

# Your Guide to **Local Health Services**



## The purpose of this leaflet

This guide brings you up to date information about the NHS in North Liverpool. It also includes useful telephone numbers and addresses. Keep it handy for when you need to contact local health services.

## What is a Primary Care Trust?

Primary Care Trusts (PCTs) are responsible for all health services delivered in the local community and not in a hospital. This includes, for example, family doctors, dentists, pharmacists, opticians, health visitors, practice, district and school nurses.

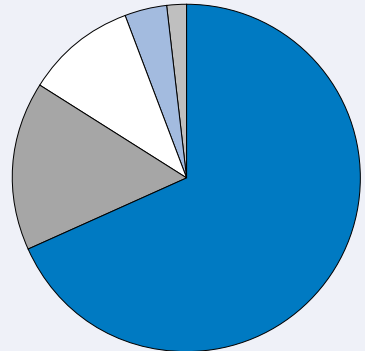
The PCT also has a responsibility to commission (that is, pay for) hospital care and other specialist health services on behalf of North Liverpool residents.

The headquarters for North Liverpool PCT can be found on Newhall Campus, Longmoor Lane, Liverpool 10 - the area which is known locally as the 'cottage homes'.

## How your money being spent in 2003/2004

The NHS spends public money - your money - on helping you to stay healthy and on treating you when you are ill or need care. This year we will be spending nearly £120 million and you can see how we will be doing this below:

- **Hospital and Community Health**  
£81.8m
- **Prescribing**  
£18.8m
- **Other Health Care**  
£12.3m
- **Doctors and Practice Staff**  
£4.7m
- **Administration and Support**  
£2.2m



**Total: £119.8m**

## How your money is making a difference

During the past year we have improved access to services for people with hearing difficulties and for people experiencing skin problems.

We have introduced a 'Five-a-Day' fruit and vegetable scheme and expanded the 'Walk for Health' programme, introduced last year.

The Fazakerley Baby Barrow was set up in conjunction with local community groups. The aim is to supply safe, quality, low cost baby goods for parents in Fazakerley and the surrounding area.

Also, in the past year the PCT has made major investments in University Hospitals, Aintree NHS Trust, in order to make significant improvements in Accident and Emergency waiting times, (the vast majority of patients are now seen within four hours) and also to reduce waiting times for outpatient appointments and inpatient admissions.

## During this year, and beyond, we will be:

- Working with Liverpool City Council and Central Liverpool PCT to develop a programme of activities for our elderly population living in Clubmoor and Tuebrook.
- Developing a pain-management service for patients being cared for at home and will implement a 'Nationally accredited' framework for all practices. The aim is to improve the standard of care given at home, to reduce the need for hospital admissions, to give patients more say about their treatment and to improve patients' access to out of hours support.
- Implementing an education and information programme for newly diagnosed diabetics.
- Working towards achieving NHS Plan targets so that over 90% of patients will be able to see their GP for a routine appointment within two working days and have access to a health care professional within one working day.
- Assessing the needs of those members of the community requiring continence services.

- Working with Aintree Hospitals NHS Trust to maintain improved access to Accident and Emergency Services and to further improve performance on waiting times for outpatient treatment and inpatient admissions.
- Developing an integrated NHS/Social Services community equipment store.
- Arranging for patients with heart failure to be seen by a specialist nurse in their own community.
- Making substantial investments in improving services for people with cancer, coronary heart disease, diabetes, mental health and learning disabilities.
- Working towards national targets for improving information management and technology. This includes improved links to hospitals to enable family doctors to access test results more quickly.
- Bringing together children's services currently provided separately by Health, Education and Social Services.

## How we measure up

To show how the NHS is making progress against targets, the government has introduced a star rating system (a maximum of three stars is awarded). Hospitals have been awarded stars for a number of years but this is the first year that stars have been awarded to PCTs.

North Liverpool PCT was awarded one star in its first year of operation. One of the key targets within the star ratings is that local people should be able to see their family doctor for a routine appointment within 48 hours. During the past year the PCT has struggled to achieve this target and this is reflected in our star rating. However, the Trust is committed to securing the best possible healthcare for local people and we are working actively with GP's and their staff to deliver the necessary improvements.

The major hospital in our area, University Hospitals Aintree NHS Trust, achieved a two star rating, which means overall the Trust is performing well.

Other local NHS trusts such as The Royal Liverpool Children's Hospital (Alder Hey) and the Liverpool Womens Hospital performed very well, obtaining a 3 star rating.

Full details of all the star ratings can be found on the website for the Commission for Health Improvement (CHI):

[www.chi.nhs.uk/eng/ratings/2003](http://www.chi.nhs.uk/eng/ratings/2003)

## What you told us

During the early part of 2003 the Commission for Health Improvement asked local people for their views about the PCT's services and these are some of the things you told us:

- 73% of patients felt that they were given enough time with their family doctor to discuss their health and medical problems
- 94% of patients said they were treated with respect and dignity by the health professional they saw
- 78% of patients said they had trust and confidence in the person they saw
- 74% of patients said they were given a complete explanation of the treatment they were given
- 74% of patients said they had been given enough information about the purpose of the medication prescribed for them
- 1 in 4 patients waited over 2 days for an appointment and almost 1 in 10 waited for over a week.

The results from this survey are influencing our decision making here at the PCT, and there is a further opportunity for you to have your say on the design, delivery and planning of services, outlined later on in this leaflet.

# Useful contact numbers

- **NHS Direct: 0845 4647** - For confidential health advice and information 24 hours a day, 7 days a week. [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- **Liverpool Direct: (0151) 233 3000** - Your direct line to Liverpool City Council services, 24 hours a day, 7 days a week. [www.liverpool.gov.uk](http://www.liverpool.gov.uk)
- **May Logan Healthy Living and Walk-in Treatment Centre: (0151) 922 8588** - Walk-in Treatment Service available Monday to Friday: 8am to 8pm, Saturday and Sunday: 9am to 6pm [www.maylogan.org.uk](http://www.maylogan.org.uk)
- **Old Swan Walk-in Treatment Centre: (0151) 285 3565** - Walk-in Treatment Centre service available Monday to Friday: 7am to 10pm, Saturday and Sunday including bank holidays: 9am to 10pm. [www.liverpool-ha.org.uk](http://www.liverpool-ha.org.uk)
- **Liverpool City Walk-in Centre: (0151) 285 3535** - Walk-in Treatment Centre service available Monday to Friday: 7am to 10pm, Saturday, Sunday, and Bank Holidays: 9am to 10pm.
- **Dental Services:** If you need a dentist outside surgery hours, call the dental surgery as normal, they may provide an emergency dental service. Or alternatively call NHS Direct, who will direct you to an emergency dental service. If you need dental treatment and are not registered with a dentist you should also call NHS Direct. There is a Dental Access Centre based at Old Swan Walk-in Centre, this service can be accessed through NHS Direct, or you can call the centre on (0151) **259 4751**. Clinic times: Monday to Friday: 9am to 8pm. Saturday, Sunday and Bank Holidays: 9am to 5pm. This service is for anyone who cannot get dental care from a dental practice.
- **Abacus Clinic: Centre for contraception and reproductive health (0151) 284 2500** - A free and confidential service for men and women, that offers advice, counselling and information on sexual health, well being and all methods of contraception. Clinics are held throughout the city. To find out where your nearest Abacus clinic is call NHS Direct.

- **FagEnds Smoking Cessation Service: 0800 195 2131** - The smoking cessation service is a specialist team of qualified nurses with extra training and experience to help you stop smoking. For information or a referral to the nearest clinic contact the free phone help line. Freephone available Monday to Friday: 9am to 10pm, Saturday: 9am to 1pm. [www.stopsmoking.org.uk](http://www.stopsmoking.org.uk)
- **Walk for Health: (0151) 282 0961** - A local programme of short walks around North Liverpool, aimed at people who have not exercised for a while and want to get started. An answerphone service is also available, detailing walks.
- **Doctor:** (out of hours) - If you need to contact your doctor outside normal surgery hours, call the surgery as normal. Arrangements will be in place to provide a doctor service out of hours.
- **Accident and Emergency (A&E):** - Your nearest A&E department for a serious injury is:

**Aintree Hospitals NHS Trust**

Fazakerley Hospital, Lower Lane, Liverpool L9 7AL  
(0151) **525 5980**

**Royal Liverpool Children's Hospital** (Alder Hey)

Eaton Road, Liverpool L12 2AP  
(0151) **228 4811**

## How can you get involved or find out more?

North Liverpool PCT is committed to involving local people in the design, planning and development of all its services. We have recently established a **Patient Advice and Liaison Service** (PALS) which can provide you with on-the-spot advice and support. In addition, you can contact PALS to let us know your views about the services we provide.

You can contact the **PALS** office on (0151) **281 3075**

Freephone: **0800 073 1106**

email: [pals@northliverpoolpct.nhs.uk](mailto:pals@northliverpoolpct.nhs.uk)

The Trust's board meetings are open to the public and are held on the 1st Thursday of each month at Ellergreen Community and Early Learning Centre, starting at 9.15am.

The PCT is keen to ensure that information about all of its activities is freely available to local residents and has adopted the NHS Freedom of Information publication scheme.

If you would like to receive more information about the Freedom of Information Act, or a copy of our Annual Report or any other information about the Trust, please contact: **Karen Wallace**, Corporate Affairs Manager on 0151 **281 8262**.

The **Commission of Patient and Public Involvement in Health** (CPPIH) is an independent body which has been established to ensure that the local residents are involved in making decisions about their local health care services. The Commission is setting up patient forums in every area and is looking for local people to join these forums.

If you are interested in becoming involved you can find out more by contacting the Commission on **0845 120 711** or email: [communications@cppih.nhs.uk](mailto:communications@cppih.nhs.uk)

## Alternative Versions

This leaflet can be made available in Braille, audio and other formats on request.

Translation available on request.

若有需要時將會翻譯成中文。

ستترجم عند الطلب

অনুরোধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে।

अनुरोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਠਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

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