

Your guide to local health services 2009/10

guide



KEEP ME!

THIS GUIDE
CONTAINS LOTS OF
USEFUL INFORMATION
ABOUT **HEALTH**
SERVICES
IN **WIRRAL**

Use your free
tape measure to
help reduce your risk
of heart disease.

Welcome to your Guide to Local Health Services

NHS Wirral is pleased to provide you with your Guide to Local Health Services. During 2008/09 NHS Wirral developed a strategic plan for development of services designed to tackle the big health issues in Wirral over the next five years. This guide includes a summary of our plans to improve health and well-being for Wirral residents and signposts you to useful local services.

Enclosed with your Guide is a free, easy-to-use health tape measure which can help reduce your risk of heart disease, stroke or diabetes. A basic step like measuring your waist can give an indication of your future health. For further details please see page 13.

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More than 500 residents pledge their active support to NHS Wirral

As a result of the listening exercise at the start of 2008 a large group of people volunteered for more regular and detailed involvement in our work. This resulted in the start up of the Members Group.

Since then group members have commented on three sets of patient information, taken part in three further listening events, and will shortly be road-testing websites and taking part in panels looking at some of the treatment policies being reviewed by NHS Wirral.

If you are one of these people thank you very much for your time. If you would like to take part in similar activities or wish to become more involved in the work of NHS Wirral please let us know by contacting us.



We will be pleased to keep you up to date with service developments and other aspects of our work and/or invite you to take part in specific involvement projects to match your interests.

We are always interested to know what you think about your health services. We want to know if you have any ideas for making services even better and when you are pleased by the efforts of our healthcare staff.

The Have Your Say service offers the following choices

Call in and speak face to face at the 'Have Your Say' Office:
The Lauries Centre
136 Claughton Road
Birkenhead
Wirral
CH41 6EY

Telephone us on our freephone number:
0800 085 1547*

Write to us at:
HAVE YOUR SAY
FREEPOST**

Through our on-line feedback form at:
www.wirral.nhs.uk

Email us at:
haveyoursay@wirral.nhs.uk

Or text us on:
07781 472493*

* Mobile call or text charges may apply
** This is the full freepost address to reach the Have Your Say Team

Health inequalities and life expectancy

Although health continues to improve overall for the Wirral population, for some groups, this has not been the case. In some areas of Wirral people have a lower life expectancy and develop chronic health conditions such as diabetes, heart disease and some cancers at an earlier age.

Much of this is related to lifestyle and therefore preventable but it is also important that the foundations of good health are in place such as accessible services, good education and employment opportunities.

Our plans to reduce health inequalities

Prevention

- Health Action Area Teams have been established in areas with the poorest health to support people to make lifestyle changes. This includes free lifestyle assessments and Health Trainers providing one-to-one motivation and guidance
- Health Challenge Wirral is a new campaign to encourage people to take up a challenge such as losing weight or getting active.



A community programme of free activities is available to support this, such as free swimming, exercise and cookery classes

- Staff in services are being trained to provide advice and guidance on lifestyle issues such as healthy



Health
Challenge
Wirral



weight, smoking and alcohol

Early intervention

Wirral Working 4 Health is a new programme to help people at risk of losing their job or those already on incapacity benefit to improve their health and quality of life and in many cases, regain employment. It offers:

- One-to-one advice about managing health conditions more effectively
- Support from a wide range of professionals

- Signposting to appropriate services
- Support from local employers

A new Health Inequalities Action Plan has been produced to ensure that organisations in Wirral work together to improve public services for those with poor health and well-being.

Signposting to services

To find out more about Health Action Areas or take up a lifestyle challenge call 0151 630 8383.

Alcohol

Reducing alcohol related problems in Wirral

Drinking alcohol is part and parcel of many people's social life. However, drinking can lead to a variety of problems. Almost 30% of people in Wirral are now regularly drinking above the guidelines set by the Government. Hospital admissions for alcohol conditions have more than doubled during the last ten years.

Getting help with all types of alcohol problems has never been easier.

This is what we are doing

Prevention

- The *What?* (Wirral Help and Alcohol Treatment) alcohol information and awareness campaign will be launched across Wirral to help educate people on the risks associated with drinking too much



- Information booklets and alcohol unit calculators can be picked up at most pharmacies, GP surgeries

and many other local agencies

- Pharmacists, community nurses, GPs and other health professionals can help people to identify and understand the consequences of drinking too much
- A new alcohol prevention service will be established for young people and families

Treatment

- There are specialist alcohol treatment services to help people with more serious alcohol problems.

These include:

- walk-in services
 - counselling services
 - detoxification programmes
 - residential programmes
- Community programmes will provide daycare and aftercare services to help people recover from alcohol problems and access education, training and employment opportunities.

Signposting to further help

There are easy and convenient ways to get help.

Confidential advice and support on alcohol issues is available by calling the Alcohol Call Centre on 0800 988 1421 and is also online at www.wirralalcohol.co.uk

The good news is that for many people who make small changes to their drinking it can make a big difference to their life.

Why don't you complete our five minute online quiz to find out what effect your drinking is having? Visit www.wirralalcohol.co.uk

People with more serious alcohol problems can call Wirral Alcohol Services directly on 0151 647 4999. If you consider your drinking to be affecting your health, contact the Harm Reduction Team on 0151 678 1415.

How much
are you
drinking?

what?
wirral help & alcohol treatment



For free confidential advice about alcohol call: **0800 988 1421**

Complete our 5 minute online quiz and find out what effect your drinking is having:
www.wirralalcohol.co.uk

DAMAGE
LIMITATION
NHS
Wirral

Cancer

One in three people will contract cancer at some time in their life. Fifty per cent of cancers are preventable by stopping smoking, a healthy diet and taking physical activity.

This is what we are doing

Prevention

- Encouraging healthier lifestyles and improved uptake of screening and immunisation programmes
 - The current age range is 50 to 70. The NHS Breast Screening Programme will extend the age range of women eligible for breast screening to ages 47 to 73 by 2012 resulting in an extra 200,000 women being screened nationally.
 - Bowel Cancer screening is for people aged 60-69 but people over the age of 70 can self-refer and request a kit by calling (freephone) 0800 707 6060

- Encouraging patients to recognise symptoms, such as sudden weight loss and to see their GP promptly to aid early diagnosis and treatment
- Working with Wirral GP Practices to ensure that patients are seen within two weeks of a suspected cancer diagnosis

Treatment

- Supporting people at diagnosis stage by referring to support agencies and services
- Faster access to treatment
- A dedicated, local cancer co-ordinator to support patients and their families following diagnosis
- More choice about where patients receive care during the final stages of their illness

Signposting to services

Your GP is your first port of call if you have concerns about your health or are experiencing symptoms that you feel may be related to cancer

Women aged 25+ should take up their invitation for cervical screening from their local practice.

Women aged 50+ should take up their invitation for breast screening (and can continue to request screening after 70)
www.cancerscreening.nhs.uk

Macmillan cancer support
www.cancerbackup.org.uk

Merseyside and Cheshire
Cancer Network
www.mccn.nhs.uk

Support with lifestyle changes
Health Challenge Wirral on
0151 630 8383 www.wirral.nhs.uk/healthchallengewirral

A Library Support and
Information Facilitator
offers support, guidance
and information to anyone
affected by a long term
condition including cancer
Telephone: 0151 652 5512

Wirral Holistic Centre 0151
652 9313 www.wirralholistic.org.uk

Cardiovascular Disease (CVD) and Stroke

Smoking, heavy drinking, an unhealthy diet and lack of physical activity can increase the risk of both these conditions.

This is what we are doing

Prevention

- Patients receive a brain scan within 24 hours of stroke

for faster diagnosis

- Raising awareness of risk factors and symptoms (smoking, alcohol, poor diet, high blood pressure, high

cholesterol) and symptoms (chest pain, palpitations, breathlessness), through publicity campaigns

- Health checks in GP practices to identify people at risk of heart disease, stroke, kidney disease, and offer advice to them on how to reduce their risk
- Drop-in sessions and appointments system at community venues for free health checks and advice on improving health
- Opportunities (many of them free!) to get active, learn to cook, stop smoking, lose weight, relax and cope with stress

Treatment

- £1.6 million invested in stroke services at Arrowe Park Hospital
- 'Clot busting' drugs available to minimise the impact of stroke/heart attack
- Brain scan within 24 hours to provide speedy diagnosis for stroke sufferers
- Direct access to Acute

Stroke Unit and other high quality specialist services

- Heart attack sufferers receive a potentially life-saving drug within 30 minutes of arriving at hospital
- New services in the community to treat people with heart disease, bringing treatment closer to home
- Earlier detection of heart disease, diabetes and kidney disease resulting in better management of the condition and fewer complications



Signpost to services

The new community based Family and Carer Support Service offers practical help, information and emotional support to the families and carers of stroke survivors. Call the Stroke Association on 0151 625 6902 or visit www.stroke.org.uk

If your GP identifies a problem with your heart, you may be referred to the new Intermediate Heart Failure Service and be seen by a specialist doctor or nurse.

Clinics are held at both the St Catherine's and Victoria Central healthcare sites.

Suspect a stroke? Act FAST. Call 999.

Facial weakness
Can the person smile?
Has their mouth or eye drooped?

Arm weakness
Can the person raise both arms?

Speech problems
Can the person speak clearly
and understand what you say?

Time to call 999
Stroke is a medical emergency.

By calling 999 early treatment can be given which can prevent further brain damage.
Stroke Helpline 0845 3033 100 www.stroke.org.uk

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 GE Healthcare

 The
STROKE
ASSOCIATION

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Reduce your risk - Improve your health!

To find out about the free NHS health and well-being activities in your area – including swimming, relaxation classes, chair-based exercise and healthy cookery – call 0151 630 8383

[www.wirral.nhs.uk/
healthchallengewirral](http://www.wirral.nhs.uk/healthchallengewirral)



About your free tape measure

Use your free tape measure to help reduce your risk of heart disease, stroke or diabetes. A basic step like measuring your waist can give an indication of your future health.

Medical evidence suggests carrying too much fat around your middle is associated with an increased risk of developing heart disease and diabetes. It is also associated with a greater risk of high cholesterol levels which in turn, increases the risk of heart attack and stroke.

Enclosed with this guide you'll find your free tape measure. Measure your waist and use the chart below to work out if you're at risk:

	Increased risk	Substantial risk
Men	More than 37" (94cm)	More than 40" (102cm)
Women	More than 32" (80cm)	More than 35" (88cm)

Match yourself to the male or female symbol on the tape measure to get the right reading for you.

When measuring your waist to get an accurate reading: measure the narrowest point between your hip bone and

ribs - if in doubt measure just below the navel.

Always use the measuring tape against your skin and not over the clothes - don't pull too tightly.

What to do to reduce your waistline and reduce your body weight:

- Be active every day
- Limit the amount of fat in your diet
- Eat at least five portions of fruit and vegetables every day

What happens next?

Over the next 12 months, everyone between the ages of 40 and 74 will be invited for a free NHS health check by their GP practice in Wirral.

This will include checking your weight, blood pressure and

blood tests for cholesterol and glucose.

After the check you will be given advice on how to reduce your risk and stay healthy, including medication if necessary.

In the next few months in Wirral there will be a programme of events in public places to tell you more about maintaining a healthy weight including the free NHS health check.

Please watch the local press for details.

If you would like more information, please contact the Health Challenge Wirral Team on 0151 630 8383.

If you are concerned about your health please contact your GP practice.

Mental Health

One in four people will suffer a mental health problem at some time in their life. Problems could include mild anxiety, stress or depression resulting from bereavement or other challenges you may face, so recognising the early warning signs and knowing what to do is really important.

This is what we are doing

Mental Health Promotion

- Mental Health promotion is about how individuals, families, organisations and communities think and feel about mental illness
- The factors that influence how we think and feel and the impact this has on overall health and well-being
- Talking about mental health can bring benefits for everyone. It makes mental health easier to discuss, seek help for and to get treatment
- Improve your mental health by keeping active, eating healthily, talking about your feelings, keeping in touch

with friends and loved ones, accepting who you are and asking for help when you need it

- Be aware of early warning signs, such as forgetfulness, difficulty sleeping, drinking more than usual or avoiding other people. If you think you need help, ask!

Treatment

- GP practices and professionals in other community health settings across Wirral now provide an accessible and flexible service to people with mild to moderate mental health problems, such as anxiety and depression
- A new, dedicated mental health team for people with ▶

minor mental health problems who are referred to the service by their GP will be seen and assessed within 10 working days

Signposting to services

- Wirral Pathfinders:
0151 334 0496
www.wirralpathfinders.com
- Advocacy in Wirral:
0151 650 1530
www.aiw.org.uk
- Wirral Citizens Advice Bureau:
0844 477 2121
www.wirralcab.org.uk or
www.adviceguide.org.uk
- CALM (Campaign Against Living Miserably):
0200 58 58 58
www.thecalmzone.net
- MIND:
0151 512 2220
www.mind.org.uk
- Merseyside anti bullying campaign:
0500 169 6928
www.bullybusters.org.uk
- Childline:
0800 11 11
www.childline.org.uk
- Kooth (for young people aged 11-24):
www.kooth.com
- Learning Disability information can be found at
www.wirral.nhs.uk

For NHS health and well-being activities (many free) including swimming and relaxation classes, call Health Challenge Wirral on 0151 630 8383 or visit www.wirral.nhs.uk/healthchallengewirral

Obesity

Being overweight or obese is a major threat to health. In Wirral one in every three adults is overweight and one in every four is obese. Obesity also affects about 8,000 of our children and young people.

This is what we are doing

Prevention

- Encouraging and supporting breastfeeding through a new peer support programme (breastfed babies are less likely to become obese in later life)

- Continuing to support Wirral schools to achieve Healthy Schools Status and increase physical activity and healthy eating
- Providing a variety of activities (many free) around healthy eating, physical activity and positive mental health

breast feed
be a star

SHE'S NOT
A CELEBRITY.
SHE'S A STAR

beastar.org.uk

Support line
08442 090 920

NHS Wirral Wirral University Teaching Hospital NHS Foundation Trust QWIRRAL SureStart

Treatment

- Health visitors to identify overweight children and provide appropriate support to the child and family
- Provide a choice of weight management services for overweight and obese adults

Signposting to services

To be referred to one of Wirral's weight management services, adults need a GP referral. Parents and carers should call 0151 630 8383 for more information about child referrals.

Roxy Chadwick (pictured) is less than half the woman she was 15 months ago thanks to the support of NHS Wirral's Lifestyle and Weight Management Service. The mother of three from Birkenhead has lost an incredible eight stone and reduced her dress size from a 24 to a 10 – and she wants the world to know how great she feels!



Sexual Health

Every week, around six teenage girls in Wirral under 18 years become pregnant with at least half choosing a termination.

Widely available information and services for sexual health and relationships are essential if young people are to be supported to make informed choices and avoid unplanned teenage pregnancy. This includes helping to build confidence and raise the aspirations of our young people.

This is what we are doing

Talking to young people

- A Health and Well-being Charter, signed by all Wirral NHS agencies along with media, Local Authority, school Headteachers and Governors, local politicians and third sector agencies, pledges to ensure young people receive the services and support they need, where and when they tell us they need them
- A further assessment is being carried out to find out if young people are being provided with the services they need and if there are any gaps

Services

- Genito Urinary Medicine (GUM) sexual health services have been expanded to provide open access clinics in community venues as well as Arrowe Park Hospital with new evening and Saturday morning clinics
- The Wirral Chlamydia Screening Service continues to increase venues and opportunities for screening making it one of the most successful in the country
- Brook Advisory Centre has been funded to provide their Bite Size Brook sessions in every secondary school
- NHS Wirral has offered every secondary school and ▶

college in Wirral the opportunity for its own funded, on site health and well-being service.

Signposting to services

Chlamydia screening - Gemini Centre: 0151 653 4416

Wirral Brook Advisory Centre: 0151 670 0177

Free confidential sexual health service for under 25s offering counselling, contraception advice, referrals for termination, support groups for men, women and LGBT (Lesbian, Gay, Bisexual, Transgender).

Genito-urinary medicine (GUM) clinics:

0151 604 7339

Drop in service for Sexually Transmitted Infections providing screening, treatment, contraception and general sexual health advice.

Wirral Sexual Health Services: 0151 604 7290.

- Contraception (Family Planning) including the Specialist Family Planning Clinic
- Cytology
- Psychosexual Counselling
- Well Woman Clinic
- Contraception and Sexual



Health Clinics (CASH) for people of all ages offering a variety of contraception,

including long term methods – coils, implants, injections, pills and patches.

The above services are available to males and females of all ages unless otherwise stated.

Smoking

Smoking is still the biggest threat to health, but if you want to stop, Wirral is the place to be! We have an excellent Stop Smoking Service working across Wirral to help smokers quit.

This is what we are doing

Prevention

- NHS Wirral works with partners to reduce children's exposure to second hand smoke though the 'Smoke Free Wirral' plan. This includes supporting parents and carers to ensure their homes and cars are smoke free

- Wirral Healthy Schools scheme ensures children and young people are aware of the dangers of taking up smoking

For help with stopping smoking

Free advice and support available at:

- Eastham Clinic (Wednesday evenings)
- Manor Health Centre, ▶



Liscard (Wednesday mornings)

- Walk-in Centre, Victoria Central Healthcare site (Thursday evenings)
- Health and Wellbeing Centre, 30 Argyle Street, Birkenhead (Mon -Thurs, day and evening)
- St. James Centre, Birkenhead (Monday mornings)

For any of the above please call 0151 630 8383 or your GP, practice nurse or pharmacy can also provide advice on stopping smoking.

You can also:

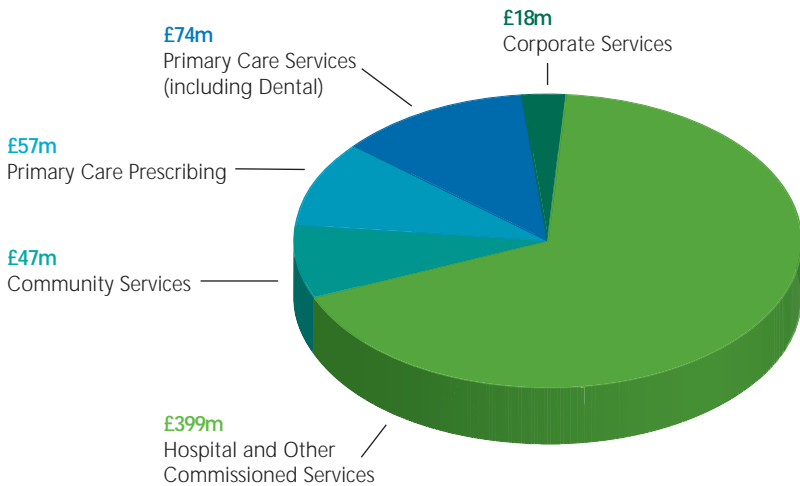
- Call the national helpline 0800 169 0 169
- Visit www.nhs.uk/gosmokefree

General information

What are we spending money on?

The PCT's budget for 2009/10 is £597 million rising to £617million in 2010/11. In 2006/07 the average amount spent on health for each man, woman and child in Wirral was £1,307. In 2009 that figure is planned to be £1,651, an increase of 26%.

97% of the budget will be spent on patient services including hospitals, the prescribing of medications, GP services and other services provided in the community for example nursing and therapy services.



	Budget (Em)
Hospital and Other Commissioned Services	399
Community Services	47
Primary Care Prescribing	57
Primary Care Services (Including Dental)	71
Corporate Services	18

How are we performing?

World Class Commissioning

During the year we were assessed along with all other PCTs nationally as part of the 'World Class Commissioning' Assurance process.

The report from the visiting panel, which is published in full on our website, gave us a high score for our continued focus on improving the

quality of care, improving health and well-being and reducing health inequalities. It also noted our strengths in clinical engagement, partnership working, the use of high quality information and all round commissioning capability.

To see the full report visit www.wirral.nhs.uk

If you would like more information about NHS Wirral including how we are performing, how funding is invested, information on services and much more, visit our new look website at www.wirral.nhs.uk

Some of the publications you will find on the site include:

- Strategic Plan 2008/13
- Annual Report 2008/09
(available September 2009)

Healthcare is “Excellent” across Wirral

Wirral's NHS organisations have all earned 'Excellent' ratings in the latest annual health check by the Healthcare Commission.

In the latest assessment the four Wirral NHS trusts: Cheshire and Wirral Partnership NHS Foundation Trust, Clatterbridge Centre for Oncology NHS Foundation Trust, Wirral University Hospital NHS Foundation Trust and NHS Wirral, all successfully achieved top ratings in the annual performance check.

The MRSA screening of elective patients was fully in place a year ahead of schedule, and the screening of emergency admissions was also ahead of schedule, by two years.

There has been a significant improvement in reducing C Difficile cases, for example the number of cases in Arrowe

Park Hospital dropped from 145 to 65*.

This is the result of promoting appropriate antibiotic prescriptions, reducing the risk of susceptible individuals developing C Difficile.

The introduction of free choice means that patients referred to see a specialist can choose where they will be treated. They can choose from any hospital that meets NHS standards. The list includes many private hospitals as well as all NHS providers. Between them they offer everything from treatment for cataracts to open-heart surgery.

Under free choice, if you and your GP decide that you need to see a specialist, you'll be able to choose the hospital that best suits your needs.

Visit www.nhs.uk for further information

* Figure from HPA, Oct- Dec 2008

Some useful contacts

Telephone numbers

NHS Wirral	0151 651 0011
• St. Catherine's Healthcare Site	0151 678 7272
• Victoria Central Healthcare Site	0151 678 7272
• All Day Health Centre	0151 201 4188
• Wirral Emergency GP Out-of-Hours	0151 678 8496
Advocacy in Wirral Mental health advice and advocacy	0151 650 1530
Age Concern	0151 666 2220
C.A.L.M. (Campaign Against Living Miserably) For men who are living miserably	0800 58 58 58
Cheshire and Wirral Partnership NHS Foundation Trust	01244 364 343
Citizens Advice Bureau	0844 477 2121
Clatterbridge Centre for Oncology NHS Foundation Trust	0151 334 1155
Conditions Management Programme	0151 604 7700
Have Your Say (freephone)	0800 085 1547
Wirral Local Involvement Networks (LINK) Independent body whose primary role is to provide a stronger voice for local people in the planning, commissioning and provision of health and social care services.	0151 645 4038
Merseyside Police - general/non-urgent enquiries	0151 709 6010
Wirral Mind - provides services for people with mental health needs	0151 512 2200
NHS Direct	0845 46 47
Patient Advice and Liaison Services (PALS)	0151 647 4251
Wirral University Teaching Hospital NHS Foundation Trust	0800 432 0251
SUPPORT (stop smoking)	0151 647 0211
Wirral Council - general enquiries	0151 606 2000
• Social Services	0151 606 2006
• Central Advice Duty Team (CADT)	0151 606 2006
• Assistive Technology	0151 606 2006
• Safeguarding Adults	0151 606 2006
• Promoting Older People's Independence Network (POPIN) - for people aged 65+	0151 641 8932
Voluntary and Community Action Wirral Support and advice for people working in voluntary or community groups	0151 643 7495
Arrowe Park Hospital	0151 678 5111
Clatterbridge Hospital	0151 334 4000
WIRED (carer advice/advocacy)	0151 670 1500

Choking.
Chest pain.
Blacking out.
Blood loss.

A&E or 999
For symptoms of serious illnesses, and major accidents, choose A&E or 999.

When and why?
Of all NHS services, A&E or 999 should only be used in a critical or life-threatening situation.

Cuts.
Strains.
Itches.
Sprains.

NHS Walk-in Services
For ice slips, skin complaints, and everything between, choose an NHS Walk-in Centre.

When and why?
Use your Walk-in Centre if you require medical treatment or advice which does not need a visit to A&E or a GP.

Vomiting.
Ear pain.
Sore tummy.
Back ache.

GP
For ear infections, a dose of the flu, and everything between, choose a GP.

When and why?
Make an appointment with your local GP when you have an injury or illness that just won't go away.

Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacist
For common colds, sick stomachs, and everything between, choose a pharmacist.

When and why?
Visit your local pharmacy when you have a common health problem but you do not need a doctor or nurse.

Unwell?
Unsure?
Confused?
Need help?

NHS Direct
For absolutely any questions about health, choose NHS Direct.

When and why?
Contact NHS Direct if you are unsure about an illness or injury or require information about local health services.

Hangover.
Grazed knee.
Sore throat.
Cough.

Self-care
For wear and tear, minor falls, and everything between, choose self-care.

When and why?
Self-care is the best choice to treat very minor illnesses and injuries which might strike you down.

Websites

NHS Wirral	www.wirral.nhs.uk
NHS Choices/NHS Direct	www.nhs.uk
Kooth (Online advice for 11-24 year-olds)	www.kooth.com
LINK	www.vcawirral.org.uk
Wirral Council	www.wirral.gov.uk
Campaign Against Living Miserably (C.A.L.M.) For Men who are living miserably	www.thecalzone.net

If you would like a copy in another format, such as Braille, large print, audio cassette or CD, or in another language, please telephone us on: 0151 647 4251 or email: haveyoursay@wirral.nhs.uk

<p>إذا كنت تريد نسخة في صورة أخرى، مثل البريل، الخط الكبير، شريط كاسيت أو أسطوانة مدمجة، أو بلغة أخرى، برجاء الإتصال بنا على الرقم: 0151 647 4251 أو عن طريق البريد الإلكتروني: haveyoursay@wirral.nhs.uk</p>
(Arabic)
<p>অন্য কোনো ফরম্যাটে যদি আপনি এটির একটি কপি চান, যেমন ব্রেইল-এ, বড় ছাপার অক্ষরে, অডিও ক্যাসেট অথবা সি-ডিতে অথবা অন্য ভাষায়, অনুগ্রহ করে আমাদের ফোন করুন এই নম্বরে : 0151 647 4251 অথবা ইমেল পাঠান এই ঠিকানায়: haveyoursay@wirral.nhs.uk</p>
(Bengali)
<p>如果您需要一份不同形式編制的版本，如凸字、大字體、錄音帶或光碟、或其他語文譯本，請致電 0151 647 4251 或寄電郵到 haveyoursay@wirral.nhs.uk 與我們聯繫。</p>
(Chinese)
<p>यदि आप ब्रेल, बड़े अक्षरों, ऑडियो कैसेट अथवा सीडी जैसे अन्य रूप अथवा किसी अन्य भाषा में एक कॉपी चाहते हैं, तो कृपया इस नम्बर पर टेलिफोन करें 0151 647 4251 अथवा ईमेल करें haveyoursay@wirral.nhs.uk</p>
(Hindi)
<p>Niniejsza informacja dostępna jest w innym formacie, np: w języku Braille'a, dużym drukiem, na kasiecie magnetofonowej lub płycie CD, w innym języku. Można ją zamówić dzwoniąc pod numer telefonu 0151 647 4251 lub za pośrednictwem poczty elektronicznej: haveyoursay@wirral.nhs.uk</p>
(Polish)
<p>ਜੇ ਤੁਸੀਂ ਬ੍ਰੈਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਅਡੀਓ ਕੈਸੇਟ ਜਾਂ ਸੀਡੀ ਵਰਗੇ ਹੋਰ ਰੂਪ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਇੱਕ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ, ਕਿਰਪਾ ਕਰਕੇ ਇੱਥੇ ਗਏ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 0151 647 4251 ਜਾਂ ਈਮੇਲ ਕਰੋ: haveyoursay@wirral.nhs.uk</p>
(Punjabi)
<p>Haddii aad jeclaan laheyd koobi qaab kale ah, sida isaga oo ku qaran farta Braille, far waaweyn, isaga oo cajal maqal ama CD (Sii Dii) ah, ama luqad kale ah, fadlan telefoonka noogu soo wac: 0151 647 4251 ama war noogu soo dir email-ka ah: haveyoursay@wirral.nhs.uk</p>
(Somali)
<p>اگر آپ اس کی ایک کاپی کسی دیگر شکل، جیسے بریل، بڑے حروف، آڈیو کیسٹ یا سی ڈی، یا کسی دیگر زبان میں چاہتے ہیں تو براہ کرم ہمیں 0151 647 4251 پر ٹیلیفون یا haveyoursay@wirral.nhs.uk پر ای میل کریں۔</p>
(Urdu)

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