

Better in Kirklees - Frequently Asked Questions:



How long does it take for the referral to process?

Once we receive a referral, we aim to make initial telephone contact with the person within 2 weeks and within 2 weeks of contact, will be linked with a community activity or relevant support.

What community groups or activities can people attend?

We have already supported people to attend activities that match their interests or personal goals such as history, nature and arts and exercise or have provided support to those who require help with specific needs such as referring onto housing or social care. We will listen to what people tell us and will try to get a good understanding of needs and link individuals with the most appropriate activities in the community.

What if the potential service user does not speak English?

At Touchstone we have an internal translation resource with languages ranging from Swahili to French and this service can accommodate anyone we work with who requires it. Within the BiK team, we have staff who can speak Urdu, Punjabi, and Telugu.

Where can we meet up?

Although the initial contact is via telephone, if we find there is a need for a more supported service, we can have a discussion about meeting in accessible community venues, such as coffee shops or in our centre in Dewsbury.

Can patient's carers, family or friends join?

Yes, we are happy to support anyone who the service is suggested to as long as they have two or more long term health conditions or are an unpaid carer over the age of 18.

Do you provide transport?

We do not provide transport to and from activities, however we work closely with organisations that provide door to door transport services across the Kirklees area or can arrange for one of our peer volunteers to support patients to use public transport and reach activities.