

Welcome to the Patient Advice and Liaison Service Newsletter

This is the 1st Quarterly PALS Newsletter.

The PALS Service has relocated from Upton to the Wired Resource Centre, 5 St Johns Street, Birkenhead, CH41 6HY. We are hoping that by having a visible presence we will be able to assist more people in resolving any health related queries they may have.

We still have the same contact details as follows 0800 054 2137 or 0151-363-3948 or by email at WirralPals@wired.me.uk or visiting www.wired.me.uk.

The aim of this newsletter is to promote the PALS service and we hope you find the content useful and will pass the details for the service onto friends, families and colleagues.

The Patient Advice and Liaison (PALS) team provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS.

The PALS team would like to take this opportunity to wish you all a Merry Christmas and a very Happy 2016.



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 you GP practice or your local pharmacy

Healthy Wirral
Right Care, Right Time, Right Place

**Come and see us at
the Healthy Wirral
event in**

**New Brighton at the
Floral Pavilion**

26th November 2015

9.30am -7.30pm

See the event flyer [here](#)

Is a brisk walk better for losing weight than going to the gym?

"A brisk 30-minute walk five days a week is more effective than any other form of exercise for keeping weight down," The Times reports. That is the reported conclusion of two researchers who looked at data from the annual English Health Surveys from 1999 to 2012.



A brisk walk should leave you slightly out of breath

As expected, they found people who regularly walk briskly for half an hour five days a week were likely to have a lower body mass index (BMI) than people who are less active.

The study found women and those over the age of 50 were most likely to have a lower weight if they walked regularly. By walking, the researchers mean brisk walking that raises your heart rate and makes you sweat slightly, not a gentle stroll.

For more information visit [NHS Choices](#)

Growing up with a dog 'reduces childhood asthma risk'



Exposure to animals may protect against allergies

"Children who grow up with a pet dog in the family home have a lower risk of developing asthma," The Times reports.

A large Swedish study found an association between pet ownership and reduced risk of asthma. Living on a farm was also found to reduce this risk.

The study found exposure to dogs reduced the risk of both preschool (by 10%) and school-age children having asthma by 13%. And living on a farm as a child – not just visiting one – also appeared to reduce asthma risk by an estimated 31% for preschool children and 52% for school-age children.

For more information visit [NHS Choices](#)

This booklet gives general guidance only and aims to explain, as simply as possible, the arrangements for exemptions and help with health costs. It is not a full statement of the law.

You can quickly check if you are entitled to free treatment by going to the 'quick check' guides which start on page 6.

For more detailed guidance, go to the Contents list on page 3.

Find the group you most easily fit into, then go to the page shown (for example, if you are 60 or over, go to page 11).

To download this guide click [here](#)



What is Healthwatch?

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

What we do

Local Healthwatch will take on the work of the Local Involvement Networks (LINKs) and will also: – represent the views of people who use services, carers and the public on the Health and Wellbeing boards set up by local authorities – provide a complaints advocacy service from 2013 to support people who make a complaint about services – report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission take action

For more information contact Email: info@healthwatchwirral.co.uk
or tel: [0151 230 8957](tel:01512308957)



Useful Contact Numbers for the Holiday Season	
GP out of hours	0151-678-8496
Emergency Social Services Team	0151 677 6557
NHS Direct	0845 4647
Police (none emergency)	101
Samaritans	0845 790 90 90
Emergency Dental Services	111



Last year the PALS service received 552 contacts from Wirral patients requesting support in resolving an issue.

Here are some of the compliments received from patients:

Since PALS intervention attitude of the practice has totally changed

I was able to transfer GP Practices whilst in hospital recovering from major surgery.

Thank you very much, you offer a wonderful service. I shan't hesitate to contact you with any more problems.

Helped put at ease would use again.

I wish I had contacted you sooner and I maybe would have had help from my doctor sooner.

PALS phone lines available over the Christmas period

Thursday 24th December – 4pm

Friday 25th December – Lines Closed

Monday 28th December – Lines Closed

Tuesday 29th December – 9.00-3.30

Wednesday 30th December – 9.00-4.30

Thursday 31st December – 8.30-4.30

Friday January 1st 2016 – Lines Closed

Monday 4th January 2016 – Lines open as normal

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