



**What
do you
think?**



**Review of
urgent health
care in Liverpool**

Your opinion matters



Between 15 November 2018 and 31 January 2019 we want people to tell us what they think about NHS urgent care services in Liverpool.

Urgent care is for when people need medical advice or treatment straight away, or on the same day. It includes: pharmacies (chemists); GP practices (surgeries); out-of-hours GPs; the NHS 111 phone line and website; walk-in centres; accident and emergency (A&E) departments; and the emergency ambulance service (999).

We want to understand more about how people use these services in Liverpool, both for physical and mental health problems, and about the quality of care received.

The information gathered will be used to help develop proposals for how urgent care services could look in the future. If that means significant changes, we would hold a full public consultation before any decisions are made.

It's important to stress that we aren't going to cut or reduce the money we spend on urgent care services. We want to improve what we already have, and ensure that people receive the best possible urgent care services – wherever they live in the city.

How can I get involved?

Visit www.liverpoolccg.nhs.uk to complete an online questionnaire, and find out more about public events.

For a paper version of the questionnaire, or to request another format, call: **(0151) 296 7537**
email: involvement@liverpoolccg.nhs.uk or
text: **07920 206 386**

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