

Section 1

Health and Social Care

Sefton CVS Signposting Service

Is there an aspect of health and social care, community safety, support at home, social activities or financial services that you need some further advice and information on?

Are you unsure which services or activities would be most appropriate for you?

Would you like to speak to someone about the services or activities that are available?

If so contact the Sefton CVS Signposting Service on:

Telephone: 0151 920 0726 ext 241
to be connected to services for south Sefton (Maghull, Lydiate, Litherland, Bootle, Seaforth, Crosby, Thornton and Hightown areas)

or

Telephone: 01704 517810
to be connected to services for north Sefton (Formby, Ainsdale, Birkdale and Southport areas)



Sefton CVS
Supporting Local Communities

Question

Card 1

**I want a new
doctor – how
can I change?**



Answer

Card 1

Depending on where you live, contact:

South Sefton CCG

Telephone: 0151 247 7000

Email: southsefton.ccg@nhs.net

Southport and Formby CCG

Telephone: 01704 387028

Email: southportandformby.ccg@nhs.net

or **NHS England**

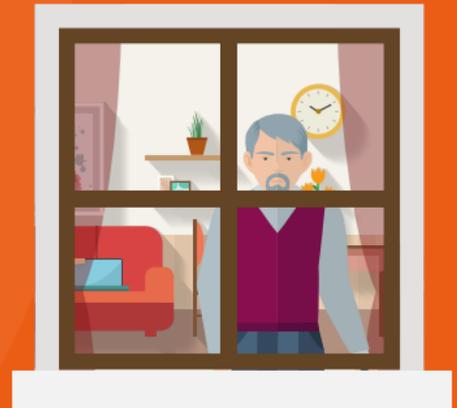
Telephone: 0300 311 22 33

Or contact the practice you wish to change to and complete the form.

Question

Card 2

**I'm feeling unwell
but cannot easily
get out to visit
my GP. Who can I
contact for advice?**



Answer

Card 2

Contact your GP practice – they may be able to organise a home visit.

Alternatively you can speak to the **NHS 111** service for advice over the phone.

Question

Card 3

**I am struggling
at home due to an
injury or disability.
How do I obtain
support?**



Answer

Card 3

Ask your GP to refer you to the **Community Physiotherapy Team if you live in south Sefton, or to the **Southport and Formby Adult Therapy Team** if you live in north Sefton.**

These teams support adults to be as independent as possible at home and to have an improved quality of life.

South Sefton Team

Telephone: 0151 247 6113

Southport and Formby Team

Telephone: 01704 385080

If you are over 65 and at risk of falling and you want to increase your independence contact:

Active Lifestyles

Telephone: 0151 934 2352

for details of how to access support sessions.

Question

Card 4

**I feel unwell,
but don't want
to bother the GP.
Who can I talk to?**



Answer

Card 4

Your local chemist can advise and provide treatment for minor ailments. Ask at your local chemist for the **NHS Care At The Chemist** scheme.

For minor illness you can visit the NHS Sefton **Litherland Walk-In Centre** without an appointment.

Litherland Walk-In Centre

Litherland Town Hall Health Centre
Off Hatton Hill Road/Field Lane
Liverpool
L21 9JN

Telephone: 0151 475 4667

Open every day 8am to 8pm
including bank holidays.

Question

Card 5

**I have a query, or
would like more
information about
my medication.
Who can I ask?**



Answer

Card 5

Ask your local community pharmacy.

They don't just dispense medicines. They offer a range of health services that you may not be aware of such as a minor ailments service, screening for diabetes and high blood pressure and stop smoking services.

The telephone number of your local pharmacy can be obtained from:

NHS England

Telephone: 0300 311 22 33

Or visit the **NHS Choices** website at:
www.nhs.uk

Question

Card 6

**How do I arrange
an optician's
visit at home?**



Answer

Card 6

Some opticians provide a home visit service for patients who find it difficult to attend their premises. This can provide access to the same offers, products and high standard of care available on the high street.

Check with local opticians for availability.

Or you can contact:

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Or visit the **NHS Choices** website at:
www.nhs.uk

Question

Card 7

**What can I do if
I have concerns
about my teeth,
gums or mouth?**



Dental checks at least once a year are vital for a healthy mouth, even if you have dentures or no teeth.

They can help with:

- Bleeding or swollen gums
- Bad breath
- Tooth decay
- Recognising the signs of oral cancer

If you need help with an urgent dental problem call the **Emergency Helpline** on 0161 476 9651 (local rate).

To find a NHS dentist in your area contact **NHS England** on
Telephone: 0300 311 22 33

If you are unable to attend the dentist and feel you need a home visit, speak to your dental practice.

For more information on dental health speak to the **NHS 111** service or visit the **NHS Choices** website at www.nhs.uk

For advice on how to access dental services in Sefton contact:

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Question

Card 8

**What should I
do if I have a
foot problem?**



Answer

Card 8

People with foot problems are eligible to receive an assessment for podiatry care. Access to the service is by completion of an application form which is available from all health centres and GP surgeries.

The podiatry service offer home visits for patients who are housebound but referrals must be made by a healthcare professional who can confirm that the person is unable to leave their home to receive their care.

For advice on how to access foot care services contact:

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Or visit the **NHS Choices** website at:
www.nhs.uk

Question

Card 9

**I'm worried
about mine or
someone else's
mental health.
What should I do?**



Answer

Card 9

Discuss your concerns with a member of the medical staff at your GP practice, or any health or social support service you are in contact with.

Or contact **Access Sefton** on 0151 955 3210 to arrange an appointment (you need to be registered with a Sefton GP).

Or you can call the **Mind** national helpline for advice and support on
Telephone: 0300 123 3393
Text: 86463

Question

Card 10

What can I do for myself to help stay mentally healthy?



Try using the five steps to mental wellbeing:

- **Connect** – connect with the people around you: your family, friends, colleagues and neighbours.
- **Be active** – you don't have to go to the gym for exercise. Find an activity that you enjoy and make it part of your life.
- **Keep learning** – learning new skills can give you a sense of achievement and a new confidence.
- **Give to others** – acts such as volunteering at your local community centre can improve your mental wellbeing and help you build new social networks.
- **Be mindful** – be more aware of the present moment, including your thoughts and feelings.

For advice on how to access counselling services contact:

**Sefton CVS
Signposting Service**

Telephone: 0151 920 0726 ext 241
or 01704 517810

Question

Card 11

**Who can I contact
if I am worried
about my memory,
or have a diagnosis
of Alzheimer's
disease or other
form of dementia?**



Answer

Card 11

You can speak to your GP about your concerns or contact:

**Alzheimer's Society
Services Sefton**

Local office: 01704 539967

National helpline: 0300 222 1122

**Admiral Nursing Direct
dementia helpline**

Telephone: 0800 888 6678

Question

Card 12

Where can people diagnosed with cancer access information and support?



Answer

Card 12

Sefton Cancer Support Group

1 Duke Street
Formby
L37 4AL

Telephone: 01704 879352/
out of hours 01704 876613

May Logan Healthy Living Centre

294 Knowsley Road
Bootle
L20 5DQ

Telephone: 0151 922 8588

The Macmillan Cancer Information and Support Centre

Drop-In sessions 10am to 4pm
Monday to Friday

20 Stanley Street,
Southport,
PR9 0BY

Telephone: 01704 533024

The Macmillan Community Navigator Service

Telephone: 0151 920 0726 ext 217

Question

Card 13

**How often will I
be invited to NHS
cancer screening
programmes?**



Answer

Card 13

Bowel cancer screening – all men and women aged 60 to 74 will be sent a free screening kit every two years. People over the age of 75 can self-refer. For further information or to request a kit please phone for free on **Telephone: 0800 707 6060**

Breast cancer screening – women aged between 50 and 70 are invited for breast screening every three years. The breast screening programme is trialling an expansion of the screening to cover women between the ages of 47 and 73. Women over the age of 70 can self-refer by phoning their breast screening unit direct.

Cervical screening – women aged 25 to 49 are invited for cervical screening every three years, and women aged 50 to 64 every five years. Women over 64 can be screened if their previous three tests were not clear or if they have never been screened.

To receive invites to attend any of the above screening programmes you must be registered with a GP.

Question

Card 14

**Who can I talk to
about HIV issues
for myself or a
family member?**



Answer

Card 14

You can discuss your concerns with your GP or:

Sahir House is the HIV support, information and training centre for Merseyside. Offering a wide range of services to people living with or affected by HIV on Merseyside, HIV awareness training and up-to-date HIV information.

Telephone: 0151 237 3989

Email: info@sahir.org.uk

or visit the website

www.sahir.org.uk

Question

Card 15

**How do I access
support to stop
smoking?**



Answer

Card 15

Smokefree Sefton

Telephone: 0300 100 1000

Living Well Sefton

Telephone: 0300 323 0181

The Living Well Sefton team can help you to access stop smoking services.

If you live in south Sefton you may also ask your GP to refer you to a Health Trainer from the **Sefton CVS Reablement Team**.

Telephone: 0151 920 0726 ext 217 or 219 for further information.

Question

Card 16

I would like to improve my health and wellbeing by making small changes to my lifestyle such as:

- Eating healthier food
- Losing weight
- Taking up some gentle exercise

Who can I contact for help?



Answer

Card 16

Living Well Sefton

This is a free service open to all residents of Sefton or those registered with a Sefton GP.

The team can help you with:

- Improving your wellbeing
- Exercising more
- Cooking and eating better

Telephone: 0300 323 0181

If you live in south Sefton you may also ask your GP to refer you to a Health Trainer from the **Sefton CVS Reablement Team**.

Telephone: 0151 920 0726 ext 219 for further information.

Active Lifestyles

For information about the **Active Lifestyles Exercise Referral Programme**.

Telephone: 0151 934 2352

Question

Card 17

**Where can I go
for advice on
alcohol and drug
addiction?**



Answer

Card 17

Ambition Sefton

Provided by Mersey Care NHS Foundation Trust to help and support the residents of Sefton who have a drug and alcohol problem.

You can ask your GP, practice nurse, other health professional or voluntary sector agency to refer you or arrange an appointment.

Sefton House
Canal Street
Bootle
L20 8AH

Telephone: 0151 944 5334

8 Church Street
Southport
PR9 0QT

Telephone: 01704 534759

Question

Card 18

**I have had a
stroke – where
can I go for help?**



Stroke Association

National helpline: 0303 3033 100

South Sefton Information, Advice and Support Service

The Community Centre
Formosa Drive
Liverpool
L10 7LQ

Telephone: 0151 305 0012/
0151 305 0011

Southport and Formby Information, Advice and Support Service

52 Houghton Street
Southport
PR9 0PN

Telephone: 01704 385135

You can also contact **The Brain Charity**

Telephone: 0151 298 2999

Email: info@thebraincharity.org.uk

Website: www.thebraincharity.org.uk

Question

Card 19

I have a neurological condition. Where will I find help and support for myself and my family?



Answer

Card 19

The Brain Charity provides emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers. There are hundreds of different neurological conditions including stroke, dementia, learning disability and brain injury.

Telephone: 0151 298 2999

Email: info@thebraincharity.org.uk

Question

Card 20

**I am afraid of
falling at home.
What can I do?**



Answer

Card 20

If you live in south Sefton and are over 65 you can be referred by your GP for assessment by the **Falls Co-ordinator**.

If you live in the Southport and Formby area (north Sefton) and you are over 65, the **Falls Prevention Service** can offer you an assessment in your own home if you have fallen or are fearful of falling. You can contact the service directly for advice:

Telephone: 01704 385077
or self-referral.

8.30am to 4.30pm Monday to Friday
(excluding bank holidays)

If you are over 65 and at risk of falling and you want to increase your independence contact the **Active Lifestyles (Sefton) Team** on:

Telephone: 0151 934 2352 for details of how to access support sessions.

Question

Card 21

**What can I do to
give me reassurance
and remain more
independent in my
own home?**



Answer

Card 21

SeftonArc – Telecare

The **Telecare Service** can help you to live independently in your own home for longer. In an emergency you can call for help by pushing a button. Other sensors and alarms are available including falls detectors, smoke alarms, carbon monoxide detectors and flood detectors.

Telephone: 0151 934 3785

Email: info@seftonarc.com

Website: www.seftonarc.com

Sefton Council,
209 Linacre Lane
Bootle L20 6AD

Question

Card 22

Who do I contact if I require a wheelchair, and who do I get in touch with to arrange collection of equipment supplied to me by a therapist?



Answer

Card 22

If you wish to be assessed for permanent provision of a wheelchair contact your GP practice, social worker or health practitioner who can make a referral to the **Wheelchair Service**.

If you live in the Southport and Formby area contact the **Southport and Formby Wheelchair Service**:

Telephone: 01704 387258

Community Equipment Service

To arrange collection of unwanted equipment:

Telephone: 0151 288 6208

Email: equipment.service@sefton.gov.uk

Question

Card 23

**Who do I contact to
access a range of
community health
and care services in
north Sefton?**



Answer

Card 23

Lancashire Care NHS Foundation Trust delivers a range of community health services across the area, mainly in Southport and Formby. For more details contact your local reception centre.

Churchtown

Telephone: 01704 387200

Formby

Telephone: 01704 387210

Southport

Telephone: 01704 387220

Ainsdale

Telephone: 01704 387230

For more information on specific services, see other cards in this Health and Social Care section. You may also contact the following **Lancashire Care** services:

Podiatry (foot care)

Telephone: 01704 387222

Pain management

Telephone: 01704 387235

Diabetes

Telephone: 01704 387270

Question

Card 24

**Who should I
contact to get a
regular delivery
of continence
products?**



Answer

Card 24

If you feel you or someone you care for needs continence products you should contact your GP for a referral to the **Continence Service**.

If you already use the service and need to re-order your monthly products call:

Telephone: 01704 387275
or 01704 387276

For information on continence services call:

Telephone: 01704 387274

Question

Card 25

**I am struggling
at home and need
advice about
special equipment
or adaptations –
who do I contact?**



Answer

Card 25

Sefton Health and Social Care Customer Access Team

Telephone: 0151 934 3737

will arrange for an assessment
of your needs.

Question

Card 26

Who do I contact if I am struggling at home and might need some support with washing, dressing or general help to maintain my independence?



Answer

Card 26

Sefton Health and Social Care Customer Access Team

Telephone: 0151 934 3737

will arrange for an assessment
of your needs.

Question

Card 27

**I find cooking for myself difficult.
Who can deliver ready prepared meals?**



Answer

Card 27

For details of local hot meal deliveries and suppliers contact **Sefton Council**:

Telephone: 0345 140 0845

Ainsdale Community Care will deliver hot, ready prepared meals for a small charge to local residents.

For more details contact:

Telephone: 01704 574838

For information about where to find local lunch clubs and other options for hot meals or frozen prepared meal deliveries in your area contact the **Sefton CVS Signposting Service**.

Telephone: 0151 920 0726 ext 241
(Waterloo office)

Telephone: 01704 517810
(Southport office)

Question

Card 28

I care for someone else. Where can I go to get some support?



Answer

Card 28

You can contact the **Sefton Carers Centre** support team for help and advice:

Telephone: 0151 288 6060
(Monday to Friday 9am-4.30pm)

You can also visit Sefton Carers Centre, 27-37 South Road, Waterloo L22 5PE without appointment on Monday, Tuesday and Thursday 9.30am-4.30pm

Question

Card 29

**I have a long-term health condition.
What support groups are available?**



Answer

Card 29

Local and national support groups are available for a wide range of health conditions.

For details contact:

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Question

Card 30

**Who can I ask
to speak on
my behalf?**



Answer

Card 30

For older people:

**Sefton Pensioners'
Advocacy Centre (SPAC)**

Telephone: 01704 538411

Sefton Advocacy

Telephone: 01704 500500

Email: info@seftonadvocacy.org

Question

Card 31

**What services
are available
to support
those who are
bereaved?**



Access Sefton Talking Therapies

This is a free and confidential service available to anyone 16+ and registered with a Sefton GP. You can self-refer.

Telephone: 0151 955 3210

Email: CWP.AdminAccessSefton@nhs.net

Or ask your GP for a referral.

Samaritans

Freephone: 116 123

open 24 hours a day 365 days a year.

CRUSE Bereavement Care

Offers a telephone support service:

Freephone: 0808 808 1677

which is available:

Monday

9.30am-5.30pm

Tuesday

9.30am-8.00pm

Wednesday

9.30am-8.00pm

Thursday

9.30am-8.00pm

Friday

9.30am-5.30pm

Question

Card 32

**I would like to
provide feedback
on the health
and/or social care
I have received.
Who should I
contact?**



Answer

Card 32

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

or **NHS England**

Telephone: 0300 311 22 33

Question

Card 33

**How do I get
involved in
shaping the
health and social
care services of
the future?**



Answer

Card 33

Healthwatch Sefton

Freephone: 0800 206 1304

Telephone: 0151 920 0726 ext 240

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

NHS England

Telephone: 0300 311 22 33

Question

Card 34

**How do I apply
for a blue badge?**



Answer

Card 34

You will need to complete an application form which can be obtained from any **Sefton One Stop Shop**:

Bootle One Stop Shop

324 Stanley Road
Bootle L20 3ET

Southport One Stop Shop

Cambridge Arcade
Southport PR8 1DA

Or contact **Sefton Council**

Telephone: 0345 140 0845

Or apply direct online at:

Website: www.bluebadge.direct.gov.uk/directgovapply.html

Question

Card 35

I am due to go into hospital and have nobody to care for my pet. Where can I find help?



Answer

Card 35

If you are in hospital temporarily, making a permanent move into residential care or just need some support with walking your dog, contact:

Cinnamon Trust

Telephone: 01736 757900

Question

Card 36

I have numerous medical appointments and have difficulty attending them as I cannot drive and am not mobile enough to use public transport. Where can I get help?



Answer

Card 36

North West Ambulance Patient Transport Service

Non-emergency transport for patients attending hospital or requiring transfer from one hospital to another, who are unable to make their own way due to medical or clinical needs.

Telephone: 0800 032 3240
or 0151 261 2580

British Red Cross Transport Support Team

Telephone: 01925 229740