferences, especially when it comes to requiring individualised, personal and timely support or advice.

Making an appointment with your GP to rule out any other problems which may be affecting your memory is very important, as there can be other reasons why this may be happening. For example, chest or urinary infections, depression and the side effects of medication can all make some people confused; however, with the right treatment these problems can usually be reversed.

There are many causes of dementia with the most common being

- **Alzheimer’s disease:** where small clumps of protein, known as plaques, begin to develop around the brain and which disrupts the normal functioning of the brain
- **Vascular dementia:** where blood circulation problems occur as a result of the narrowing of small blood vessels and parts of the brain not receiving enough blood supply and oxygen
- **Lewy body dementia:** like Alzheimer’s disease but there can be difficulties with physical health such as starting movements, stiffness or tremors. Visual hallucinations are also common and people who have a Lewy body dementia and they can be more sensitive to medication
- **Parkinson disease dementia:** is related to Lewy body dementia, and similarly the effects may be variable from day to day
- **Fronto temporal dementia:** where the front (frontal lobe) and side (temporal lobe) of the brain are particularly affected. People who have this disease often experience changes in behaviour and personality, or have language difficulties.

The services for Rotherham, Doncaster and North Lincolnshire listed within this booklet can offer you help and support with knowing more about these conditions as it is acknowledged that every person with dementia is different and that every person’s experience of the illness is different too.
The details of every residential home, day care facility, organisation or personal / domestic home care service for people with dementia is not listed in this booklet. Instead it provides signposts to areas of information and advice about residential and domiciliary services. These include internet based directories, telephone inquiry lines and organisations that offer confidential face to face appointments.

Dementia can happen to anyone and there is currently no cure, but some treatments may slow the progression of the disease. The symptoms depend on the particular form of dementia but may include memory loss, difficulties finding the right word, remembering where you have put something, and remembering past events more readily than recent ones. Changes which people experience are often very gradual and you may stay the same for months or even years. Although it may become difficult to continue with some of your usual activities, there may be others that you rediscover and enjoy doing.
Emotional reactions

Trying to come to terms with knowing you have dementia can be difficult, with changes to your personal life and that of others around and close to you. For some people this can be hard to think about and accept, even when you may have suspected that you had dementia. Hearing this confirmed can still come as a shock. However for some people, it can be a kind of relief as it explains what has been happening to them. It is hoped that the information in this booklet about the services which can support you, your carer, family and friends will help in easing the mix of concerns and emotions you may have now and in the future.

Living well with dementia

There are many ways that people living with dementia can take part in enjoyable, safe and healthy activities. It can be hard to know where to start first and the possible reactions from family and friends, should you choose to inform them of your diagnosis. One of the best ways of feeling better about living well with dementia is getting the right support from other people experiencing similar situations to you.

Information is now widely available on the internet, but not everyone has easy access to an online computer, so details of alternative methods for contacting services is listed in this booklet.

Many of the services and organisations in the Rotherham, Doncaster and North Lincolnshire areas that provide advice to people with dementia and their carers will help you to access and use the internet if you need further support.

Staying as independent and as active as possible as we get older is important and more so when you have dementia.

Trying to keep to routines and usual activities helps maintain a level of independence for people with dementia. It is important to acknowledge the tasks someone with dementia can still do and to promote this while ever it is safe for them to do so, and not necessarily focus on what the person can no longer carry out. This will help support them to remain independent and maintain a feeling of self-worth.
Continuing to meet with relatives and maintaining a social network of friends is very important and makes a significant contribution to a sense of wellbeing. If someone you know finds it difficult to know what to say to you, this can initially feel awkward but keeping that contact with people is also fundamental to continuing positive wellbeing. People often make assumptions about other people and for people with dementia this is no different. Speaking to others for support and advice about this can help in a number of ways.

It can often help to tell your family how you feel about your diagnosis. That way you can identify ways in which you would welcome their support and ways in which you would like to remain independent.

It is important to consider the effects and emotions of other people close to you about your diagnosis and the importance of support networks for them too. The groups and activities listed in this booklet will help you and your carer to source such support.

There are a number of dementia cafés in and around Rotherham, Doncaster and North Lincolnshire and is certainly worth going along to see if they are of use to you. For those who have not heard of dementia cafes, a four minute introductory video on the NHS website is recommended:

http://www.nhs.uk/Livewell/Dementia/Pages/diagnosisandtreatment.aspx#yourself

Looking after your health and keeping physically active helps to improve your mood and is good for both your body and your brain. Eating a balanced diet and cutting down on salt, sugar and saturated fats can all help maintain your wellbeing.

Drinking enough water to maintain good hydration is equally important. If you become dehydrated this can add to possible confusion and infections.
Considering new activities may help you, but do not feel obliged to take part in things you feel uncomfortable with. Mental exercise may not make the illness go away, but it can make you feel happier and feel more alert and you may have a laugh along the way.

Relaxation is important to consider and finding quality time for you and your carer can become invaluable. Remember you do not have to be busy all the time and it is important to try and get a good night’s sleep. If you experience any problems regarding these matters or want to find out more information there are details of who to contact in this booklet.

Another useful website is: www.dementiaweb.org.uk/holidays-and-travelling.php

If a person with dementia wants to travel alone and may need assistance it may be helpful to let the transport company know in advance. Most airports and railway companies offer the help to board the train or plane and will help with changes and connections. If there are concerns that the person may become disorientated during the journey it is recommended that there is someone to accompany them during the journey.

**Travel and holidays**

There are a number of different organisations and charities which offer information about travel, short breaks and holidays for people and couples with dementia.

Vitalise offers short breaks and holidays at its own centres in a number of locations (Vitalise, Shap Road Industrial Estate, Shap Road, Kendal, Cumbria LA9 6NZ; www.vitalise.org.uk/

Dementia Adventure offers trips for small groups and couples and their focus is action packed breaks and connecting with nature in a fun and fulfilling way; Telephone: 01245 230661 website: www.dementiadventure.com

**Driving**

If you have been given a diagnosis of dementia and wish to continue to drive your car or motor vehicle there are legal obligations and aspects of safety to consider. The law requires that you tell the Driver and Vehicle Licensing Agency (DVLA). This is done using form CG1 from the DVLA website [https://www.gov.uk/dementia-and-driving](https://www.gov.uk/dementia-and-driving). Alternatively telephone 03007906806 and they will send a copy (the line is open 8am to 5.30pm Monday to Friday, and 8am to 1pm on Saturdays).

Informing your insurance company will ensure that you are carrying the correct insurance cover for your medical condition.

If someone with a diagnosis of dementia is unsure of their ability to continue driving, they can take a driving assessment. To do this, the person applies directly to an assessment centre and pays a fee. The nearest are at:

- **St Mary’s Hospital, Leeds**
  Telephone: 0113 3055288

- **Kingsway Hospital, Derby**
  Telephone: 0113 32371929

- **Hull (care of the regional driving centre in Birmingham)** Telephone: 0845 337 1540.

This is an overall assessment of the impact that the dementia is having on a person’s driving performance and safety, and it makes some allowances for the bad habits that drivers get into.

Further information about the legal situation with regards to driving and practical steps to take is available in the Alzheimer’s Society Factsheet 439 or on its website (these are listed further in this booklet), these are important factors that should be taken into account when considering whether to stop or continue driving.
Personal finances

Depending on a person’s financial circumstances, a number of social security benefits are available to those with a diagnosis of dementia and their carer.

Examples are:

Care and mobility costs:
Attendance Allowance for people aged over 65 years who need help with personal care because of physical or mental disabilities.

Disability Living Allowance for people aged under 65 years: it has care and mobility components.

Help for people unable to work because of illness or disability (the Employment and Support Allowance provides financial help and personalised support to those who are able to work).

- Help for those on low income (Income Support)
- Help for carers (carer’s allowance)
- Help with housing costs (housing benefit).

The Government is changing some benefits and you need to make sure that you have up-to-date information. It is probably best to start by approaching one of the several organisations in Rotherham, Doncaster and North Lincolnshire that provide advice:

- Age UK
- Alzheimer’s Society
- Citizens’ Advice Bureau (CAB)
- Carers Corner (for Rotherham)
- Doncaster Partnership for Carers
- Carers’ Support Centre (for North Lincolnshire).

These organisations offer further information and help with filling out the associated paperwork and their contact details are given later.

Alternatively you can telephone the Department for Work and Pensions’ (DWP) general advice line: 0800 882 200. If you or a relative have access to the Internet, DWP has two informative websites:

- https://www.gov.uk/benefits-adviser
- https://www.gov.uk/browse/disabilities
The right support for you

For some people, asking or accepting support may at first be difficult, but you and your carer do have the right to help. Accepting help does not mean you are giving up, it means you are facing your difficulties realistically. It may help if you are direct with people about what help you do want and what help you don’t want.

For example:

- Be patient when you forget or repeat things
- Do things with you – rather than for you

- Don’t sound patronising towards you
- Ask you if you want the help rather than going straight ahead and doing it for you
- Don’t make assumptions about what you think or need
- Don’t feel that they have to test your memory, or get you to do things they think will improve your memory.

Sensible advance planning

Accidents or becoming ill can happen to anyone at any time. This may mean emergency services being involved. Carrying information about medical conditions is very useful for the people who come to your aid and it can prevent delays in decisions about the best treatment.

The Alzheimer’s Society and the Royal College of Nursing have produced a standard form for this purpose called ‘This is Me’. You can request a copy from your local Alzheimer’s Society or get one from their website: http://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1604
People with a diagnosis of dementia are strongly advised to complete this form because it sets out the person’s contact details and background.

Every adult should make a will. In the same way, we should all make arrangements to protect our interests if we become unable to make our own decisions about money, property or medical treatment.

The Alzheimer’s Society’s advice is that, ‘If a person has dementia, it is important that they organise their financial and legal affairs while they are still able to do so. This ensures that in the future, their affairs will be set up in a way that they have chosen. The person may want a friend or family member to help them with this. Make sure that important papers are in order and that you know where to find them, including bank and building society statements, records of mortgage or rent, insurance policies, a will, tax and pension details and bills or guarantees’.

The Mental Capacity Act 2005 makes provision for people to choose someone to manage not only their finances and property if they become incapable, but also to make health and welfare decisions on their behalf. They are able to do this through a ‘Lasting Power of Attorney’ for personal welfare. For more information, ask the Alzheimer’s Society for copies of their fact sheets 460, Mental Capacity Act 2005, and 472, Enduring Power of Attorney and Lasting Powers of Attorney.

Other things can be done to ensure that your wishes are followed with respect to social security benefits, managing bank accounts, and your will. To learn more, the Alzheimer’s Society website is a good starting point, or consult them directly.

**National dementia helpline**
Telephone: 0300 222 1122

**The Citizens Advice Bureau (CAB)** offers advice on these subjects. Its service is free, confidential and independent. Trained CAB advisers offer information and advice on a range of issues including benefits, housing, debt and employment. They may be able to help you resolve your problem or they may provide details of other professionals or organisations. Many CABs have a solicitor able to give free advice. Some also have an accountant, and can often provide information in a range of languages, or refer people to an interpreting service. There are CAB Neighbourhood Advice Centres in Rotherham, Doncaster and North Lincolnshire. To make contact, consult a telephone directory or ring either:

**Rotherham**
Telephone: 0844 4111 444
Telephone: 01709 515680

**Doncaster**
Telephone: 01302 735221

**Scunthorpe**
Telephone: 01724 870941
Advice booklets

Dementia Partnerships, sponsored by NHS South of England:
www.dementiapartnerships.org.uk/

Dementia Web Kent and Medway:
www.dementiawebkentandmedway.org.uk/index

If you are worried about your memory, Alzheimer Scotland has very useful material on its website:
http://www.alzscot.org/pages/worried_about_my_memory.htm
Telephone: 0808 808 3000

The Memory Services, assessments and treatment

More details of the Trust’s dementia services in all three localities are given on its website. See http://www.rdash.nhs.uk/information-for-the-public/services/service-directory/
And select “Services in …” at the top of the page.

Time in our hospital care

For a small number of people with dementia a short admission into one of our wards may be necessary, when there are changes in behaviour which cause concern, or there is a need to introduce new and complex medications. During a stay in one of our wards you will have an assessment of your individual needs both during your stay and for when you leave hospital. There will be a named consultant
and a named nurse who will take an active part in coordinating your care on the ward and a regular meeting of those involved in your care. This is usually called a ‘ward round’ and family carers will be invited to participate in these meetings. If you have any questions or concerns during this time you can discuss these with your named nurse or any member of the ward team. The support and advice services detailed in this booklet are also available at this time.

RDaSH also provides specialist services for people with learning disabilities who are diagnosed with dementia, along with support and advice for their carers. Details of how to contact the learning disabilities team in Doncaster, Rotherham and North Lincolnshire can be found on the RDaSH web page.

**Residential care and short breaks**

A time may come when it would be appreciated either by the person with dementia or their carer to have a short break or their carer may need to be away for reasons such as health. Many residential care and nursing homes offer short stays as well as permanent residence, and most homes have considerable experience of caring for people with dementia. All care / nursing homes welcome visits or telephone calls if you require further information.

Making clear your wishes to people close to you may help in the future if this type of situation arises. No one can predict the future and circumstances change over time, but discussing such matters with people can greatly benefit decisions which may need to be made.

People with substantial care needs may be eligible for residential care part-paid by each area’s local council. The advice of each area’s local council adult social care services should be sought (see the entries below).
Each council’s website lists the local residential care and nursing homes and has a lot of useful advice about this option and about choosing a home.

www.rotherham.gov.uk/download/5661/

A guide to residential and nursing care for older people:

http://www.doncaster.gov.uk/sections/socialcareforadults/adviceandsupport/olderpeople/Care_Homes_in_Doncaster_for_older_people.aspx

North Lincolnshire is changing the way it assesses the performance and quality of people who provide health and social care. Their guide is unavailable but see progress at:

www.northlincs.gov.uk/socialcare/housingrelatedsupport/informationanddocuments

The Care Quality Commission (CQC) inspects and registers care homes. Its website identifies homes in Rotherham, Doncaster and Scunthorpe that care for people with dementia (see www.cqc.org.uk/public and click on the ‘care homes ‘tab). For each home, the website gives a brief tick-box summary of the results of the most recent inspection.

Commercial websites also list care homes and nursing homes in each locality. Examples include:

http://www.carehome.co.uk
http://www.accessplace.com/nursing-home/south-yorkshire/doncaster.htm
http://www.accessplace.com/nursing-home/south-yorkshire/rotherham.htm
http://www.accessplace.com/nursing-home/south-humberside/scunthorpe.htm
The directory below first provides the contact details of the Alzheimer’s Society and describes the services that it provides in each of the three localities. It then lists other services alphabetically by the agency that runs them. Both telephone numbers and website addresses are given for all organisations. For those who do not have a computer or internet access, remember that your local library and the mobile libraries provide free computer and internet access. The index is a guide to all the services of a particular type, e.g. dementia cafés.

Alzheimer’s Society

Services in Doncaster and Rotherham (Mexborough office)
Room F9, Mexborough Business Centre, College Road, Mexborough, S64 9JP
Tel: 01709 580543
Email: doncaster@alzheimers.org.uk
Website: http://www.alzheimers.org.uk

Services in North Lincolnshire (North and North East Lincolnshire Office)
The Courtyard, Elsham Hall Country Park, Elsham, Brigg, North Lincolnshire, DN20 0QZ
Tel: 01652 680474
Email: adminnlincs@alzheimers.org.uk
Website: http://www.alzheimers.org.uk

Information and advice
Alzheimer’s Society staff and volunteers have immense experience of advising and supporting people with dementia and their carers. The teams welcome inquiries by telephone, email or by calling in.

They can give general advice on diagnosis, finances and benefits, including help with filling out claim forms. Legal issues can be discussed and, if needed, signposts are provided to the organisations that offer specialist advice. Contact can be just once or more frequently. One staff member will be responsible for supporting each person, couple or family and will ensure individualised support throughout.

Where appropriate they will point you or your relative/friend to a number of support services and groups run by the Alzheimer’s Society. These include dementia cafés, peer support groups and services for the under-65s.
Dementia cafés

Dementia cafés provide a relaxed atmosphere for people with dementia, their carers and families in which to gather, meet and socialise. Alzheimer’s Society staff and volunteers and people from local dementia services are on hand to offer advice, support or answer any questions. Anyone who is worried about their memory or who has concerns about a friend or relative is very welcome.

Peer support groups

These small groups meet to discuss thoughts, feelings and share experiences in a supportive environment. For more details, and to find out about vacancies, telephone the local Alzheimer’s Society office.

Singing for the brain

Singing is not only an enjoyable activity, it can also provide a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group. The free ‘Singing for the brain ‘sessions bring people together to sing in a friendly and stimulating social environment. To inquire about vacancies, telephone the local Alzheimer’s Society office.

Dementia UK, 6 Camden High Street, London NW1 0JH
Telephone: 0207 874 7200

AgeUK

Rotherham
(Advice and Insurance office)
Unit 15, The Old Town Hall, Howard Street, Rotherham, S60 1QX
Tel: 01709 835195
Email: info@ageukrotherham.org
Website: http://www.ageuk.org.uk/rotherham/

Doncaster
109 Thorne Road, Doncaster, DN2 5BE
Tel: 01302 812345
Email: admin@ageukdoncaster.org.uk
Website: http://www.ageuk.org.uk/doncaster/

North Lincolnshire
31-33 High Street, Barton upon Humber, North Lincolnshire, DN18 5PD
Tel: 01652 636208
Email: info@ageuknorthlincs.org.uk
Website: http://www.ageuk.org.uk/northlincolnshire/

31 Frances Street, Scunthorpe, North Lincolnshire, DN15 6NS
Tel: 01724 849819
Email: info@ageuknorthlincs.org.uk
Website: http://www.ageuk.org.uk/northlincolnshire/

The AgeUK charities support people aged 50 and over, including those with dementia and memory problems. Their friendly and experienced teams will help
with any inquiry, and its diverse services aim to help people live as independent and fulfilling lives as possible. Where appropriate, AgeUK charities will signpost you to other organisations.

Information

AgeUK offer free drop-in services in all localities which are staffed Monday to Friday from 9.30 am to 4 pm (and 10 am to 1 pm on Saturday) in Rotherham, 9.00 am to 4 pm in Doncaster, 10 am to 3.30 pm in Scunthorpe and 9.30 am to 3.30 pm in Barton.

Alternatively you can call your local office. AgeUK provide information and advice on various topics including finances, leisure activities and support groups. Service users must be aged 50 plus.

Day care

AgeUK Doncaster Dementia day service operates from their Thorne Road premises, and offers special support to people with Alzheimer’s or other types of dementia. AgeUK also run general day centres at three specialist venues and at other venues in and around Doncaster. They are a great place to find company and try something new.

Age UK Rotherham has been providing day services for older people since February 1985.

For more information contact AgeUK on your locality.

Practical support services

AgeUK offer a range of services in each locality. They help people live independently with support, which may include:

- Help with shopping or socialising
- Help with pets including dog walking
- Support with cooking, housework or entertaining guests
- Support to use public transport and getting out of the house
- Help to attend appointments
- Befriending
- Helping with practical tasks such as gardening and shopping
- Support getting to appointments and activities
- Handy-person service.
Carers advice and support

Carers centres offer support and advice to people who are caring for relatives or friends who are ill, frail or disabled, including those affected by dementia and memory problems. The first step is to telephone or email.

Rotherham
Carers Corner, 2 Drummond Street
Rotherham, S65 1HY
Email: carerscorner@rotherham.gov.uk
Telephone 01709 254809

North Lincolnshire
Carers Support Centre, Jessie Wilcox House, 11 Redcombe Lane, Brigg
North Lincolnshire, DN20 8AU
Telephone: 01652 650585 (Main Office)
or 01652 601973
Fax: 01652 653637
E-mail: info@carerssupportcentre.com

Please check with the organisation in your locality for the services offered.

Doncaster
Doncaster Partnership for Carers (DPfC)
The Carers House, 2 Regent Terraces
South Parade, Doncaster, DN1 2EE
Telephone: 01302 637566
E-mail: dpfc@doncastercarers.org.uk

The Library and internet access

There are many public libraries in Rotherham, Doncaster and North Lincolnshire and all will provide help with accessing the internet. In addition, each locality has mobile libraries that offer this help. You can search for the nearest locations using your council’s website.

Computers are available to everyone in all the libraries. Every computer has web browsing.
If you would like this in large print, braille or on audiotape or would like this document in an alternative language, please contact the Patient Advice and Liaison Service on 0800 015 4334.

Arabic
إذا أردت الحصول على هذه الوثيقة باللغة العربية أو بلغة بريل أو على هيئة شريحة صوتية أو مترجمة إلى لغة بلغة فيرجي فيصل بخدمة

Bengali
আপনি যদি এটি কাজের সেখানে হোক, টেইল-এ, বা কারণ গোলার টেইল-এ পেয়ে চান তাহলে আপনি যদি এই কেপলাটা অন্তর নকল ভাবে পেয়ে চান, তাহলে আর কেন 0800 015 4334 নম্বর সেলেরটি ব্যবহার করা হিসেবে নির্দেশিত।

Cantonese (traditional Chinese)
如果你希望本文件是采用大字印刷、盲文或录音磁带等格式，或者希望本文件是使用其它的语言，请联络意见及联络服务（Patient Advice and Liaison Service），电话号码：0800 015 4334。

Czech
Pokud byste chtěli dokument psaný většinou písmeny, brailleovým písmem nebo na zvukové kazetě nebo v jiném jazyce, prosím, kontaktujte poradenskou službu pacientům na tel. 0800 015 4334.

French
Si vous désirez ce document en gros caractères, en braille, enregistré sur cassette audio ou dans une autre langue, veuillez contacter le service de conseils et liaison des patients (Patient Advice et Liaison Service) au 0800 015 4334.

Kurdish Sorani
سەبارەنەوەیە بە کەسایی گەورە، بریتی لە ئامەر شێروی دەگەی دەتوانیت دەتوانیت بە دەتوانیتەوە بە زەمتەکی دەتوانیتەوە، دەتوانیتەوە بە کەسایی گەورە، 0800 015 4334.

Polish
Jeżeli dokument wymagany jest w wersji drukowanej duża czcionka lub alfabetem Braille'a, na kasette audio lub w innym języku, prosimy o kontakt z zespołem ds. kontaktów z pacjentami (Patient Advice and Liaison Service) pod numerem telefonu 0800 015 4334.

Punjabi
ਅੱਠਾਂ ਜੋ ਦੀਖਾਈ ਹੈ ਖੋਜ ਕੋਲਾ ਦੇਕਾਲ ਵਿੱਚ ਵੀ ਦੋਹਣ ਹੋਣ ਗਿਆ ਹੈ ਤਾਂ ਸਟੋ ਵਿੱਚ ਮੇਰੀਆਂ ਵੀ ਮਿਲਣ ਗਿਆ ਹੋਣ ਵਾਲਾ ਹੋਵੇ।

Somali
Haddii aad jecan lahayd in aad kan ku hesho far raawayn, farta braille ee dadka in hadda la'aama cajid ah dheegay, ah aad haddii aad jecan lahayd in aad sukumaan ku hesho looqad kale, fadan Aadeegga Telabuxinta yahay Xiriiriinta ee Buukaanleyda (Patient Advice and Liaison Service) kale 0800 015 4334.

Turkish
Bu belgeyi büyük yazı, braille (kér alfabe) veya ses kaydını olarak veya başka bir dilde almak isteyorsanız, lütfen 0800 015 4334 no tu telefondan Hasta Danışmanlık ve İrrot Hizmetleri ile bağlantıya geçin.

Urdu
اے کئیوں میں بہت پاؤندے ہیں، جو علم و ادب مرثیہ کے ساتھ دوسرے لگنے کی تربیت سے کرنا ہے، اس کے لئے ایک تربیت مہنے کے لئے ایک ویل ہیں، 0800 015 4334.

Vietnamese
Nếu muốn có tài liệu này dưới dạng in chữ cỡ lớn hơn, chữ nội braille hay bằng ghi âm, hoặc bằng một ngôn ngữ khác, xin quý vị liên hệ bộ phận Dịch vụ Tư vấn và Liên lạc với Bệnh nhân số 0800 015 4334.

This information is correct at the time of publishing
Last Reviewed: March 2013