

## Welcome to the Patient Advice and Liaison Service 2nd edition bulletin

In this bulletin you will find useful information that may assist you in staying healthy this winter.

The PALS service is based in the Wired Resource Centre, 5 St Johns Street, Birkenhead, CH41 6HY. We are able to assist anyone in finding a suitable resolution in any health related queries you may have, so please call to make an appointment for some advice and guidance from one of our friendly team.

We can be contacted on 0800 054 2137 or 0151-363-3948 or by email at [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk) or visiting [www.wired.me.uk](http://www.wired.me.uk).

The Patient Advice and Liaison (PALS) team provides a confidential service helping you with any concerns you may have about the care you or your loved ones are receiving and guiding you through the different services available within the NHS.

The PALS team would like to take this opportunity to wish you all a very Happy and Healthy Christmas.



**Have you had YOUR flu jab yet?**

### Where to get the flu jab

You can have your NHS flu jab at:

- Your GP surgery
- A local pharmacy offering the service



Some community pharmacies now offer flu vaccination to adults (but not children) at risk of flu including pregnant women, people aged 65 and over, people with long-term health conditions and carers.

If you have your flu jab at a pharmacy, you don't have to inform your GP – the pharmacist will do that for you.

For more information speak to your GP practice or your local pharmacy



## Stop , Think and Choose Well

A call to NHS  
111—£16

Stepping into  
A & E - £124

Calling an  
Ambulance -  
£247

**Your NHS & what it Costs**

**Did you know the cost of:**

Stepping into a  
GP Surgery—£32

A click on NHS  
choices  
website—£0.46

[www.choosewell.org.uk](http://www.choosewell.org.uk)



## Pharmacy opening times for Wirral at Christmas

<b>25<sup>th</sup> December Christmas Day</b>			
<b>Pharmacy Names</b>	<b>Address</b>	<b>Post Code</b>	<b>Opening Times</b>
Heswall Hills Pharmacy	119 Brimstage Road Heswall Wirral	CH60 1XF	10.00am - 12noon
Lloyds Pharmacy	Arrowe Park Hospital Arrowe Park Road, Upton	CH49 5PE	9.00am - 10.00pm
St Catherine's Pharmacy	St. Catherine's Hospital, Church Road, Tranmere	CH42 0LQ	10.00am - 4.00pm
Manor Pharmacy	13 Station Approach, Meols	CH47 8XA	2.00pm - 4.00pm
St Hilary's Pharmacy	St Hilary Brow Group Practice, St Hilary Brow Broadway Wallasey	CH45 3NA	12pm - 2.00pm
Day Lewis Pharmacy	14-16 Cross Lane, Higher Bebington	CH63 3AL	10.00am - 12noon
<b>Boxing Day 26<sup>th</sup> December 2016</b>			
Lloyds Pharmacy	Arrowe Park Hospital Arrowe Park Road, Upton	CH49 5PE	9.00am - 10.00pm
Manor Pharmacy	13 Station Approach, Meols	CH47 8XA	2.00pm - 4.00pm
St Catherine's Pharmacy	St. Catherine's Hospital, Church Road, Tranmere	CH42 0LQ	9.00am - 10.00pm
Boots	218-220 Telegraph Road Heswall	CH60 0AL	10.00am - 12noon
ASDA	In Upton, Bromborough, Wallasey & Birkenhead		9.00am-6.00pm
<b>27<sup>th</sup> December 2016</b>			
Lloyds Pharmacy	Arrowe Park Hospital Upton	CH49 5PE	9.00am - 10.00pm
St Catherine's Pharmacy	St. Catherine's Hospital, Church Road, Tranmere	CH42 0LQ	9.00am - 10.00pm
ASDA	In Upton, Bromborough, Wallasey & Birkenhead		9.00am-6.00pm
<b>1<sup>st</sup> January 2017</b>			
Lloyds Pharmacy	Arrowe Park Hospital Arrowe Park Road, Upton	CH49 5PE	9.00am - 10.00pm
Willaston Pharmacy	Neston Road Willaston	CH64 2TL	10.00am - 12noon
St Catherine's Pharmacy	St. Catherine's Hospital, Church Road, Tranmere	CH42 0LQ	8.30am - 10.00pm
Manor Pharmacy	13 Station Approach Meols	CH47 8XA	2.00pm - 4.00pm
ASDA	in Upton, Bromborough & Wallasey		10.00am-4.00pm
ASDA	Birkenhead		10.30-4.30pm
<b>2<sup>nd</sup> January 2017</b>			
St Catherine's Pharmacy	St. Catherine's Hospital, Church Road, Tranmere	CH42 0LQ	9.00am - 10.00pm
Boots	Units 2 – 3, 1-3 High Street, Neston	CH64 9TZ	2.00pm - 4.00pm
Boots	148 Greasby Road Greasby	CH49 3NQ	10.00am - 12.00pm
Lloyds Pharmacy	Arrowe Park Hospital Upton	CH49 5PE	9.00am - 10.00pm
ASDA	In Upton, Bromborough, Wallasey & Birkenhead		9.00am-6.00pm

Plans are in place to ensure the best care for patients this winter and residents are asked to help by making the right choice as Wirral sees a rise in A&E attendances.

During the colder months Wirral's only Emergency Department tends to be busier which can mean longer waiting times for those in need of less urgent care.

Wirral also has some great alternatives to A&E for less urgent cases. There are:

- Walk-in Centres in Eastham, at Arrowe Park and at Victoria Central Health Centre in Wallasey
- a Minor Injuries Unit at Central Health Centre in Wallasey has X-ray facilities.

For full details of Walk-in-centre opening times and the types of illness and injuries that can be treated there, please visit the [www.wirralct.nhs.uk](http://www.wirralct.nhs.uk) website.

**Residents are asked to do the right thing by considering alternatives to A&E for minor illnesses and injuries. For common health problems such as a cold, cough, stomach ache or earache, there are remedies that can be easily purchased at a local pharmacy and a pharmacist will be able to offer advice.**

**For other non-emergencies, people can also contact their GP surgery or if they are uncertain about where to go, they can contact NHS 111 by calling 111.**

This year the PALS service have received many contacts from Wirral patients requesting support in resolving an issue.

Here are some of the compliments received from patients:

- *It was good to voice my concern.*
- *PALS should be advertised more in GP Practices .*
- *Thank you for your intervention as I now have an appointment*

PALS (Patient Advice & Liaison Service) 5 St John Street. Birkenhead. Wirral. CH41 6HY Tel: 0800 054 2137 / 0151 363 3948 email: [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk)