

Your Guide

to local **health services**



Helping people to live **longer,**
healthier & better quality lives

NHS Trafford is the Primary Care Trust for the borough and is responsible for commissioning all health services to Trafford's residents, as well as providing some community services, such as district nursing and mental health support.

This booklet brings you up-to-date information on NHS services across Trafford, and includes helpful telephone numbers and addresses for you to keep handy for when you need to contact anyone about health-related issues.

What do we do?

NHS Trafford works closely with the local community to improve the health and wellbeing of the **231,000 residents** in Trafford.

We continually work to develop local health services, address health inequalities, and ensure that everyone has equal access to high quality healthcare when, and where, it is needed.

Our plans over the next five years are, in simple terms, about . . .



Helping people to live **longer, healthier and better quality lives . . .**
in short **adding years to life and life to years.**

Where does your money go?

NHS Trafford had a budget of **£331million** for 2008/09, (see the diagram on the right for how it was divided up) and we used this to tackle health inequalities in the borough to ensure that everyone, no matter where they live, has access to high quality healthcare whenever they need it.

In 2009/10, we had a budget of **£352 million**. Our financial reports detailing how this was spent will be published ahead of the annual general meeting in September 2010.

For 2010/11, we will have a **£372 million budget** and we will spend this to further improve the health of the entire population. If you would like to see a more detailed breakdown of how your money has been spent by NHS Trafford, visit www.traffordpct.nhs.uk and click on 'about us', email mail@trafford.nhs.uk or call **0161 873 9500**.



£196m NHS Healthcare Contracts

This is the money we pay to providers of care for Trafford patients, including Trafford Healthcare NHS Trust, South Manchester University Hospital Foundation Trust, Christie Hospital Foundation Trust and the North West Ambulance Service, among others.

£20m Healthcare from non NHS bodies

This includes private providers of mental health care, drug action teams, learning disability support and care homes, to name a few.

£11m Supplies & services

'Supplies and services' refers to the purchase of medical and surgical equipment.

How have we performed?

The performance of all NHS organisations is monitored by the Care Quality Commission every year in an Annual Health Check.

These assessments check organisations' work during the financial year, using a wide range of criteria that includes safety, patient focus, access to care, amenities, waiting times and cost effectiveness.

These are also all key areas that people in Trafford have told us are their health priorities.

	2008/2009 results	2007/2008 results
Quality of Commissioning	Good	Fair
Quality of financial management	Good	Fair
Providing services	Fully met	Partly met

- See more on our performance by visiting www.traffordpct.nhs.uk and clicking on 'about us'.



Did you know . . .

- **We have reduced** our waiting times in order to meet the 18-week referral to treatment national target.
- **Our aim** is to work ahead of any new national targets to further reduce waiting times.
- **We have met** the national target for outpatient appointments, meaning patients don't have to wait more than 13 weeks.
- **We have been** reducing waiting times for diagnostic tests, so patients don't have to wait more than six months.

Get the right treatment

The NHS provides a range of treatment and advice services. By making the right choice at the right time, you can get the best possible treatment.



Self care

Self care is the best choice to treat minor illnesses and injuries, as most can be treated at home by combining a well-stocked medicine cabinet with plenty of rest.

Ensure your medicine cabinet is well-stocked with paracetamol, anti-diarrhoeal medicine, rehydration mixture, indigestion remedy, plasters and a thermometer.

NHS Direct

NHS Direct offers confidential health advice & information around the clock.

Visit NHS Direct at www.nhs.uk or call **0845 46 47**.

Pharmacist

Your pharmacist can give advice on common illnesses and injuries and the best way to treat them.

To find your nearest pharmacy, visit www.nhs.uk.

GP

If you have an illness or injury that will not go away, make an appointment with your GP. When absolutely essential, GPs can provide home visits out-of-hours.

- To find your local GP surgery, visit www.nhs.uk/servicedirectories or call NHS Direct on **0845 46 47**.
- Visit our website at www.traffordpct.nhs.uk or call **0161 873 6049**.

NHS walk-in centre

Walk-in centres treat minor illnesses and injuries that do not need a visit to A&E. You don't need an appointment and will be seen by an experienced nurse. See right for details of local NHS walk-in centres.

- Trafford Health Centre, located at Trafford General Hospital, 8am-8pm, seven days a week.
- Manchester Piccadilly NHS walk-in centre, Mon-Fri 7am-7pm.
- Minor injuries unit at Altrincham General, Mon-Fri 8am-8pm; weekends and bank holidays 10am-6pm.

A&E, 999

Accident and Emergency departments and 999 should only be used in a critical or life-threatening situation.

Your local A&E department is at Trafford General Hospital Moorside Road, Davyhulme, Manchester, M41 5SL, **0161 748 4022**.

Useful contacts

Trafford Primary Care Trust

Switchboard: 0161 873 9500

Text Phone: 0161 873 9600

www.traffordpct.nhs.uk

NHS Direct

0845 46 47

Text Phone users:

0845 606 46 47

Emergency help

Dental out of hours:

0845 601 8529 or 0845 46 47

Emergency contraception

0161 865 1016

GP out-of-hours: 0161 476 2299

Social services out-of-hours:

0161 912 2020

Hospitals

Altrincham General Hospital

Stretford Memorial Hospital

Trafford General Hospital:

0161 748 4022

Wythenshawe Hospital:

0161 998 7070

Manchester Royal Infirmary:

0161 276 1234

Drop-in/Health centres

Trafford Health (Walk-in) Centre:

0161 747 4978

Manchester Walk-in Centre:

0161 233 2525

Withington Walk-in Centre:

0161 217 3015

Minor Injuries Unit at Altrincham General Hospital:

0161 934 8300

Advice

Age Concern: 0161 746 3940

Alcoholics Anonymous:

0845 769 7555

Patient Advice & Liaison Service

(PALS): 0161 746 2019

(Textphone: 0161 746 2243)

Samaritans: 08457 90 90 90

Trafford Carers Line:

0161 861 0101

Trafford Cancer Information and

Support Service: 0161 746 2081

Other useful contacts

Trafford Dental hotline:

0845 602 0708

Trafford Council: 0161 912 2000

Did you know . . .

Trafford has a GP-led health centre that provides a 365 days a year service. Based at Trafford General Hospital, you can drop into the centre between 8am and 8pm, seven days a week, including bank holidays. You can also book an appointment by calling **0161 747 4978**. Visit www.traffordhealthcentre.nhs.uk for more information.

Clinical Assessment and Treatment Services (CATS)

The Greater Manchester NHS Clinical Assessment & Treatment Service (CATS) is a mobile unit that offers patients access to specialist healthcare professionals.

It can provide diagnosis of symptoms and recommendations of what further treatment is required. The range of assessments and treatments available at CATS includes:

- Diagnostics and tests
 - CT scans
 - MRI scans
 - Ultrasound
 - X-ray
- Ear, nose and throat
- Endoscopy
- General surgery
- Gynaecology
- Orthopaedic
- Urology

CATS offers extended opening hours to provide flexibility for patients, operating from 7.45am to 8.00pm, Monday to Friday, and some Saturdays. The mobile CATS unit visits Trafford every other week and is based at Stretford Leisure Centre.

If your GP makes a referral, you can choose to be treated at the unit. CATS also provides transport for those who are unable to make their own journey.



- For more information, call the CATS 24-hour helpline on **0333 200 4078** or visit www.greater-manchester-cats.com.

Making It Better

There have been changes to **maternity services in Trafford** as part of the Making it Better programme.

- There are now more children's community nurses, a new children's observation and assessment unit (open 9am to 10pm, seven days a week) and a new children's resource centre at Trafford General Hospital.
- There is a bigger maternity unit at St Mary's Hospital and work has started on a new maternity unit at Wythenshawe Hospital. Babies are no longer delivered at Trafford General Hospital.
- Trafford General Hospital continues to provide antenatal and postnatal care, as well as A&E, outpatients and day case surgery for children.

Eating healthily can help keep you and your family well. For great ideas on healthy, tasty recipes for all the family, visit www.nhs.uk/change4life.

Dental access

A regular dental check-up is not only good for your teeth – your dentist can also spot early signs of gum disease and even mouth cancer, so it really is important to maintain good oral health.

Everyone who lives in Trafford can receive dental care from a NHS dentist. There are dental practices across the borough and there are lots of places available for anyone who would like to register with one.

All you need to do is call **0845 602 0708** and provide a few simple details, or visit www.traffordpct.nhs.uk to find your nearest practice with NHS spaces available.



Quit Smoking

Quitting smoking is one of the best things you can do to improve your overall health, and smokers who quit with support from the NHS are four times more likely to stop for good.

NHS Trafford's Stop Smoking service has a team of specialists on hand to help you kick the habit.

For further information, call **0300 456 2400** (helpline open between 8.30am and 4.30pm with answerphone at all other times) or e-mail stopsmoking.trafford@nhs.net.

Further support and advice can be found at www.smokefree.nhs.uk.

Do you know . . .

your limits?

Do you know how many alcohol units you consume in a week? Do you know how much is too much? Visit www.nhs.uk/livewell/alcohol to download a drink diary, have alcohol units explained or for advice and support.



Mental health services

One in four people will suffer a mental health problem at some time in their life. Problems could include mild anxiety, stress or depression, so recognising the early warning signs and knowing what to do is really important.

Improve your mental health by keeping active, eating healthily, talking about your feelings, keeping in touch with friends and loved ones, and asking for help when you need it.

One of Trafford's mental healthcare providers, blueSCI, has set up a Trafford Wellbeing website, an A-Z directory of all the organisations, services, community groups and activities that can support your wellbeing. Please visit www.traffordwellbeing.org.uk to find out more.



Keep fit in Trafford

Trafford's Go3 campaign is helping everyone in the borough exercise three times a week.

The website can help you find new ways of exercising - building three brisk, 10-minute walks into your day can be much easier than finding an hour to go to the gym, for example.

Visit www.go3trafford.co.uk for more information.

Don't forget your local leisure centre offers activities including swimming, badminton, golf and five-a-side football. To find your nearest, visit www.traffordleisure.co.uk.

Healthy Hips & Hearts

Healthy Hips & Hearts is a gentle exercise programme designed to prevent falls and increase mobility in the over 65s.

People of all abilities are welcome to attend a class to gain confidence, get active and meet new friends!

To find your nearest class, contact the health improvement team on **0161 873 6004**.

Getting involved

NHS Trafford is committed to involving local people in the development of local health services, and we want to know what you think.

Trafford Talks Health

The Trafford Talks Health network allows you to share your opinions of health services in Trafford, and help us make decisions about the services we commission and provide. The network has been set up to help us build links with people living across the borough.

If you are interested in joining the network or want to find out more, call NHS Trafford's engagement team on **0161 873 9519** or email traffordtalkshealth@trafford.nhs.uk.

Trafford Local Involvement Network (LINK)

LINKs are independent from the NHS and have been set up across the country to provide a regular way for local people to give their views on issues that affect health and social care.

Visit the Trafford LINK website at www.traffordlink.org.



Did you know . . .

Giving people **more choice** is a priority of the NHS.

Your choices include:

- **The right** to choose a GP and to change to another if you're not happy with the service you receive.
- **The right** to choose which hospital to go to if your GP refers you to see a specialist.
- **The right** to be involved in decisions about your healthcare and to be given the information you need to do this.
- For more information on this, visit the **NHS Choices** website www.nhs.uk.

How to complain

Your feedback, good or bad, is vital to help us review and improve our services. Anything you tell us will be treated in confidence and will not affect your current or future care. We take all comments seriously and use them as an opportunity to review our services and make improvements. We would also like to hear from you when we do things well.

What you should do if you have a question or concern?

If you can, first talk to a member of staff involved in your care. All local services have their own complaints procedures in place and we would encourage you to contact your health care provider directly to raise any questions or concerns you have.

In most cases, they should be able to sort things out straight away or let you know who can. They will usually agree a plan and timescale with you for dealing with your complaint. If you do not feel able to do this, you could contact our **patient advice and liaison service (PALS)** who will give advice and/or try and help sort out the problem quickly.

- You can contact PALS on: **0161 746 2019** or www.pals.nhs.uk

For advice and support on any concerns you have, call NHS Trafford's customer care and experience team on **0161 873 9634** or email complaintspct@trafford.nhs.uk

The Parliamentary and Health Service Ombudsman

If your complaint is not resolved within NHS Trafford's services, you can contact the Ombudsman:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

- Complaints helpline tel: **0345 015 4033**
- Email: phso.enquiries@ombudsman.org.uk

Your personal directory

Use this page to record your important numbers and details.

Doctor:

Tel:

Dentist:

Tel:

Pharmacy:

Tel:

Hospital:

Tel:

Optician:

Tel:

Health centre:

Tel:

Please contact the **Patient Advice and Liaison Service (PALS)** on **0161 746 2019** to request this information in larger print, an audiotape or in different languages.



Trafford Primary Care Trust
Oakland House
Old Trafford
Manchester M16 0PQ

0161 873 9500

www.traffordpct.nhs.uk