7. Public and Patient Voice
1. Introduction

The views of local people, including children and young people and professionals across St. Helens are important to ensure services are meeting local need, are accessible and relevant for them. The views of local people are considered by commissioners when looking to identify unmet need and assess quality as part of the service review framework. Local providers are required to consider the views of local residents and service users and their families as part of on-going service improvement and are contracted to do so.

The information is collected in a number of ways and our partners within schools, Healthwatch, Borough Forum and GP patient forums have been fundamental in supporting this dialogue with local people.
2. Voice of the Child

All children and young people have the opportunity to influence decisions that affect their lives and they will be involved at every level. This means from individuals being involved in planning for their health, education or social care needs to all children and young people being given the opportunity to influence the business of the Borough.

We will work hard so that all children and young people get an opportunity to co-produce and deliver services that are relevant to both their lives and others. We are particularly aware of the need to ensure that our children who are living outside of St. Helens are heard and are able to hear what is happening on their behalf. The vision is to draw the views from a wide range of children and youth voice groups that exist within St. Helens and ensure that this is shared with the right people who need to hear it.

Our expectation is that meaningful participation is embedded into everything we do and is not seen as a tokenistic gesture. Whilst ‘the voice’ is getting louder, we are not complacent about the journey and regularly reflect on practice and take into consideration the changing needs of children and young people.

2.1 Voice of the Child

The voices of children and young people as clients and services users are integral as to how we shape and deliver services for them and their families.

Children and young people are entitled to:
- Have a say and be heard when decisions affecting their lives are made, or when services they rely on are not working effectively
- Feel safe to express their views and be treated equally during any participation process
- Give us their honest opinions and creative ideas
- Be part of the improvement process to ensure that things happen as a result of their voice

We want children and young people to:
- Influence the services they receive for their own care and wellbeing
- Help to decide the shape of services for young people across St. Helens
- Work alongside us to make effective change
- Have equality of opportunity to participate

Examples of how we have developed services by listening to their voices include:

2.1.1 Sexual health

The St. Helens Sexual Health Needs Assessment was developed with the help of a number of focus groups comprised of local people of different ages and in different parts of the Borough. They were asked their views on services and whether they meet local need, such as location and opening hours. The responses were used to commission a new sexual health service in 2014 and so have enhanced local service provision.
2.1.2 Pupil Health and Wellbeing Survey 2015
Children and young people, alongside practitioners have been influential in the review and on-going development of the annual St.Helens Health and Wellbeing Pupil Survey, ensuring child friendly methodology is in place. They have developed questions which they feel are relevant and understandable in order to establish a needs led overview of young people’s health behaviours. The 2015 survey covered a broad range of health and wellbeing issues including diet, physical activity, tobacco, drugs and alcohol, dental health, mental wellbeing and staying safe.

The survey collected data through a self-reported online questionnaire that was undertaken in February 2015. Over 3,000 pupils in years 6, 8 and 10 from 44 primary and secondary schools in St.Helens participated in the survey. The survey, now in its third and final year, has provided a source of data for the Borough and has been influential for informing the commissioning intentions of services, such as having:

- Reviewed and re-commissioned the children’s weight management service
- Secured funding for a Tier 2 alcohol worker to work with schools to strengthen prevention and harm reduction education.
- Re-aligned existing service delivery within the Healthy Living Team, TAZ and YPDAAT to strengthen the provider arm of Public Health in order to maximise a consistent and planned approach towards addressing risky health behaviours.
- Developed a comprehensive programme of professional development for frontline practitioners, including schools and governors to increase knowledge of health and safety issues and support effective interventions.

Additionally, the views and behaviours of looked after children (LAC) were extracted from the findings of the 2014 survey, discussed with the Children in Care Council and presented in a separate report. The results of these have now been formulated in a dedicated LAC Health Action Plan and progress will be reported to both the Children in Care Council and the Corporate Parenting Forum throughout 2015.

The Borough report, which will be shared with key partners in September 2015, will include 3 years of behaviour trend analysis. This will provide commissioners and service providers with a clear evidence base about entrenched or problematic health behaviours amongst children and young people so as limited resources can be better targeted in order to address these.

2.1.3 Democracy Debate 2014
The Democracy Debates provide a forum for seeking the views of children and young people on a range of strategic matters. Young people in St.Helens voted to discuss matters relating to mental health and named the debate ‘happy to be me’. Both primary and secondary pupils explored what could have an impact on their mental health and stop them from being happy. The key themes which emerged included: family breakups, bereavement and feeling lonely. The findings from the debates have been used to underpin the CAMHS mental health review at Tier 2 and Tier 3. It has also enable the Local Authority to set out a menu of support to further aid schools and other settings to offer Tier 1 and Tier 2 interventions.
The ensuing action plan will be monitored for progress by the Cabinet Lead for Children and Young People and each of the children and young people who participated in the debate have received a ‘you said-we did’ report.

Plans for the 2015 Democracy Debate are being drawn together alongside young people and they have requested the theme, ‘What is it like living in St.Helens - are we getting it right?’ The debate will provide an opportunity for children and young people to challenge decision makers and endorse priorities within local safeguarding, education, health and policing matters.

2.1.4 St.Helens Youth Forum 2015

Young people from schools across the Borough have proposed and agreed to form the St.Helens Youth Council. The Council will be led by young people and will meet on a quarterly basis. Their business will be aligned to that of strategic decision makers and the forum will also afford an opportunity for young people to share issues from across the Borough.

2.1.5 Young People Friendly Award

Working alongside young people, the ‘Young People Friendly’ Award has been developed and implemented within the Borough. Following a rigorous process which requires services to demonstrate evidence in respect of a quality service provision and the impact they were having on young people’s health choices, the ‘Young People Friendly’ status is awarded. Currently there are 5 settings which have achieved the award:

1. School Nurse – Clinic in a Box
2. TAZ (Teenage Advice Zone) Drop In – Cowley High School
3. Young Peoples Drug & Alcohol Team
4. TAZ (Teenage Advice Zone) Clinic
5. Lowe House Community Sexual Health

During the next phase young people will be trained to participate in follow-up quality assurance visits and there will be a key focus on GP surgeries and other clinical settings

2.1.6 Youth Health Champions

Building on the success of the Health and Wellbeing Governors, young people expressed an interest in becoming health champions within a range of settings, including schools, colleges, youth and community settings. A dedicated training programme has commenced to ensure they are confident and knowledgeable to undertake their role. They will lead health campaigns aimed at young people and play a key part in advising and influencing health and wellbeing decisions both within their own settings and the wider Borough.

2.1.7 Teenage Health App

During 2015 the Teenage Health App was developed and launched alongside young people and professionals. The idea for the App was generated by young people and they influenced the content and design of the final product. The App contains useful information on a range of health and wellbeing issues relating to young people, and details of local services that can help and support them with any problems or concerns they may have.
2.1.8 Conversations about Alcohol

This campaign aimed to explore local people’s beliefs, attitudes and motivations in relation to their drinking. A series of in-depth interviews, with people aged 12 to 70 years, were conducted within the Thatto Heath area, and led by St.Helens Council in conjunction with Helena Housing. The findings from the study helped us to understand the world through the eyes of the participants. These were used to develop a public health campaign, ‘Real Lives’, which uses local people’s stories about how alcohol has affected their lives.

2.1.9 Healthy Child Programme Review

The Healthy Child programme includes a number of health services that all children receive from birth to the age of 19 years. These services include:

- Health Visiting
- School Nursing
- Hearing Screening
- Vision Screening
- Breastfeeding

The programme recommends that education, health, social care and other services work together to improve health outcomes for children and young people including early identification of need and risk, emotional health, promoting healthy weight, long term illnesses and disability, sexual health, drugs and alcohol. The programme includes universal, targeted and specialist services.

There are clear national requirements for what these services deliver in terms of universal, targeted and specialist services. However there is some flexibility at a local level as to how the services are delivered.

To support the development of a service specification for the new Healthy Child service, which came into effect in 2015, we asked children and young people about their thoughts and views on children’s health and school nursing. They told us what was working well and what could be improved, giving the Local Authority a clear steer of how we progress with a service model for school nursing through the lens of a young person.

As the Healthy Child programme becomes further embedded within practice, the Voice of the Child will remain a central focus for reviewing, influencing and monitoring the effectiveness of services provided to children and young people.

2.1.10 Young People’s Big Conversations

During 2014, two events were held for young people to engage in conversations about what is important to them in relation to health, how they can make a difference within their community and activities to get involved with. A range of young people across all settings, including residential and foster care with differing abilities attended and participated in the events. They told us about the health issues that were important to them, such as: being mentally healthy, having respectful relationships and minimising the harm caused by drugs and alcohol use. They also commented on the skills needed by professionals who support them to be flexible and responsive in their
approaches, enable them to move from child to adult services in a seamless and caring way, treat them with dignity and offer continuity of key worker or professional throughout their journey.

These voices have been used to influence the 0-19 Healthy Child Programme specification, realign services that address risk taking behaviour and further influence services and opportunities across the Borough for children and young people.

2.1.11 Local Safeguarding Children’s Board (LSCB) – Voice of the Child Committee

A dedicated partnership group has been formed to identify and address areas for development in relation to how well services across the Borough safeguard and listen to children and young people. The partnership shares practice from the individual organisations and has a quality assurance role for ensuring that child centred practice is robust and effective. The Voice of the Child Committee reports into the LSCB Executive Committee and has an advisory role to other LSCB sub groups as well as individual organisations.

2.1.12 Listening to the experiences of vulnerable groups

An on-going priority will be to effectively listen to children and young people in vulnerable circumstances, these include: children with a disability, children with long term health conditions, children in care or leaving care and young carers. Vulnerable children and young people who access health and support services, often report challenges and barriers, such as transition from children to adult services, stigma, communicating with staff, feelings of loss as relationships with trusted professionals come to an end and accessibility. Young people value practitioners who are kind, thoughtful and who take an interest in their lives.

To support the development of child centred services, we have listened and continue to listen to the various groups of children and young people, ensuring that services in St.Helens are fit for purpose and help vulnerable children to achieve their outcomes as follows:

2.1.13 Children in Care Council

The Children in Care Council (CICC) is a group of children and young people, who are all looked after. They meet once a month and talk about things that are important for all Looked After Children. They take part in activities and write down their ideas, thoughts, wishes and feelings. These are then discussed with Senior Managers and Councillors, who also have the role as their Corporate Parents. These managers meet with the CiCC four times a year and make sure that any action that is needed happens. Ideas are also shared with the Corporate Parenting Forum so as they can make a difference to the lives of looked after children.

2.1.13.i The Children in Care Council have told us they want:

- Children in care to have a say in things that affect their lives
- To work with people and groups to make changes for all children in care
- To make sure that the views of children in care make a difference to the services they and others get
- To celebrate the good things that children in care do
2.1.13.ii Who is on the group?
The group is made up of children and young people who are looked after by St.Helens Council, but may live either in St.Helens or out of the area. Some live with Foster Carers, some in children’s homes, or the older young people may live on their own.

Currently, there are 25 children and young people who attend the meetings. However, the views reflect the collation of responses from a wider group. Young people get in touch via:

- One to one visits
- Emails
- Texts
- Telephone calls
- In response to questions in the newsletter or on the website
- Through their Independent Reviewing Officer or Personal Adviser

2.1.14 Listen 4 Change
Listen4Change is the recognised parent/carer forum representing the views of parents and carers in St Helens, who have a child with a disability or additional needs. The role of Listen 4 Change is to make a positive change by providing service user insight to influence the commissioning, design and delivery of services across the Borough. Over 2014/15, working with Listen4Change and Healthwatch, commissioners from the CCG and Local Authority undertook reviews of a range of health services to ensure that these were fit for purpose and meeting the needs of the children and young people. During this period over 200 parents/carers were engaged in the reviews of speech and language therapy, CAMHs and the Community Paediatrics Services.

2.1.15 Mental Health
During 2014, parental feedback in the review of mental health provision identified:

- Lack of provision for specialist therapeutic input for children under 11
- Provision relating to
- Family therapy
- Play therapy
- Coping with anger
- Support for children with ASD and ADHD
- Short fall in capacity for therapeutic support, particularly at Tier 2
- Feedback and engagement of parent/carers in therapy
- Targeted work with residential care/foster care providers

The insight from young people and their parents/carers have shaped the St Helen’s Mental Health and Wellbeing Strategic Framework but as an immediate consequence of feedback, the CCG and Local Authority have jointly commissioned Barnardo’s to deliver early intervention services and the new service went live from 1st July 2015.
2.1.16 Speech and Language Review

Speech, language and communication skills are crucial, especially for children and young people as they learn to interact socially and emotionally as well as academically. Speech, language and communication difficulties and vocabulary at an early age are a very significant predictor of later difficulties with literacy thus early intervention is key to reducing the future likelihood of major intervention being necessary, reducing the impact on quality of life and to maximise a child’s potential. Supporting children’s speech, language and communication contributes to a wide range of outcomes in achievement, social competence, behaviour and mental health.

Taking the importance of this service provision into consideration, it was recognised that the previous speech and language therapy service was not meeting the demand of the St.Helens population with capacity issues and a service model which could not meet the demand.

As part of the needs assessment process, a consultation with parents/carers from the Listen 4 Change group and key stakeholders was held. Their individual family experiences and opinions were used to develop and test the new service specification, including how the service will involve children, young people and families in decisions about their care. The new service started on 1st July 2015 and it will use regular client feedback to shape the on-going way the service is delivered.

The local Parent/Carer Forum Listen 4 Change and Healthwatch participated in the tenders for all 3 services and were an integral part of choosing the service providers, and will be involved in ensuring that services are delivering improvements to children and young people.

2.1.17 Young carers

Young Carers have been and continue to be consulted in a number of ways and their views have been incorporated in to commissioning and service design, improving practice and influencing the development of future strategy. For example In 2013 services for Young Carers were put out to tender and as part of that process young carers views were sought to influence the development of the service specification and two young carers wrote questions for the interview and were involved in the evaluation process that led to the current provider The Carers Trust delivering services for the young people. At a feedback session the young carers concerned reported that they were glad to have been involved and were pleased with the new provider and the delivery of service. The service now has a Young Carers Committee, which is influencing and making a difference to the support offered to children and young people, these include:

- Seeking the support of a dedicated Young Carers Champion School Nurse, to offer a health drop-in session and advice about their caring role.
- Dedicated school nurse support for families
- Helped to design an assembly presentation which the Young Carers Champion School Nurse presents in St.Helens schools.
- Supported the development of the draft Young Carers Strategy, including a young carer’s personal reflection.
- Representation on the Young Carers Partnership Board to ensure the views of young carers are heard and can influence decision making.
2.1.18 Looked After Children

As part of school nursing and health visiting assessments, looked after children and young people are asked about their health needs which is then quality assured by the LAC Nurse. However, there is still room for improvement and we will continue to ensure that children in care are offered a service of the highest quality to meet each child or young person’s needs. The child’s voice and wishes and feelings will continue to be captured as part of the assessment as this will help to influence service delivery in the future.

2.1.19 Youth Offending Service

In reviewing the support pathways for young people involved with the Youth Offending Service (YOS), 37 young people were asked in one-to-one conversations to reflect on their own health behaviours. The conversation covered a broad range of aspects, from diet, personal safety and risk taking behaviours to digital safety. The results have been collated into a report and the findings have been used to inform the improved health and wellbeing pathways for vulnerable young people. In addition, small step changes have taken place within the Youth Offending Centre to help improve healthier choices of young offenders, such as fruit on desks in the assessment rooms and young people being encouraged to participate in physical activity.
3. GP Survey

The GP Patient Survey is a national survey commissioned by NHS England which aims to find out people’s experience of their GP practice. It is a very large survey, with over 800,000 questionnaires completed nationally in 2014/15. In St.Helens, 4,208 questionnaires were completed in the same period.

The survey measures patients’ experiences across a range of topics, including:

- Making appointments
- Waiting times
- Perceptions of care at appointments
- Practice opening hours
- Out-of-hours services

About five in six St Helens Clinical Commissioning Group patients stated that their overall experience of the GP surgery was good (84%). This is similar to the national average of 85%. Regionally, results ranged from 79% to 88%. In St.Helens, 5% stated they had a poor experience; the same as the national percentage.

St.Helens as below the national average for those who said it was easy to get through to somebody in their GP surgery on the phone compared to England as a whole, (66% and 71% respectively). A third (31%) stated it was not easy, which is higher than the national average of 26%. The results in St.Helens have declined since 2014.

The vast majority of patients thought the receptionist at their surgery was helpful (86%) whilst only 12% stated they were unhelpful. This is similar to the previous years’ results and to the national average.

The majority of patients of St.Helens GP surgeries who completed the questionnaire stated that they had not used any online services in the past 6 months that were available at the GPs (85%) and 52% were not aware of the online services on offer.

In terms of getting an appointment, 83% stated they were able to get an appointment the last time they wanted to see or speak to their GP or nurse whereas 13% were not able to. This again is similar to the national average (85% and 11%). When able to get an appointment, 92% stated it was convenient.

When patients were offered an inconvenient appointment or when an appointment was unavailable, patients reported to go to the appointment offered (32%), get an appointment for another day (20%) or contact the surgery another time (19%). 12% went to a walk in centre or A&E and 12% didn’t see anyone.

Nearly two thirds (60%) of people reported that they didn’t have to wait too long for an appointment, this is slightly higher than the national result of 58%.
When asked if the GP: gave you enough time; listened to you; explained tests and treatment; involved you in decision about your care; treating you with care and concern, over 80% of all respondents reported the GP to be good or very good. When the same questions were asked of their experience with the nurse, over 90% reported the nurse to be good or very good. This said, when asked about confidence in their GP, 93% reported they had confidence and trust in the GP they saw or spoke to, however only 82% stated they had confidence and trust in the nurse.

The out of hours service is well received by the public, with 79% stating their experience was good, which compares with 69% nationally.

92% of patients reported that they feel confident in managing their own health; this is the same as the national average.
4. Healthwatch

Healthwatch is a watchdog for local health and social care services, giving people a voice and making sure views are heard about services St Helens residents and their family use. The role of Healthwatch is to give local people the chance to improve their local services by:

- Providing information, advice and support to the public about local services.
- Asking people for their views about how services work and highlight trends and or gaps.
- Using those views to comments on how services are designed and perform.
- Attending the Health & Wellbeing Board to contribute to local strategy.
- Having the power to ‘Enter & View’ places where health and social care services are provided to offer a community view and make recommendations for change.
- Passing information on to safeguarding teams, Healthwatch England and the Care Quality Commission about things that the residents are concerned about.

4.1 Healthwatch structure

Healthwatch St Helens is a company limited by guarantee and is a not-for-profit organisation.

The company structure of 3 Directors ensures the Healthwatch service is delivered properly and below that, a management committee of 12 people from across the local community, all with health and social care backgrounds, drives the business of Healthwatch. The committee looks at the issues coming into Healthwatch from patient experiences and decides what areas it should focus on.

A staff team of 4 full time individuals with approximately 35 volunteers and other helpers ensures that the business of Healthwatch is carried out – including events, coffee mornings, outreach visits, surveying and representing the community at various partnerships and boards.

4.2 Work plan priorities consultation

During March – May 2014, Healthwatch members and staff consulted the public about what aspects of health or care services they felt should be scrutinised. 510 responses were received, over 300 of which were members of the public. Less than 20% of the replies were on-line, the rest came from face-to-face work. More than 60% of the responses resulted from direct work by Healthwatch staff and volunteers The people participating were aged between 9 and 90 years.

4.2.1 What are the priorities for local people?

In 2014, Healthwatch St Helens consulted with the people of St. Helens in order to prioritise their 2015/16 work plan. Good Quality GP services and preventing mental ill health were the two top priorities, with end of life care and making choices and having control over your health & care joint third.
4.2.2 Good Quality GP Services

Just over half the responses ranked Good Quality GP Services as their top priority. In order to further explore what a ‘Good quality GP service’ means to the people of St. Helens, consultation was carried out with the public in 2015. There were over 700 responses from St. Helens residents from online forms and completing paper questionnaires.

The majority of respondents (84%) felt that the information given to them regarding their condition was easy to understand. 81% felt that medication and why they were needed was explained however only 75% stated that they felt in control of their medical care and support. When their medication was changed to a different brand, only half the respondents stated the reasoning was explained.

Less than half of respondents were aware of how to raise a concern, give a compliment or make a complaint. Only 40% were aware if their practice had a patient participation group and less than 30% felt their surgery kept them up to date with the latest medications available to them.

Nearly three quarters (71%) of people can book appointments in advance and 61% know of a number of ways to book and cancel appointments. Two thirds (67%) found the turnaround for repeat prescriptions acceptable, with 58% aware of a range of ways to request repeat prescriptions. The second most popular method for requesting repeat prescription is over the telephone; however this is not the most preferable option for safety reasons.

Only 29% of people know whether arrangements are in place for patients with additional needs, however unless patients have those needs themselves, they may be unaware as to what is in place for other patients. 42% believe that their GP knows about any special circumstances relating to them for example, if they are a carer, are deaf, have a learning disability or visual impairment.

The majority (81%) of respondents told Healthwatch their practice is comfortable and welcoming, with 89% finding it easy to get in and around the building and 80% considering information on the noticeboard to be useful, clear, readable and up-to-date.

Near three quarters (71%) of people said that reception staff are friendly, professional and say things privately and discreetly and 47% believe that their practice staff ‘go the extra mile’. Three quarters of the respondents reported that all staff at their practice has a friendly and helpful manner.

“When I get into the doctors they have always been lovely”

“Being able to book appointments online”

“I really, really dislike the automated reception”

4.2.2.1 Outcomes of the consultation work

The results of the consultation work regarding GP services in St. Helens have been provided to the Health and Wellbeing Board as well as the CCG’s Primary Care lead and practice managers. A Good Quality GP Award is being set up by Healthwatch to highlight the GP surgeries in the Borough that are working towards community-friendly standards.

The recommendations from the Healthwatch Good Quality GP Survey were to:
• Ensure customer service training for all staff.
• Raise awareness about support for people with additional needs.
• Educate patients about different ways to order prescriptions and include reasons why ordering via telephone is not available.
• Inform patients about staff training.
• Increase awareness about support available for people with dementia and their carers.
• Make more support available for young carers.

4.2.3 Preventing Ill Mental Health
Over a quarter of people (27%) that took part in the consultation work reported that preventing mental ill health was their 2nd highest priority, after Good Quality GPs.

Further research is required about what aspects of mental health are the most in need of attention for example; long-term conditions like depression; a specific diagnosis like dementia; autism; people’s health in prisons or secure mental health wards or positive mental wellbeing (of the general population).

Each of these areas has its own specific issues and Healthwatch is supporting work towards a variety of the above aspects. Progress made so far includes:

• Supporting Time to Talk and campaigns to tackle stigma towards mental health conditions.
• Supporting commissioners to bring together partners on an effective Crisis Care services action plan.
• Enabling people to access suicide prevention awareness training.
• Ensuring community input into local mental health strategies.

4.2.4 End of Life Care
A third (31%) of residents participating in the Healthwatch consultation on their work priorities reported that end of life care as the third highest priority, equal to the theme of Making Choices and Having Control.

Healthwatch has been involved in work around end of life care for several years at the request of health services and as part of multi-agency partnerships, has helped create a new Care and Communication record, to enable the best care possible for someone who is dying.

Healthwatch can assist services to make conversations about preparing for an end of life situation easier and more sensitive through staff training, providing useful information and supporting people understand legal documents and how to prepare for someone’s last days.
4.2.5 Making choices and having control over your health & care

Making choices and having control over your health and care was the priority that was considered the least important. The consultation results showed this priority option was too broad and may have been unclear to some respondents.

A conference that Healthwatch and local partners organised in November 2014 showed that people did want to understand what options were available to them around personal health budgets and direct payments. A list of support services and marketplace stalls enabled the local community to see that there are organisations and services available to help people plan and take control of their own care.

4.3 Conclusion

St.Helens will rise to the opportunity to improve the health outcomes of its residents and their experiences of health services by continuing to co-develop services that not only seek their views but actively involve them in the process. We will strive to ensure that all contributions are formally recorded and monitored for impact. We will acknowledge that children and young people, like other users, want health services which are effective, flexible, personalised and provided in child friendly environments.

The recommendations from the Healthwatch Good Quality GP Survey are:

- that GP practices should implement customer service training for all staff;
- to raise awareness about support for patients with additional needs;
- to educate patients about the system in place of not being able to order prescriptions over the telephone; and
- to keep patients informed about staff training.
St. Helens Health and Wellbeing Board

Members:

St. Helens Council
St Helens Clinical Commissioning Group
Halton and St. Helens Voluntary and Community Action
Healthwatch St. Helens
NHS England
Helena Partnerships
Bridgewater Community Healthcare NHS Trust
5 Boroughs Partnership NHS Trust
St Helens and Knowsley Teaching Hospitals NHS Trust
Merseyside Police

Contact Details

Public Health
Atlas House
St. Helens
WA9 1LD

Tel: 01744 676789
publichealth@sthelens.gov.uk
www.sthelens.gov.uk/health