

BUILDING A HEALTHY LIVERPOOL - FOR YOU AND YOUR FAMILY

WE PLAN TO
IMPROVE HEALTH
AND CARE SERVICES
FOR THE BETTER -
AND YOU CAN BE
A PART OF IT.



Inside...

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of healthcare in the city

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WE WANT YOUR VIEWS. FIND OUT
MORE INSIDE ABOUT HOW YOU CAN
HAVE A SAY ON OUR PLANS.

www.healthyliverpool.nhs.uk



HEALTHY
LIVERPOOL

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HEALTHY LIVERPOOL

Creating the right kind of health and care system will mean healthier, happier lives for everyone. It will also mean our great city can fulfil its potential. Healthy Liverpool is a major plan, focusing on the needs of people, which will help us achieve these objectives, bringing benefits for all.



WHAT IS HEALTHY LIVERPOOL?

Healthy Liverpool is the city's plan to improve the health of people in the city and make sure our health and care system is focussed on the needs of people; supporting more of us to stay well for longer and providing the very best treatment and care when needed.



Liverpool is a great city with a proud past and a promising future, but if we are to make the most of this future we do need to improve our health; the fact is that we have high levels of poor health compared to other parts of the country. Even within Liverpool there are big variations – shockingly, people living in poorer parts of the city on average live 12 years less than people who live in more affluent areas. This needs to change.

When it comes to local health services we need to tackle both the issues we face now, and those that are on the horizon. Improvements in medicine mean that we are living for longer, but often our later years are overshadowed by long-term conditions, such as diabetes and lung disease. Coping with poor health is hard on people and their families, and the sheer number of us affected puts a lot of pressure on the NHS.

At the same time, modern technology is providing us with new opportunities to improve the services offered to patients, and changing the way that we as individual patients experience this care.

In Liverpool we are fortunate to have some of the best health services in the country, but people experience different standards depending on where they are treated, both in and out of hospital. We need to change this so that wherever you receive your care you can be confident that standards are consistently high and your care is safe.

Local doctors, nurses and other health and care professionals have been working together to develop proposals for Healthy Liverpool. We've also been talking to Liverpool residents about what they think of the main priorities we've set out.



We are focusing on five areas which we believe will help us to change the health and care system in Liverpool for the better:

Living Well - Helping the whole city get moving, so that we can all benefit from the known power of physical activity to improve our health and how we feel.

Digital Care and Innovation - Using the latest technology to help people stay well and making it possible for different parts of our health and social care system to share information, to improve the care they provide to patients.

Community Services - Providing more services closer to home; improving access to GPs seven days a week; and proactively caring for people who are vulnerable or need more attention, before they become ill or have an injury, to keep them well for longer and avoid unnecessary stays in hospital.

Urgent and Emergency Care - Making it easier to find the right service when you need it, seven days a week; and helping people avoid attending or being admitted to hospital unless they really need to be there.

Hospital Services - Ensuring that all our hospitals offer consistently high standards of care, by working together to establish common ways of working and sharing expertise across the city.

WHAT DO WE WANT TO ACHIEVE?

Healthy Liverpool is being driven by all the city's NHS organisations working closely with Liverpool City Council, which is responsible for social care, along with other public services and community organisations.

We have set ourselves some very ambitious targets to improve health and transform our local health and care services.

Ultimately we want to see more people in Liverpool living well for longer, but this doesn't just mean looking at the needs of the population as a whole; this is about what you need as an individual. We describe this as person-centred care – being able to respond to your particular needs with tailored services that are right for you, rather than a one size fits all approach, particularly for people who need more attention such as people with long-term conditions, mental health issues, learning disabilities, those living with cancer, children and older people.

HEALTHY
LIVERPOOLLIVING
WELL

The story so far...

LIVING WELL - LET'S GET LIVERPOOL ACTIVE

Our aim is that by 2021, we will be the most active major city outside London

Getting more people active is seen as the most effective single way to improve our health, so we are focusing on ways to encourage people who are not very active to do a little more.

Being active – even in quite small amounts – can make an enormous difference to mental and physical health, helping to improve how we feel and preventing illnesses such as heart disease and cancer.

This doesn't have to mean joining the gym; it might be taking the stairs instead of the lift, getting off the bus one stop early or walking to the shops instead of jumping in the car.

Many of us in Liverpool suffer from long-term conditions such as diabetes and lung disease. If this is you then being more active could help ease your symptoms and improve your quality of life.

Liverpool lags behind other parts of the country when it comes to getting physical – at the moment very few of us do enough to make a positive difference to our health – but we want to change this. Our aim is that by 2021, we will be the most active major city outside London. This is a big ask but we're going to challenge the people of Liverpool to achieve it.

WHAT WE'LL BE DOING TO HELP CREATE AN ACTIVE CITY

Launching a major campaign – due to start later in 2016 – to raise awareness about why being active is such a game-changer when it comes to good health, and showing people lots of ways to do this, with something to suit everyone.

Establishing community champions to work with groups and individuals to encourage them to overcome barriers to getting more active.

Investing in schemes to get the whole city moving; using incentives and challenges to motivate families, groups and workplaces.

Working with schools to make sure that activity for children is possible throughout the day, not just in PE lessons.

Encouraging employers to help get their staff active during the working day.

Promoting walking and cycling as ways to travel, rather than using the car or bus – a good way to build activity into your normal routine, and save money.

Making more of Liverpool's green spaces to encourage people to be active.

Helping people who used to take part in a particular sport – for example, badminton or hockey – to get back into their favourite activities.

Providing grants to community and voluntary sector groups to support local projects which get people moving.

HOW EXERCISE IS MAKING A DIFFERENCE TO BILL

Exercise for Health is a scheme where GPs can refer people living with long-term conditions into local gyms.

Bill, 82, who takes part in activities at Lifestyles Garston, said: "After starting the scheme with instructor Wendy, I was given a programme to suit my needs. "When I first started the scheme I felt down – I didn't always want to leave the house – but since coming here I have made some great friends and now we all have a laugh and a social after our workout.

"I go out feeling great and ready to take on any challenge put in my way. Since I have joined Lifestyles Garston, my life has changed for the better. I feel much fitter and am enjoying life."

WHAT WE SAY...



Dr Maurice Smith is a GP at Mather Avenue Surgery in Allerton. He says:

"The potential health benefits if we can get everyone in the city doing just a bit of physical activity are enormous.

"It will help prevent type 2 diabetes and heart-related illness as well as improve mental health overall.

"By physical activity, we don't mean training for a marathon – unless you want to, of course – but simply walking for half-an-hour a day, even if it's in ten-minute intervals.

"For people with breathing issues just walking every day can significantly improve symptoms and dramatically lower the risk of them being admitted to hospital as an emergency."



HOW TECHNOLOGY CAN TRANSFORM THE HEALTH OF PEOPLE IN LIVERPOOL

HEALTHY
LIVERPOOL
DIGITAL CARE
AND
INNOVATION

You might already book holidays online, check the weather on your phone, and get your TV to series-link your favourite show. But did you know how widely technology is helping to improve health and care services locally?

Liverpool is leading the way in this area. Over the past few years the Mi – 'More Independent' – initiative has equipped people with innovative household gadgets which help them feel safer and more confident in managing their conditions. We're also installing technology like blood pressure and breathing monitors in people's

homes, so that they can take readings themselves and have the results automatically sent to the doctor or nurse who is caring for them. This means that any changes in their health can be picked up – and addressed – much more quickly, which could mean avoiding a stay in hospital.



40,000 PEOPLE CAN SEE THEIR HEALTH RECORDS ONLINE, A FIGURE THAT IS CONTINUING TO GROW

Already around 40,000 people in Liverpool can see their health records online, a figure that is continuing to grow, giving them access to information such as a list of medications, details of allergies and any test results. Many patients can also make appointments with their GP and organise repeat prescriptions online. It's often more convenient to access services in this way, so we will be rolling out different online tools, including apps. We believe that by having greater control over your own health – and your health information – you have a better chance of staying well. We know that not everyone feels confident using the internet, so where necessary we'll be supporting people to start accessing new technology.

We've also been looking at ways that the many organisations providing health and social care in Liverpool can work better together so that people experience joined-up services. Organisations have different systems for holding patient information, but we have introduced new technology which means that the doctor you see in hospital can

TECHNOLOGY IS HELPING KEEP DAVE WELL

Dave Haslam's life changed when he was diagnosed with COPD (chronic obstructive pulmonary disease). It left him tired, breathless and constantly coughing. He was also very worried and didn't really understand what was happening to him.

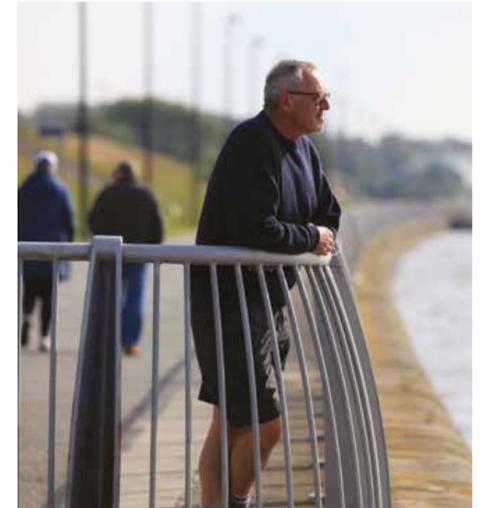
The 67-year old grandad's GP arranged to have health technology installed in his home and he says it has made the world of difference. The gadget sends key health information through to a team of health professionals, who monitor his condition.

The technology has improved Dave's understanding of his condition and helped him come to terms with it. He's delighted with how effective and easy to use it is. He says: "It really couldn't be simpler to use. It is really easy to understand. It really works – it's brilliant!"

Dave has spent far less time in hospital (he estimates by as much as 60%) and says: "Knowing that someone who really knows what they are doing is keeping an eye on me is great. I've only been in hospital twice this year, which is a huge improvement. It's made a huge difference to our lives, and I would recommend it to anyone."

see your GP records, so that they can treat you promptly and safely, particularly when there's an emergency. It also means you only have to tell your story once wherever you receive your care. We're already sharing records when appropriate and we're working to roll this out further across all health settings and health professionals.

Security and confidentiality is at the heart of this plan; only people directly involved in your care will be able to view your shared record, and sensitive information, such as HIV status, if you have had IVF treatment, or gender reassignment, won't ever appear. In addition, there'll be different levels of access depending on people's roles and what they need to know to treat you or plan your care – for example, a hospital doctor will be able to see more detailed medical records than a social worker. If the person treating you needs to access your records, they will ask for your permission at every appointment, and if you want, you can opt out of having your records shared by speaking to your GP.



WHAT WE SAY...



Dr Simon Bowers, a GP at Fulwood Green Medical Centre, says:

"I believe passionately that technology can bring huge benefits to local health services – and the people who depend on them.

"At one end of the scale, gadgets and monitoring equipment help people feel safer in their own home, stay independent and take control of their lives.

"And as a health system, we are using technology to work better together. For example, by making sure that everyone involved in your care can see your health records – if you're happy with this, of course – then we can give quicker, better and safer treatment."



COMMUNITY SERVICES – DELIVERING BETTER CARE WHICH IS ALSO CLOSER TO YOUR HOME

Providing more health services in the community – either in people’s homes or in their neighbourhoods – is a key part of Healthy Liverpool.

This city already has some great community services, but often they’re not joined-up, so different organisations don’t work together as well as they could. They also tend to focus on treating problems when people are already sick, rather than doing more to prevent people becoming unwell in the first place, or tackling the wider social issues that might cause people to become ill, including mental health problems and loneliness.

We want to change our approach. At the heart of this will be new Community Care Teams, made up of GPs, community nurses, social workers, mental health workers and other professionals, who will focus their attention on people they identify as vulnerable and at high risk of deteriorating health. These teams will proactively support people who need this type of care, enabling them to stay well for longer, keeping them out of hospital unless they really need to be there, and putting them in touch with a full range of services – medical and non-medical. The Community Care Team approach is already being piloted successfully and will be

established across the whole city later in 2016. Finding health problems sooner rather than later can make an enormous difference to people’s chances of recovery and future quality of life. We will be putting more diagnostic services into local community settings, and targeting early detection projects on areas of the city where we know people are particularly at risk from certain conditions and diseases, such as lung cancer and lung disease.

In the future, an increasing number of services which might currently take place in hospitals will take place in the community instead. This might mean seeing the same specialist or consultant as before, but in a setting closer to your home.

Not all the things that make us unwell have a physical cause, and not all the solutions to improving our health lie with the NHS. Liverpool has a strong network of organisations – including community organisations and housing associations – which have an important part to play in promoting health, preventing illness and

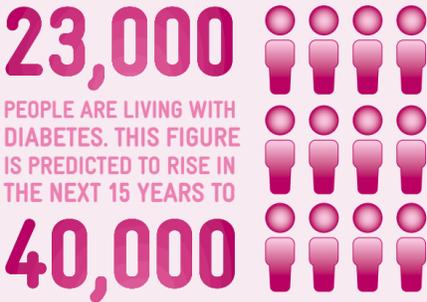


helping people stay independent. For example, it’s been proven that loneliness can have a very real impact on physical health, so projects aimed at bringing people together and tackling social isolation have the potential to improve quality of life and keep people well.

Although we want everyone in Liverpool to have better health, we know that there are certain groups of people who are particularly likely to have health problems and die younger. We are looking at where taking a different approach to providing care can improve lives, perhaps where more traditional services have failed to make an impact. Initially, this work will focus on the homeless population, those with severe mental illness and people with complex alcohol problems. We know that locally, people in these groups die younger, use emergency services more, find it difficult to find the right service, and don’t regularly use services which could pick up problems early such as screening programmes and health checks. Targeting care will help us find solutions that really work.



IMPROVING CARE FOR PEOPLE WITH DIABETES



The Liverpool Diabetes Partnership is an example of how different health organisations are working together to offer local patients the very best care.

Diabetes is a major problem for people in Liverpool. More than 23,000 of us have the condition, and this figure is predicted to rise to nearly 40,000 over the next 15 years.

Aintree University Hospital, the Royal Liverpool and Broadgreen University Hospitals and Liverpool Community Health have joined together to deliver a new diabetes service, which launched in 2015.

Patients continue to see consultants, nurses, GPs, dieticians and podiatrists as they did previously, but the service now provides more care in community clinics, rather than hospitals, and tailors care for people with diabetes so that it meets their specific needs. There’s a real emphasis on giving people the tools to stay well by managing their own condition, with all patients receiving a pack of resources and an individual care plan.

As part of the service, diabetes specialists hold education sessions for GP practices, to help family doctors support their patients.

WHAT WE SAY...



Dr Janet Bliss is a GP at Grey Road Surgery in Walton. She says:

“We’ve got some fantastic community services in this city, which already provide great care for local people, but we can do better and make more of a difference. We need to bring together all the different elements of care that are provided outside of hospital, and change them for the better in a way that makes sense for patients and the professionals who care for them.

“At the same time, we need a change in our approach, so that we think about how to stop people getting ill in the first place, rather than focussing on treating them when they do get sick. This might mean supporting people to improve their lifestyles, for example by stopping smoking, or working with those who have long-term conditions to manage their health so that they can stay as well as possible and avoid a hospital admission. In doing so we have the chance to reduce pressure on the NHS, but the fact is that no-one wants to be ill; good health is in everyone’s interests.”



HEALTHY
LIVERPOOL
URGENT AND
EMERGENCY
CARE

URGENT AND EMERGENCY CARE

When we talk about 'urgent and emergency care' we're referring to all the services you might need when you have a health problem which requires immediate attention, whether it's a minor injury or a life-threatening emergency.

At the moment people can access urgent and emergency care from their GP in normal hours, pharmacies, NHS 111, Walk-in Centres, the GP out of hours service, 999 and accident and emergency (A&E) departments.

Our system of urgent and emergency care is complex and we know that patients sometimes struggle to decide which service is the right one for their needs. This leads to people using one service when another might be more suitable, which in turn creates pressure on parts of the health system, particularly our hospital A&E departments.

IN REVIEWING URGENT AND EMERGENCY CARE, WE WILL FOCUS ON:

URGENT CARE CENTRES

We want to simplify things and help people clearly understand what their options are when they need care urgently. In some cases this might mean changing the way that services are organised and accessed. For example, we are looking at whether Urgent Care Centres, which offer a very wide range of services for conditions that aren't life-threatening under one roof, could be a good solution for Liverpool patients.

SELF CARE

We can all do more to look after ourselves for some minor conditions, rather than going to see a GP or accessing other services - it's thought that around 80% of health conditions could be treated at home. We're looking at how we can promote tools like the NHS Choices website (www.nhs.uk), the NHS non-emergency number 111, and the expert care and advice available at local pharmacies, so that when it makes sense for you to deal with an illness or injury yourself you know where to get extra support and information.

If we can support more people to 'self care' we will be able to reduce pressure on urgent and emergency services and free up our hospitals to treat people who really need them.

GP SERVICES

In recent years GP services in Liverpool have received extra investment, including extended evening openings, as we see GP services as the cornerstone of the NHS. However, demand is constantly increasing and we know that

at times people still find it difficult to get an appointment with their doctor. In some cases this might mean they seek treatment elsewhere, such as A&E. We're currently looking at the best way to offer '7-day' GP services, led by local doctors, and we want to know from you how we can do this.

THE AMBULANCE SERVICE

We think there's an opportunity for the ambulance service to play a greater role in providing treatment so that a patient doesn't have to go to hospital, and directing people to more suitable services if it's found that a paramedic isn't actually required. If people do need to go to hospital, there will be more emphasis on taking patients to the best place for their needs, particularly for life-threatening conditions, which might not be the closest A&E. For example, if you were having a stroke then a dedicated stroke unit would offer you specialist treatment right away, which is really important for saving lives and reducing disability.



FINDING THE RIGHT SUPPORT FOR DEREK

A new specialist paramedic is supporting people who regularly dial 999, to help address the underlying problems which lead them to turn to the ambulance service.

Derek, 77, has the lung disease asbestosis. He lives alone and is bed-bound after suffering a severe stroke. Derek was a frequent caller to 999; he requested an ambulance five times within 28 days. A specialist paramedic assessed that Derek's condition was getting worse, so he contacted a community matron who now visits Derek on a weekly basis and has put in place a care plan. This plan includes making sure he has access to the right care and medicine for when his symptoms get particularly bad.

Derek hasn't dialled 999 since the day of the community matron's first visit and his condition is continuing to improve. Overall, since the specialist paramedic initiative was introduced North West Ambulance Service (NWAS) has seen an 80% drop in these types of calls. This means the service can focus on people who really need an ambulance, and at the same time people like Derek are receiving better care.

WHAT WE SAY...

Dr Fiona Lemmens is a GP at Aintree Park Group Practice. She says:

"Urgent and emergency care is an area that we're used to seeing in the headlines. It's a crucial part of our health care system, and we rely on it to be there when we need it.

"We think that the system in Liverpool could

work better for patients and professionals. This is partly about making sure that people know what services are on offer and how they can access them, but it might also involve changing and simplifying services so that they provide easier routes to the right treatment.

"As with other parts of Healthy Liverpool, supporting people to manage their own conditions and prevent avoidable hospital admissions will also be key."





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HEALTHY LIVERPOOL
HOSPITAL SERVICES

HOSPITAL SERVICES

We want the people of Liverpool to have access to the very best hospital services and for care to be of the same high standard wherever they live or are treated.

We also want the health services that you rely on to be sustainable for the future.

Liverpool has a relatively large number of hospitals, and while there is some excellent care taking place, there are also times when the current system creates duplication and standards of care are variable.

We believe that hospital care in Liverpool could be improved significantly by establishing single teams who work together across different organisations. For example, rather than having separate cardiology services at the Royal Liverpool Hospital, Aintree Hospital and Liverpool Heart and Chest Hospital, in the future there could be one cardiology team for the city across all sites. The benefit is that single teams could share expertise, train and recruit the best talent and adopt the highest clinical standards, as well as enabling services to be better resourced seven days a week.

For us, hospitals are not just about services that are provided under one roof but increasingly they will also provide specialist care and treatment out in the community, working in partnership with

GPs and community services, with an emphasis on sharing and transferring skills and providing the best care for patients closer to home.

In Liverpool there are already strong links between health and our academic institutions. The new Royal Liverpool Hospital, which is also where the new Clatterbridge Cancer Centre will be located, will become a city centre campus of service and academic excellence where cutting-edge treatment and clinical research and development can thrive. This will attract new investment and clinical expertise to Liverpool, along with significant economic benefits.

The areas that the Healthy Liverpool hospital programme is concentrating on as immediate priorities for developing single service teams and improved services are:

- Cancer services
- Complex gynaecology (the health of the female reproductive system)
- Neonatal critical care (care of newborn babies)
- Emergency care, including major trauma
- Cardiology (heart problems)
- Stroke

A SINGLE SERVICE FOR BLOOD CANCERS

A new centre of excellence for blood cancer (Haematological Oncology, or 'H-O') services is an example of how Healthy Liverpool is changing the way that care is provided.

Currently, Liverpool's H-O patients are treated at both the Royal Liverpool Hospital and Aintree Hospital. It is proposed that most of this service should come together at the new Clatterbridge Cancer Centre's £109m cancer facility on the site of the new Royal Liverpool University Hospital campus.

Bringing services together in this way will create a concentration of skills and expertise that will bring benefits for both safety and quality of care, with patients also able to access a wide range of cancer services, clinical trials and holistic support in the new Cancer Centre.

WHAT WE SAY...



Professor Donal O'Donoghue is a hospital consultant. He says:

"Healthy Liverpool offers us an opportunity to change the way that hospital services in the city are provided, to create a system where all patients receive excellent care, regardless of where they are treated.

"Local doctors have spent some time looking at how services could work seamlessly across our hospitals, raising standards by bringing together clinical experts, improving quality and reducing wasteful duplication.

"We're at the stage where we will soon develop detailed plans, so now we want input from the people who use services and the people of Liverpool, before firm proposals are developed."

HOW HAVE PEOPLE BEEN INVOLVED SO FAR?

All of us living in Liverpool have an interest in the local NHS - even if you don't use health services now, you or a member of your family almost certainly will at some point. We want you to help us shape what these services will look like in the future.

During the summer of 2015 we asked people in Liverpool to comment on the reasons why we think things need to change, and our proposals for what this change might look like.

More than 14,000 of you responded to this call to action, giving us a good deal of feedback. Here are some of the views we heard:

- People want more out-of-hours appointments with GPs and hospitals to reduce the pressure on accident and emergency (A&E). They also told us that the process for making GP appointments needs to be better.
- Most people want to do more to improve their own health but they need more information and support to do this.
- Poverty may discourage people from making healthy choices and looking after their health.
- People are broadly supportive of Healthy Liverpool's vision and intentions; you now want to hear more about the detail.
- Mental health and access to mental health services need to be a high priority.

WE HELD A FURTHER PUBLIC CONVERSATION ABOUT HEALTHY LIVERPOOL EARLIER THIS YEAR - MORE DETAILS ON THE NEXT PAGE.



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LET US KNOW WHAT YOU THINK AND STAY INFORMED

DO YOU HAVE SOMETHING TO SAY ABOUT WHAT YOU'VE READ HERE?

Visit www.healthyliverpool.nhs.uk to watch our videos and find out more about our work.

If you require printed information, or you would like this newspaper in a different format or language, you just need to call 0151 295 7537.

You can follow us on Twitter: [@healthylvpool](https://twitter.com/healthylvpool) and on Facebook [healthylvpool](https://www.facebook.com/healthylvpool)

This document is based on information set out in the **Healthy Liverpool: The Blueprint**, which was published in November 2015. You'll find this in the 'About us' section of www.liverpoolccg.nhs.uk under 'Publications'.

WHO IS BEHIND HEALTHY LIVERPOOL?

NHS Liverpool Clinical Commissioning Group organises health services for people in Liverpool, including the care that you receive at hospitals and in the community. This process is known as commissioning. It involves looking at what health services the city's people need, and making sure those services are in place. We're led by a group of local GPs, and every GP practice in the city is involved with what we do.

Liverpool City Council, which is responsible for social care, is a key partner in Healthy Liverpool, as are all local NHS organisations, such as hospitals. We are also working with NHS England, other local clinical commissioning groups, and community and voluntary sector organisations.

NEXT STEPS

During the latest public conversation about Healthy Liverpool, which took place during February and March 2016, we have been asking for views on hospital services, GP and community services, urgent and emergency care and physical activity.

During that time we received hundreds of responses to our online surveys and discussion forums; thirty community organisations helped people to share their views with us and many of you also attended the events we held across the city. Thank you to everyone who took part.

We are now going through all of the feedback we received and will report back our findings in early autumn 2016.

Want to work with us on a subject close to your heart?

Whether you have ten minutes or ten hours to spare we'd like to hear from you. You might want to help out at one of our events, or review patient leaflets to make sure they are easy to read.

If this sounds like something you would be interested in, or you have an idea of another way you'd like to get involved, please drop us a line: participation@volunteercentreliverpool.org.uk or call 0151 237 3982.

Translation available on request. Braille, audio and other formats also available.

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HOW TO GET IN TOUCH:

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