



<https://www.okehamptonmedicalcentre.co.uk/>



Okehampton Medical Centre

## Support with improving home energy efficiency and reducing costs

### What are we doing?

Okehampton Medical Centre (and the other practices in North Dartmoor Primary Care Network) are taking part in a local pilot project to support some of our at-risk patients to improve their home's energy efficiency and reduce their heating costs this winter.

### Who are we trying to help?

If you have an ongoing health condition, or live with young children, your household is at particular risk of harm from living in a cold or damp home. These conditions can increase the chances of developing illnesses like pneumonia, but also worsen conditions such as asthma and high blood pressure.

### What have we done so far?

We have identified those we feel will be at most risk, due to age, respiratory risk factors and/or the area in which they live.

### What will we do next?

We will be sending this information to those we feel are most at risk and who could benefit most from this support directly by text/letter/email. A member of our wellbeing team will then call those patients to discuss the offer. **She will not ask for any personal or financial information.** For those who accept, she will make the onward referral to our local partner organisation, Tamar Energy.

### Who are Tamar Energy?

Tamar Energy are a not-for-profit organisation who provide support for residents across Devon. Their free advice and practical support on average, saves residents £800 on their household bills. As well as advice on how to reduce costs and make your home warmer they can also provide you with free energy-saving measures such as LED lightbulbs and draught-proofing to cut costs. In addition, fuel vouchers, home improvement grants and free white goods replacements can be provided to households eligible for these schemes.

### What happens if I accept the offer?

One of Tamar Energy's experienced home energy advisors will then arrange to visit your home to make a personalised money and energy saving plan for you, and provide practical on the spot measures.

### What happens if I don't want to accept the offer?

We will make a note of this and your information will not be passed on to Tamar Energy. We will keep a record of numbers of those who decline, and reasons where we have them, to help us understand this better and to better target support in the future, if this pilot is repeated/rolled out further.

### What other support is available?

Our wellbeing team can discuss other support that is available to you in the community or online, so please feel free to talk to them about any other issues (non-medical) that you may be experiencing. For any medical concerns please contact the Medical Centre in the usual way.