

## WHO CAN ACCESS THIS SERVICE ?

The Guardian Medical Centre befriending service is available to people registered at the Practice aged 18 years or over.

## HOW DO I ACCESS THIS SERVICE ?

If you are experiencing loneliness or isolation please speak with a member of the reception team in person or by calling 01925 650226 (option 1) and they will arrange for the befriending team to make contact with you.

Our dedicated patient advisers on reception may also be able to help you with alternative projects or support options, please contact the team for further assistance.



## WHAT HAPPENS NEXT?

If you are eligible for the service one of our befriending volunteers Jo or Jess will be in touch with you within two weeks.

## MANAGING EXPECTATIONS

Please be aware that this is a trial service and the timescale between receiving a referral and making a match will depend on the availability of a suitable volunteer befriender. But we will keep you or the individual informed of progress.



We will inform you if we assess you as not eligible to receive support from the project. This could be on receipt of the referral or after contact with a befriender.

## WHAT CAN THE BEFRIENDERS NOT DO?

Although a befriender may do all of the following mentioned in the leaflet, they are not a substitute teacher, parent, social worker, coach or counsellor.

Volunteer befrienders, however, can work very effectively alongside professional services in providing the best possible support for patients.

# Befriending

Say "Hello" to a new friend...



Guardian Medical Centre  
Befriending Service

### GUARDIAN MEDICAL CENTRE

Guardian Street

Warrington

WA5 1UD

Tel: 01925 650226

[www.guardianmedicalcentre.co.uk](http://www.guardianmedicalcentre.co.uk)

## HOW CAN WE HELP ?

Guardian Medical Centre are trialling a free befriending and support service. We will match you with a befriender who will visit or call you on a regular basis to enjoy a chat, provide a listening ear or perhaps support you to get out and about in your local community.

Befriending matches someone who would like company with a volunteer. We aim to provide companionship and support, to increase confidence and self-esteem.

### One to one befriending:



A befriender can visit you on a regular basis to enjoy some conversation and provide a listening ear.

- \* A cup of tea and a chat
- \* A short stroll
- \* Playing card or board games

### Telephone befriending:



A free telephone befriending service offering companionship for isolated people through telephone contact. A befriender can call you regularly for:

- \* A chat and a catch up
- \* A phone call for support and general conversation

## WHAT IS BEFRIENDING ?

Quite simply a relationship between a volunteer befriender and someone who is at risk of isolation or loneliness.

A befriender will start to build a relationship with the person they are helping by:



- \* Taking time to get to know you
- \* Sharing interests and having a chat
- \* Listening to and discussing anything that is worrying you
- \* Valuing your opinions and beliefs
- \* Helping you take short walks or other activities you may like to do
- \* Talking about any relevant experiences and any problems you have overcome, if appropriate
- \* Encouraging you to talk and think about ambitions or hopes for the future and planning the steps needed to achieve these

The time given by our volunteers can also give your family and carers a break.



## AIMS OF BEFRIENDING

The aims of befriending are:

- \* To reduce social isolation
- \* To improve quality of life for people experiencing loneliness, illness or mental health difficulties
- \* To promote independence
- \* To build self confidence & self-esteem
- \* To promote recovery
- \* To improve health and wellbeing

## WE DO THIS BY

- \* Providing one to one support by our Befriending Volunteers
- \* Providing opportunities for social contact
- \* Encouraging participation in local activities or groups
- \* Encouraging peer support

