

Hello Healthwatch members

We hope this newsletter finds you well and staying warm in this cold weather.

We'd like to thank all of our Volunteer Representatives who have worked so hard this year to make sure that the people of St Helens have their voices heard around the services they use. Thanks also to everyone who got in touch with us or came over to see us at community events, to share a patient experience. We appreciate the support we've had from everyone who has come along to our listening events, completed our questionnaires and helped to redesign services.

We wish you all the very best for the coming year.

The Healthwatch St Helens support team

Out and about in your communities

Don't forget that our team members, Janet and Gail would like to come out to your community centres and groups to find out what people think of the health and social care services they use. Telephone us on 0300 111 0007 or email us at: info@healthwatchsthelens.co.uk to talk to us about it.

Hope House Christmas Opening Hours

Hope House, 103 Church Street, St Helens, WA10 1AJ - 01744 20032

Saturday 22nd & Sunday 23rd December - 9am to 2pm

Christmas Eve - 9am to 3.30pm

Christmas Day - 9am to 4.30pm

Boxing Day - 9am to 4.30pm

Thursday 27th, Friday 28th, Saturday 29th, Sunday 30th & Monday 31st December - 9am to 2pm

St Helens Foodbank Christmas Opening Times 2018/2019

Monday 24th & Monday 31st December - Holy Trinity Church - 12.30pm to 2.30pm

Wednesday 2nd January - St John the Baptist Church - 11.30am to 1.30pm

Don't forget that you can call us on 0300 111 0007 to tell us anything about health & social care in St Helens, compliments or concerns, in confidence - we need your views and experiences!

Follow us on Twitter @HWStHelens or log on to our website, www.healthwatchsthelens.co.uk, for more information.

St Helens Urgent Treatment Centre

From December 2018, St Helens Urgent Treatment Centre (UTC) will be the new name for the Walk-in Centre.

What is the Urgent Treatment Centre?

The St Helens UTC will be open for 15 hours a day (13 hours on Sunday), 365 days of the year and staffed by a team of highly skilled nurses and other healthcare professionals, experienced at diagnosing and treating minor injuries and illnesses. A GP will now be available on site Monday to Friday, 11.00am - 8.00pm.

How will I be cared for?

You will be seen by a triage nurse on arrival who will determine your health needs. If you have a minor illness or injury that is not considered life threatening or critical, you will receive the care and treatment you need at the UTC.

Please call the free NHS 111 number if you are unsure if you need to go to the UTC. They can triage you over the phone and book any available appointments which means you may not wait as long. Information about your visit and treatment will be sent to your GP.

Staff at the UTC can treat:

- Minor cuts and wounds
- Minor burns and scalds
- Eye injuries and infections
- Suspected simple fractures
- Minor head injuries
- Rashes and allergic reactions
- Muscle or joint injuries (sprains and strains)
- Childhood illnesses (croup, bronchiolitis)
- Abdominal pain
- Check-up after a road traffic collision
- Emergency contraception
- On-site tests (x-ray, ECG, bloods)



The Millennium Centre, Corporation Street, St Helens, WA10 1HJ - Tel: 01744 627400
For more information, please visit: www.sthelensccg.nhs.uk or www.nhs.uk

Urgent Treatment Centre - Christmas Opening Hours:

Monday - Saturday: 07:00 - 22:00 & Sunday: 09:00 - 22:00



Puzzled? Where do your symptoms fit in?

- NHS 111 or 111 Online - www.111.nhs.uk - Unwell? Unsure? Confused?
- Self-care - grazed knee, sore throat, cold
- Pharmacy - runny nose, headache, diarrhoea
- GP Surgery - ear pain, backache, throat infection
- Urgent Treatment Centre - cuts, sprains, suspected fractures, minor illness
- A&E or '999' - choking, chest pain, blood loss, open fracture

Don't forget to order any repeat prescriptions in plenty of time before Christmas!

Hospitals ask patients to return equipment this Christmas

Staff at Whiston and St Helens hospitals are appealing for the return of their missing equipment.

In 2018 both hospitals issued more than 2,000 items of NHS equipment including crutches, walking frames and syringe drivers to patients at a cost of more than £20,000, but by the end of the year more than a third of them had not been returned.

The equipment they are keen to recover ranges from syringe drivers, which cost £1,200 each, to walking frames, which cost £15 each.

The staff have made it very easy for patients and their families to return these much needed items to Main Reception at Whiston and St Helens hospitals.

The staff are hoping to receive the following items:

- Syringe Drivers
- Bone Stimulators
- Ambulatory ECG Monitors
- Ambulatory Blood Pressure Monitors
- Cardio Memos
- Walking Frames
- Crutches



If you are unable to drop equipment off at the hospitals you can email equipmentreturn@sthk.nhs.uk to arrange for a member of staff to come and collect it from you.

Christmas and New Year Pharmacy Opening Hours

Pharmacists are expert healthcare professionals who can give specialist advice for a wide range of health conditions and you don't need to book an appointment to see them. Pharmacies will be open as usual over the Christmas and New Year period with a number opening on Christmas Day, Boxing Day and New Year's Day - please call to check opening times before attending.

Christmas Day - 25th December 2018:

- Millennium Centre Pharmacy, Corporation Street - 10am to 6pm
- Fingerpost Pharmacy, 80 Higher Parr Street - 12pm to 2pm
- Brian H Donlan, Woodside Healthcare Centre - 2pm to 4pm

Boxing Day - 26th December 2018:

- Millennium Centre Pharmacy, Corporation Street - 7.30am to 10pm
- ASDA Pharmacy, Kirkland Street - 9am to 6pm

New Year's Day - 1st January 2019:

- Millennium Centre Pharmacy, Corporation Street - 7.30am to 10pm
- ASDA Pharmacy, Kirkland Street, 10am to 6pm

Do You Know Your Numbers?

High blood pressure usually has no symptoms which is why nearly 300,000 people in Cheshire and Merseyside don't know they have it. The only way to find out is to have regular checks and remember the number in the same way as you remember your height and weight.

Why is my blood pressure so important?

High blood pressure increases your risk of having a stroke or heart attack. It is also a risk factor for kidney disease, dementia and other illnesses. If you have a raised blood pressure reading you should not ignore it. High blood pressure is a serious condition but can be successfully treated.

What causes high blood pressure?

Your lifestyle can affect your blood pressure. For most people there is no definite cause yet some things make it more likely:

- A family history of high blood pressure
- You are of African-Caribbean descent
- You are of South Asian descent
- Your age - blood pressure tends to go up as we get older

A few simple lifestyle changes can make all the difference:

- Eat more fruit and vegetables
- Drink alcohol in moderation
- Medication
- Eat less salt
- Lose weight if you need to
- Be active
- Stop smoking



Know your numbers and encourage your family and friends to do the same.

If you have a question or concern about your blood pressure, advice can be provided by: Blood Pressure UK on 020 7882 6255 or going to www.bloodpressureuk.org

Your community pharmacy will also be able to help.

Christmas Helplines

Do you need help this Christmas?

Cruse Free National Helpline - 0808 808 1677 will be open as usual over the holiday period, offering a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement.

The Samaritans - whatever you are going through, call free any time, from any phone on 116 123, 24 hours a day, 365 days a year. You don't have to be suicidal to call.