

Self Care Week Report 2014

Version: Final

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Joined up solutions for joined up healthcare

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1.0 Summary

Self Care Week is a national initiative held every year and supported by The Self Care Forum. The aim of Self Care Week is to encourage us all to take care of ourselves starting with daily choices about lifestyle to taking care of ourselves when we have common symptoms such as sore throats, coughs etc. by using over-the-counter medicines and managing long term conditions where applicable. This year the theme was "Self Care for Life - Be Healthy this Winter."

Over the course of Self Care Week our local NHS, Social Care and the Third Sector ran a wide range of events across Bradford & Airedale to help get the Self Care message across to the general public.

Over 30 separate events were held in:

- GP surgeries
- Bus stations
- Shopping centres
- Libraries
- Community centres

The events were successful, with colleagues from Sports & Leisure helping to encourage people to take more exercise and the Health Trainer Service providing the opportunity for people to have their blood pressure taken.

Organisations such as The Alzheimer's Society and Age UK also had stalls providing useful information and the local NHS and Bradford Council took the opportunity to showcase some of their services. There were also events aimed at colleagues working in health, social care and the voluntary sector - one was organised by Positive Minds and held at the Kala Sangam Centre in Bradford while another event was held at Airedale Wharfedale and Craven Clinical Commissioning Group (AWC CCG).

A questionnaire to evaluate the effectiveness of Self Care week events was devised (Appendix 3) but it proved difficult to encourage completion of this at events so all colleagues involved in delivering Self Care Week were asked for their feedback so that we can try to make Self Care Week next year even more successful.



Self Care Week was a big success this year but we want to make next year's event even better so if you would like to be involved next year or have ideas to share please contact katefarrar@nhs.net



2.0 Publicity (See Appendix 1)

The Self Care Steering Group liaised with the Communications Team in BMDC and the CCG and a press release publicising Self Care Week was issued resulting in articles in the Telegraph & Argus.

A programme promoting Self Care was also broadcast on Bradford Community Broadcasting (BCB) radio. Dr Taz Aldawoud GP and Clinical Board Member of Bradford Districts NHS Clinical Commissioning Group (CCG) and Marilyn Foster, Chair of the Self care Steering Group took part in the broadcast.

The Self Care Steering Group also arranged for posters and postcards promoting Self Care to be produced. The posters were widely circulated to GP practices and displayed at Self Care events. They were also circulated to all school nurses in Bradford for display in schools and circulated to all community pharmacies.

The Group also arranged for pull up banners promoting Self Care to be produced and these were used at events across the district.

A presentation was also displayed on the Big Screen in Centenary Square in Bradford.

Tweets were also posted by the communications team. 12 tweets were sent from the HealthyBrad4d account during the five days of the campaign. It created 26,500 impressions on Twitter with one single tweet reaching 12,300 people. Facebook was also used. The CCGs also posted information on Twitter and Facebook and a selection of the publicity used and analysis is included in Appendix 1.

3.0 Events held

Events were held at the following locations:

- GP surgeries
- Bradford Bus Station
- Keighley Bus Station
- Airedale Shopping Centre, Keighley
- Arndale Shopping Centre, Bradford
- Libraries
- Mary Seacole Centre
- Heaton Children's Centre
- Womenzone
- The Men at Eccy Meccy
- Kala Sangam, Bradford
- The Three Links, Skipton
- Carers' Resource

For a detailed list of events held see Appendix 2.



4.0 Evaluation

A short questionnaire was devised to help assess the effectiveness of self care events held during Self Care Week (Appendix 3). However, it proved very difficult to encourage completion of the questionnaire at public venues.

It was agreed that further thought should be put into agreeing how best to evaluate Self Care Week next year.

Feedback received from the event held by AWC CCG on 19th November and the Positive Minds event on 20th November is included in Appendix 4.

All colleagues involved in the delivery of Self Care Week were asked for feedback and below is some of the feedback received

- “Excellent opportunity to promote the self care message”
- “Good to see so many organisations working together”
- “Bus stations were the least successful as people were rushing to and from”
- “The message of self care is so vast, although we all do it in our individual services we need to think about how we get it across”
- “Some of the venues were very cold”
- “People visiting libraries do not perhaps want to engage with stall holders and prefer to simply read material”
- “Pharmacy students very good at engaging with the public”
- “Need to learn marketing skills to encourage attendance at stalls”

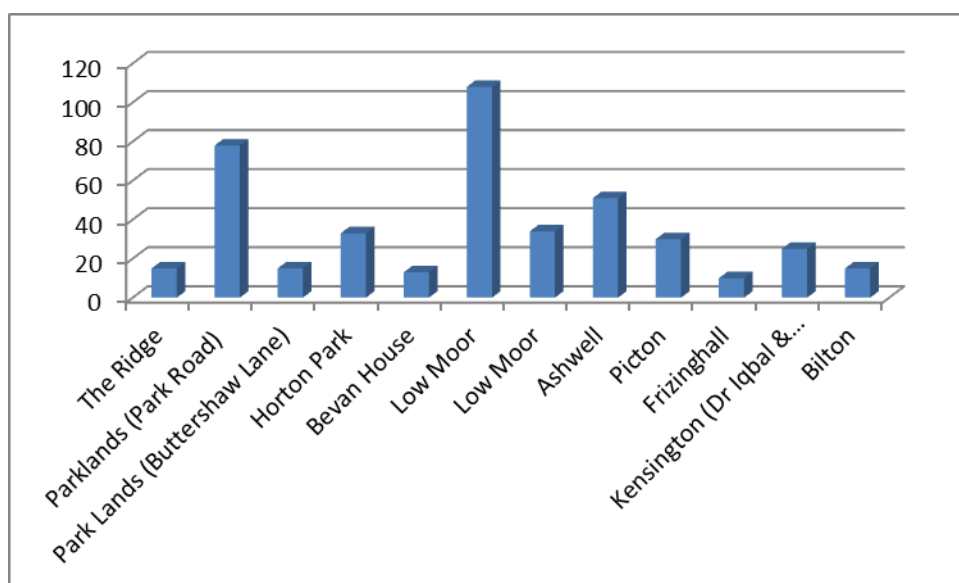


5.0 Feedback from various GP practices

Practice	Date	Patients Engaged
The Ridge	18/11/14	15
Parklands (Park Road)	17/11/14	78
Park Lands (Buttershaw Lane)	20/11/14	15
Horton Park	19/11/14	33
Bevan House	20/11/14	13
Low Moor	17/11/14	108
Low Moor	19/11/14	34
Ashwell	21/11/14	51
Picton	19/11/14	30
Frizinghall	19/11/14	10
Kensington (Dr Iqbal & partners)	18/11/14	25
Bilton	20/11/14	15
Total		427

* Clarendon held a self care/coffee morning on 19/11/14 but the numbers of those who attended was not recorded

Number of patients engaged





Feedback received from evaluations completed at GP practices indicated that patients had taken on board the "take home" messages home messages about wrapping up warm in winter if they had asthma and the benefit of exercise.

6.0 Thoughts for next year

- New methods of evaluating the effectiveness of Self Care week are required
- Stall holders should be offered training in marketing techniques
- Stall holders should be given more information in the form of a script about Self Care so that we ensure a consistent message is given
- Thought should be given to having displays in A&E to educate the public about alternative ways of obtaining the appropriate care
- Target Self Care message for different age groups
- Improve "7 questions postcards" (Appendix 1) so that language is more accessible

Appendix 1 - Publicity

Newspaper Articles

Telegraph & Argus

Self care promoted with Keighley events

By Alistair Shand

ACTIVITIES are being staged across Keighley this week to promote self care.



Keighley Library, where a self care event takes place today

NHS staff have teamed up with Bradford Council and other organisations to encourage people to take better care of themselves.

The initiative is in support of national Self Care Week.

Events took place at Keighley Bus Station on Tuesday (Nov 18) and in the Airedale Shopping Centre yesterday.

And today, advice and information will be on offer at Keighley Library, in North Street, from 10am to 3pm.

Marilyn Foster, chairman of the council's self care steering group, said: "Self care is so important to us all, as prevention of ill health is much better than having to find a cure."

"We all have things to do that are important to us, especially over the Christmas period, so why not look now at what we can do to keep ourselves healthy?"

An event for health professionals was also staged – by NHS Airedale, Wharfedale and Craven Clinical Commissioning Group – as part of the week.

Telegraph & Argus

'Take care and beat winter ills'

First published Monday 24 November 2014 in News

TAKE good care of yourself this winter and follow medical advice to beat seasonal ills.

Bradford Council, the local NHS and other health-wise organisations are supporting national Self Care Week which runs until this Sunday, urging people to take better care of themselves and their family members, especially during the winter months, when illnesses increase.

Local activities are being held right across the district including Shipley, Keighley, Ilkley and Bradford to get the self care message across.

Marilyn Foster, chairman of the Self Care Steering Group, said: "Self Care is so important to us all, as prevention of ill health is much better than having to find a cure. We all have things to do that are important to us especially over the Christmas period, so why not look now at what we can do to keep ourselves healthy."

And Cllr Amir Hussain, portfolio holder for health, added: "Eating well, keeping active and making time to spend with friends and family are three of the most important things you can do to look after yourself. Preventing ill health by choosing the right lifestyle options can improve your physical health, mental wellbeing and self-esteem."

Dr Taz Aldawoud, GP and Clinical Board Member of Bradford Districts NHS Clinical Commissioning Group (CCG) leading on Self-Care said generally, people underestimate the amount of time symptoms last and most coughs and colds can be treated with over the counter medicines. Most colds get better on their own; without treatment from a doctor and antibiotics are ineffective for treating the common cold."

He said: “If you have a long term condition, prepare for winter by ensuring you don’t run out of your medication. Many pharmacists offer repeat prescription services without the need to see your GP.”

Posters



Winter weather conditions can significantly increase the risk of ill health and hospital admission if you have Chronic Obstructive Pulmonary Disease (COPD).

Supported by the NHS

Chronic Obstructive Pulmonary Disease (COPD) is the collective name for a group of conditions, including chronic bronchitis, emphysema and chronic obstructive airways disease. Around 900,000 people in the UK have been diagnosed with COPD, but it is thought that there are about 3.5 million people living with the disease who have not yet been diagnosed.

If you suffer from COPD it is important to take extra precautions during periods of cold weather to avoid your symptoms getting worse. In winter, a combination of cold weather and virus levels can make your symptoms flare up.

What precautions can I take?

There is a range of different preventative measures you can take to avoid an exacerbation of COPD. Make sure you regularly check our weather forecasts to stay one step ahead of the weather and look out for our Cold Weather Alerts on our website, Twitter feed and via weather forecasts on the TV and radio. Our Cold Weather alerts inform you when cold weather, snow or ice has been forecast to enable you to take the necessary precautions to stay safe and well.

The [British Lung Foundation](http://www.britishlungfoundation.org) has the following advice to help keep your COPD symptoms at bay:

- Check the weather before going out and older people are advised to stay indoors as much as possible to keep warm.

NHS choices Your health, your choices

Asthma in the cold



Five tips for preventing cold weather asthma symptoms

Asthma UK has this advice on how to control your asthma symptoms during the cold weather:

- Keep taking your regular preventer medicines as prescribed by your doctor.
- If you know that cold air triggers your asthma, take one or two puffs of your reliever inhaler before going outside.
- Keep your blue reliever inhaler with you at all times.
- Wrap up well and wear a scarf over your nose and mouth – this will help to warm up the air before you breathe it in.
- Take extra care when exercising in cold weather. Warm up for 10-15 minutes and take one or two puffs of your reliever inhaler before you start.




Self Care Week 2014

Self Care Week is an annual national awareness week of events and activities that focuses on embedding support for self care across communities, families and generations

This
year's
theme
is:

**Self care for life –
be healthy this winter**

Look out for the self care logo  to find out what's going on in Bradford and District, Airedale, Wharfedale and Craven during

Self Care Week 2014

17-23 November 2014

If you'd like to get involved, or would like a copy of the calendar of events or for any further information, please contact

Kate Farrar, Telephone: 01274 237367

E-mail: katefarrar@nhs.net

Airedale, Wharfedale and Craven Clinical Commissioning Group
Bradford City Clinical Commissioning Group
Bradford Districts Clinical Commissioning Group



City of Bradford MDC
www.bradford.gov.uk

Postcards




Key messages

- Ask your local pharmacist for advice and also ask what should be in your medicine cabinet
- Stay healthy by eating well and being active – make time to spend with friends . . .
- Get a flu jab if you are in a vulnerable group
- Wrap up warm when it's cold, add more layers of clothing and wear correct footwear in bad weather!
- Learning to manage your condition is a good thing – puts you in control, improves your quality of life and helps you stay healthy. There is lots of information and support available to help you to do this
- Talk to your healthcare professional and pharmacist about the services and support available to help you live with your long term condition

Airedale, Wharfedale and Craven Clinical Commissioning Group
Bradford City Clinical Commissioning Group
Bradford Districts Clinical Commissioning Group






Remember . . .

- "Most common ailments, such as colds, sore throat, cough, sinusitis or painful middle ear infection (earache) can't be treated with antibiotics..."
- "...instead, rest, drink plenty of fluids, take pain relievers, such as paracetamol or ibuprofen and talk to your pharmacist for advice on getting the relief you need"

Airedale, Wharfedale and Craven Clinical Commissioning Group
Bradford City Clinical Commissioning Group
Bradford Districts Clinical Commissioning Group




Postcards





Bradford's seven Self Care questions to include in all conversations . . .

- 1 What's important for me?
- 2 What's important for my health?
- 3 What can I do to help myself?
- 4 Do I know what to do if I get stuck?
- 5 What support do I need from others?
- 6 What skills do I need to keep well?
- 7 Do I have the information/ knowledge about my condition, how it affects me, now and in the future?

Bradford City Clinical Commissioning Group
Bradford Districts Clinical Commissioning Group







Shared Decision Making

We are encouraging the development of new relationships between patients, carers and clinicians, where you work together, in equal partnership, to make decisions and agree a care plan.

Take to your doctor and discuss the following...

- 1 What's expected from investigation and/or treatment of my condition?
- 2 Have I got all the information I need to consider the various options?
- 3 Thinking about this decision, what is the most important aspect I need to consider?
- 4 Aspects of management (eg, tests, drugs, procedures or surgery) that I'm most concerned about.
- 5 How do the benefits of the various options compare? And how do the risks compare?
- 6 Who else do I need to talk to, to make this decision?

Bradford City Clinical Commissioning Group
Bradford Districts Clinical Commissioning Group



Banner



Key messages . . .

Ask your local pharmacist for advice and also ask what should be in your medicine cabinet

Stay healthy by eating well and being active – make time to spend with friends...all year round

Get a flu jab if you are in a vulnerable group

Wrap up warm when it's cold, add more layers of clothing and wear correct footwear in bad weather!

Learning to manage your condition is a good thing – puts you in control, improves your quality of life and helps you stay healthy. There is lots of information and support available to help you to do this

Talk to your healthcare professional and pharmacist about the services and support available to help you live with your long term condition

Reminder . . .

“Most common ailments, such as colds, sore throat, cough, sinusitis or painful middle ear infection (earache) can't be treated with antibiotics...”

“...instead, rest, drink plenty of fluids, take pain relievers, such as paracetamol or ibuprofen and talk to your pharmacist for advice on getting the relief you need”

Tweets



Self Care Forum @SelfCareForum · Nov 21

Self Care Week should be every week! Or every day! #selfcareweek #scw2014



7 2

Expand



Healthy Bradford @HealthyBrad4d · Nov 21

Find out more about Self Care at Kirkgate Shopping Centre, Carers' Resource-Shipley & City Library #SCW2014 buff.ly/1F9DQ1T

★ TOP TWEET

Self Care packs can help family members with #dementia <http://buff.ly/1F6tnnX> or become a Dementia Friend <http://buff.ly/1F6tklP> #SCW2014

5:01 PM via Web

2 Retweets

2 Favorites

0 Mentions

7 Clicks

12.3k Potential



Healthy Bradford @HealthyBrad4d · Nov 21

Find out how a COPD Self Care pack could help you or a family member. Download yours here now buff.ly/1ArCPCu #SCW2014

RETWEET

1



5:49 AM · 21 Nov 2014 · Details



Promote Your Page

Reach up to 820,000 people near City of Bradford

Promote Page

Invite your friends to like HealthyBrad4d



Mandy Bailey

Invite

See All Friends

Logout



HealthyBrad4d shared a link.

Posted by Buffer [2] · 17 November 2014

Find out more about National Self Care Week & today's events including those at City Library & Bradford interchange <http://buff.ly/1EJHc7>

Bradford Metropolitan District Council | Adult Social Care | Self Care Week 2014 (Monday 17 - Sunday 23 November 2014)
www.bradford.gov.uk

Self Care Week 2014 (Monday 17 - Sunday 23 November 2014)

Boost Post

Like · Comment · Share · Buffer



Publicity posted by CCGS



NHS Bd Districts CCG
@NHSBDCCG

#SelfCareWeek in #Bradford: Full list of helpful events happening in our local communities, here --> bit.ly/1EW3t4a
@HealthwatchBfd



RETWEETS
2



4:43 PM - 18 Nov 2014



Reply to @HealthwatchBfd



Ministry of Food Bfd
@Bradford_MOF



Follow

@HealthyBrad4d @NHSBDCCG
@NHSBfdCityCCG @NHSAWCCCG
#selfcareweek 17-23 Nov lots of healthy
advise #behealthythiswinter

Halifax, England



RETWEETS
6

FAVORITES
2



10:33 AM - 10 Nov 2014



Reply to @Bradford_MOF @HealthyBrad4d @NHSBDCCG @NHSBfdCityCCG



NHS AWC CCG
@NHSAWCCCG

Morning all, #SelfCareWeek begins today,
but what exactly do we mean by self care?
Answers, advice & info, here -->
bit.ly/1sGIID0



RETWEETS
2



1:00 AM - 17 Nov 2014



Reply to @NHSAWCCCG



NHS Bfd City CCG
@NHSBfdCityCCG



Following

#Bradford, it's #SelfCareWeek; please take
a peek at the health benefiting events
happening near you --> bit.ly/11yGhwW
@bfdnews



RETWEETS
4

FAVORITES
2



7:49 AM - 18 Nov 2014



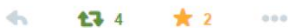
Reply to @NHSBfdCityCCG @bfdnews

NHS AWC CCG retweeted



NHS Bfd City CCG @NHSBfdCityCCG · Nov 18


#Bradford, it's #SelfCareWeek; please take a peek at the health benefiting
events happening near you --> bit.ly/11yGhwW @bfdnews






<http://bit.ly/11yGhwW>

CCG – Twitter analysis


GROUP REPORT from November 17, 2014 - November 24, 2014

 @NHSBfdCityCCG

GROUP STATS across all Twitter and Facebook accounts

Incoming Messages	18	
Sent Messages	11	
New Twitter Followers	43	
New Facebook Fans	0	

42 INTERACTIONS
BY 14 UNIQUE USERS
63,294 IMPRESSIONS



TWITTER STATS across all Twitter accounts




FOLLOWER DEMOGRAPHICS

 63% MALE FOLLOWERS
 37% FEMALE FOLLOWERS

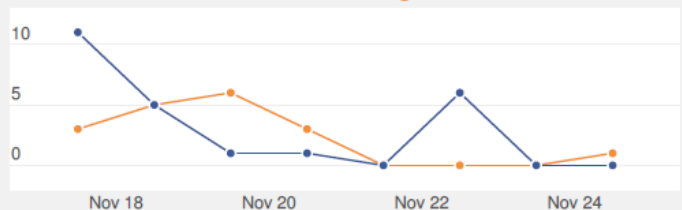


TWITTER STATS




+ 43
New Twitter Followers in this time period

 31 Link Clicks
 18 Mentions
 24 Retweets


DAILY INTERACTIONS



OUTBOUND TWEET CONTENT




 2 Plain Text
 8 Links to Pages
 1 Photo Links

GROUP REPORT from November 17, 2014 - November 24, 2014

 @NHSBDCCG

GROUP STATS across all Twitter and Facebook accounts

Incoming Messages	13	
Sent Messages	13	
New Twitter Followers	39	
New Facebook Fans	0	

20 INTERACTIONS 
 BY 11 UNIQUE USERS 
 36,157 IMPRESSIONS 


TWITTER STATS across all Twitter accounts

FOLLOWER DEMOGRAPHICS

 61% MALE FOLLOWERS  39% FEMALE FOLLOWERS



TWITTER STATS

 39
 New Twitter Followers in this time period

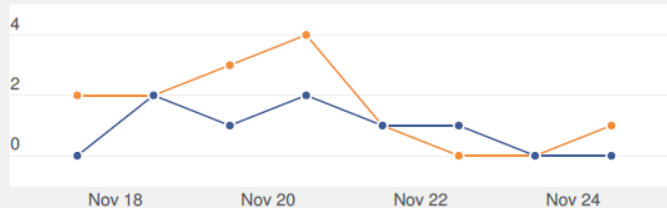
 91
 Link Clicks

 13
 Mentions

 7
 Retweets


DAILY INTERACTIONS

@MENTIONS 13 RETWEETS 7




OUTBOUND TWEET CONTENT

 0 Plain Text



 11 Links to Pages

 2 Photo Links




GROUP REPORT from November 17, 2014 - November 24, 2014

 @NHSAWCCCG

GROUP STATS across all Twitter and Facebook accounts

Incoming Messages	10	
Sent Messages	21	
New Twitter Followers	38	
New Facebook Fans	0	

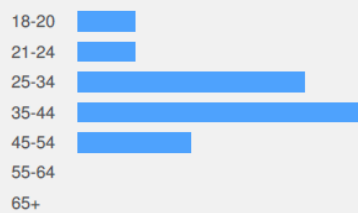
22 INTERACTIONS
BY 8 UNIQUE USERS
41,334 IMPRESSIONS

TWITTER STATS across all Twitter accounts

FOLLOWER DEMOGRAPHICS

 64% MALE FOLLOWERS
 36% FEMALE FOLLOWERS

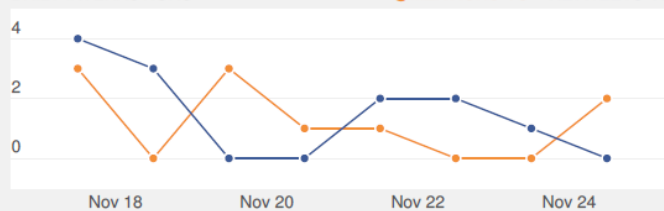


TWITTER STATS

+38 New Twitter Followers in this time period
146 Link Clicks
10 Mentions
12 Retweets

DAILY INTERACTIONS

@MENTIONS 10 RETWEETS 12



OUTBOUND TWEET CONTENT

T 4 Plain Text
14 Links to Pages
3 Photo Links

Appendix 2 – Self Care Week 2014 Programme

Self Care Week 2014

The following events are supporting Self Care Week 2014, which runs from 17 – 23 November.

The theme for Self Care Week 2014 is **'Self care for life – be healthy this winter'** around supporting people to take better care of themselves, particularly during winter, when seasonal illnesses are more prolific and people's health suffers as a consequence.

Date	Event	Where and when
Monday 17 November	Self Care @ Bradford Interchange Bus Station	Bradford Interchange Bus Station Bridge Street Bradford West Yorkshire BD1 1GY
Monday 17 November	Self Care @ City Library	City Library Centenary Square Bradford BD1 1SD
Tuesday 18 November	Self Care @ Keighley Bus Station	Keighley Bus Station Bow Street Keighley West Yorkshire BD21 3PB
Tuesday 18 November	Self Care @ Mary Seacole Centre	Mary Seacole Centre 89 Park Road Little Horton Bradford BD5 0SW
Tuesday 18th November	Self Care @ Ilkley Library	Ilkley Library Station Road Ilkley LS29 8HA
Tuesday 18 November	Self Care @ Heaton Children's Centre	Heaton Children's Centre c/o Heaton Primary School Haworth Road Bradford BD9 6LL
Tuesday 18 November	Self Care @ Womenzone	Womenszone 19-21 Hubert Street Bradford BD3 9TE
Tuesday 18 November	Self Care @ Eccy Meccy The Men@Eccy Meccy	Main Hall Eccleshill Mechanics Institute Eccleshill
Tuesday 18 November	Self Care @ Inspired Neighbourhoods	The Community Hub 2 Hollings Road BD8 8PR
Wednesday 19 November	Self Care @ Airedale Shopping Centre Keighley	Airedale Centre Keighley Hannover Street Keighley Yorkshire BD21 3QQ

Wednesday 19 November	Self Care @ City Library	City Library Centenary Square Bradford BD1 1SD
Wednesday 19 November	Self Care @ Manningham Library	Manningham Library Carlisle Road Bradford BD8 8BB
Wednesday 19 November	Self Care @ Airedale CCG <i>(For professionals/ service representatives only)</i>	Millennium Business Park Station Road Steeton West Yorkshire BD20 6RB
Thursday 20 November	Self Care @ Positive Minds <i>(For professionals/ service representatives only)</i>	Kala Sangam St Peter's House 1 Forster Court Bradford West Yorkshire BD1 4TY
Thursday 20 November	Self Care @ City Library	City Library Centenary Square Bradford BD1 1SD
Thursday 20 November	Self Care @ Keighley Library	Keighley Library North Street Keighley BD21 3SX
Thursday 20 November	Self Care @ The Three Links <i>(My Memories and Me)</i>	The Three Links Skipton Oddfellows House 26 Rectory Lane Skipton BD23 1ER
Thursday 20 November	Self Care @ HALE	Bierley Children's Centre Newhall Road Bierley BD4 6AF
Friday 21 November	Self Care @ Kirkgate Shopping Centre	Kirkgate Shopping Centre Bradford Kirkgate Bradford West Yorkshire BD1 1TQ
Friday 21 November	Self Care @ Carers' Resource <i>(Open Day for professionals)</i>	Carers' Resource Parkview Court St Paul's Road Shipley West Yorkshire BD18 3DZ
Friday 21 November	Self Care @ City Library	City Library Centenary Square Bradford BD1 1SD
Sunday 23 November	Self Care @ BEAP	Women Zone Community Centre 19-21 Hubert Street BD3 9TE

Appendix 3 - Evaluation

Questionnaire

Please circle appropriate answer

- | | | |
|---|-----|----|
| 1. Have you found today's event useful? | Yes | No |
| 2. Have you learned anything at today's event? | Yes | No |
| 3. Do you think you might make any changes or take any action as a result of what you have learned today? | Yes | No |
| 4. <u>If you plan to make any changes or take any action please list this very briefly below:</u> | | |

Appendix 4 – Feedback from AWC CCG event on 19/11/2014 and Positive Minds Event 20/11/2014

AWC CCG event on 19/11/2014



AWC Self care event
evaluation Nov 2014.

Positive Minds Event 20/11/2014



Positive Minds
Overall Self Care eva

Acknowledgements

Special thanks to partner organisations who actively supported Self Care Week 2014

- City of Bradford Metropolitan District Council; Adult and Community Services, Public Health, Sports and Leisure Service, Library Service, Connect to Support Bradford & District
- Alzheimer's Society Bradford
- Bradford City CCG
- Bradford Districts CCG
- Airedale, Wharfedale and Craven CCG
- Champions Show the Way
- NHS Yorkshire & Humber Commissioning Support
- Bradford & District Older People's Alliance (BOPA)
- HALE
- Healthy Living Pharmacists
Positive Minds
- Bradford Talking Media
- Health Trainer Service
- Community Pharmacy
- Carers' Resource
- Manningham Healthy Living
- Keighley Healthy Living
- West Yorkshire Fire and Rescue Service
- Pressure Ulcers Team
- Welcome Project
People First Keighley & Craven
- Bradford Telecoaching
- Practice Champions
- Age UK Bradford & District
- Sharing Voices
- Creative Support
- Pharmacy First
- Bradford District Armed Forces Community Covenant Partnership
- GP Practices



Yorkshire and Humber Commissioning Support

North Yorkshire office: Triune Court | Monks Cross North | York | YO32 9GZ | Tel: 0300 303 1042
West Yorkshire office: Douglas Mill | Bowling Old Lane | Bradford | BD5 7JR | Tel: 0845 111 5000
Email: info@yhcs.org.uk | www.yhcs.org.uk