

Do you know what choices you have when you are not well?

Did you know...?

- We offer round-the-clock GP services in western Cheshire. If you need a family doctor urgently, just phone your practice and listen to the instructions.
- Accident and Emergency departments - or phoning **999** - are for critical or life-threatening situations only.

Did you know...?

- You can help yourself with minor problems such as coughs and colds, cuts and grazes.
- Keep your home medicine cabinet well-stocked and visit your high-street pharmacist for expert advice and over-the-counter remedies.
- Phone NHS Direct on **0845 46 47** for health advice and information, 24 hours a day, 365 days a year. *(Calls cost a maximum of 5p per minute from a BT landline. The cost of calls from mobiles and other networks may vary).*
- If you're on long-term medication, make sure you have a repeat prescription to see you through Bank Holidays or time spent away from home.
- Vaccinations protect you and your family from serious diseases. If you're offered a vaccination, please accept it - for you or your child.
- Clean hands and good hygiene can stop you and your family from catching infections.
 - Make sure you wash your hands regularly and *always* before you eat and *after* using the toilet.
 - If you sneeze, "**Catch it, Bin it, Kill it**"; *catch* that sneeze in a tissue, *bin* the tissue and *kill* the chance of spreading that infection to someone else.
 - Keep schools, GP surgeries and hospitals free from infection - stay away if you have sickness or diarrhoea.

Did you know...?

- For those of us in later life keeping warm both inside and outside your house can help reduce your risk of serious health problems that are more common in the colder months. **Keep Warm, Keep Well.** You can find out information and advice by contacting Age UK on **0800 169 6565**.

Have you recently had a baby?

We want to make sure that mums and babies get the best possible start in life by getting the best maternity care. We have compared maternity services across the country and identified areas of best practice.

It is really important that local people who have used maternity services are able to share their views. You might be a mum, who has recently had a baby locally, or perhaps you're planning to, or maybe you are a partner of a new mum!

If you are interested in being part of this exciting project, either by attending events or being part of a wider virtual patient participation forum, please contact Sue Collis, call **01244 650369** (Mon - Wed) or email sue.collis@nhs.net to register your interest. We'll keep you up to date as we confirm arrangements for setting up the forum. We look forward to hearing from you.

Meet us...

Dr. Rachael Warner

"I'm a GP in Neston, and also the GP clinical lead for cancer for the Clinical Commissioning Group. My role focuses on driving up the standards of cancer services across West Cheshire. My message to local people is to encourage you to spread the word to family and friends; get checked out as early as possible if you are worried you might have cancer. Go and see your GP and discuss the signs or symptoms with them. They will examine you and decide whether you may need further tests. They may also be able to put your mind at rest and stop you worrying. The sooner you get checked out the better the chance of catching the cancer earlier, and having the best possible outcome. The cancer services are here to be taken advantage of and we're always working to find ways to make these better for our patients as they're our number one priority."



You Said, We Did...

You told us through the 2011 national survey of people using mental health services that you weren't always given enough information about your medications.

Working with our local mental health care provider, Cheshire & Wirral Partnership NHS Trust, we agreed some changes in what information would be given to patients when prescribed any new mental health medicines.

The same national survey this year showed that a higher number of Cheshire & Wirral Partnership patients reported having had their medicines explained to them fully and in a way that they understood; they felt their views were taken into account when deciding what medication to take and were told about side-effects of their medications and why they had been prescribed.

West Cheshire Patient Participation Groups come together for the first time

West Cheshire GP Patient Participation Groups have been set up during the past year in each of our practices and in October 2012 representatives from each of those groups came together for the first time. 47 people attended the event, and feedback was very positive.

Participants told us that they had learnt a lot about the local NHS, had picked up ideas from other Patient Participation Groups, and were keen to work closely with us on our clinical priorities for the next five years.

At the end of the event each Patient Participation Group decided on a particular project they would tackle in the next year. Finally the Patient Participation Groups agreed they would like to make this type of gathering a regular occurrence to share good practice and report on progress.

If you want to find out more about your GP Practice Participation Group ask at your practice.

How to contact us:

West Cheshire Clinical Commissioning Group,
1829 Building, Liverpool Road, Chester, CH2 1HJ

Website: www.westcheshireccg.nhs.uk

Email: wchc.website@nhs.net

If you have a concern about local health services or want to seek advice, you can contact our Patient Advice and Liaison Service (PALS) on 01244 650368.

Tell us about respiratory services

Are you currently using respiratory services?

We are looking at how we can improve services for patients who have respiratory conditions (conditions that affect your breathing) such as asthma or Chronic Obstructive Pulmonary Disease (COPD).

If you or someone in your family is using respiratory services maybe you can tell us about your experience: have you had a positive experience of health care or was something not quite so good? What could have been done differently? Did you get all of the information and advice you needed?

Talk to us by emailing: patricia.parker6@nhs.net or you can call Patricia Parker on **01244 650465**.

We're planning some events in the new year to talk about improving local respiratory services. Look out on our website for more information or contact Patricia to be kept up to date.

Get Involved - you could be missing out!!



west cheshire patients' panel

We now have over 650 people signed up to our **West Cheshire Patients'**

Panel. If you live or are registered with a GP in West Cheshire you can join the West Cheshire Patients' Panel - read about it on the website <http://www.westcheshireccg.nhs.uk/have-your-say.aspx>



980 people are now following us on Twitter **@westcheshireccg**



111 people 'like' us on facebook - West Cheshire Clinical Commissioning Group

- Over 480 people are involved with their local Patient Participation Group (PPG) - ask at your practice.