

Useful Information for Outpatients

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Useful Information for Outpatients

We will keep your information safe and secure at all times and only share it with suitably authorised individuals or other organisations if they have a genuine legitimate need for it, or we have your permission to do so.

We also encourage you to respect the privacy of others and therefore it is against Trust policy for any patient or visitor to record images or videos on the hospital grounds.

If you would like to know more about how your information is used, you can speak to the person in charge of your care.

NHS Constitution

The NHS Constitution says you have the right to access certain services commissioned by NHS bodies within maximum waiting times. Where this is not possible and you ask for this, the NHS will take all reasonable steps to offer you a range of suitable alternative providers.

Do you require a copy of your clinic letter?

If you require a copy of your clinic letter following your outpatient visit, please ask the clinician during your appointment.

Patient Contact Information

When you attend or are contacted by the hospital for an appointment, the receptionist will check your details on the computer, e.g. full name, address, date of birth, and ask you for other information such as your religion, ethnic background, and details of your GP and your next of kin.

Please note if our Appointments Department try to contact you via telephone and speak to your next of kin, unless you have already informed the hospital that you do not wish any information to be divulged to this person, they can leave a message with your next of kin around your appointment.

Accessible Information Standard

If you have additional communication needs relating to a disability, we can put an alert on your patient record so that we can provide the support you need, contact the patient experience team on patientexperienceteam@sthk.nhs.uk who will advise you on what support can be provided.

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Before you come into hospital

Appointment reminder service

To help patients remember their appointments and to make it easier to cancel or rearrange an appointment, the Trust (for the majority of specialties) provides a reminder service using either an automated telephone call or calls made by call centre staff.

Patients will be contacted a few days before their appointment. However, if you do not wish to receive a reminder then please let us know by calling: **0151 430 1234**.

Cancellations

If you are unable to keep your appointment, please let us know so that your appointment slot can be allocated to another patient.

You can do this by telephoning the above number or by visiting the Trust website: www.merseywestlancs.nhs.uk select patient and visitors tab, then select the hospital site your appointment is booked for and complete the online form.

Failure to attend your appointment may result in you being discharged back to the care of your GP.

What to bring

- Your appointment card or letter
- Any tablets or medication you are taking and any medication cards
- Your postcode, telephone number and GP details
- Money for prescriptions, car parking, telephone and refreshments
- Income support book if eligible to claim reimbursement of travel expense
- If this is your first appointment you may be asked questions regarding your personal or family medical history. It may be useful to find out as much information as possible and bring this with you
- A list of questions you wish to ask the doctor regarding your diagnosis or any proposed treatment.

Mersey and West Lancashire Teaching Hospital is active in research, which helps to improve patient care and treatments in the NHS. Your doctor, nurse or other Health Professional may ask you if you would be interested in taking part in research.

When you arrive

On arrival, please report to the outpatients reception. Show your appointment letter or card to the receptionist who will check your personal details and ask you to take a seat. Please bring your appointment card with you each time you attend the hospital.

If you have any disability which may affect you during your visit (for example if you are hard of hearing), please let our reception staff know.

Waiting times

Patients will be seen in appointment time order, rather than time of arrival. We aim to see everyone within 30 minutes of their appointment time. However, from time to time there may be unforeseen delays, for example when there are medical emergencies. We will endeavour to minimise any waiting time.

Your consultation

Medical staff work in teams, each under the direction of a consultant. You will not necessarily see the same doctor each time but the one you see will always be familiar with the details of your previous visits. Each clinic has a member of nursing staff available if you have any worries.

Students

There may be students present during your consultation as part of their on-going training. Please let us know if you would rather see the doctor alone.

Medications

Please let us know if you are currently taking any tablets, medicines or eyedrops. These should be brought with you when you attend for your clinic appointment. If you are prescribed any medication at your appointment, the doctor will give you a prescription and you can get any medicines prescribed at the hospital pharmacy. Unless you are exempt from paying prescription charges, you will be asked to pay for your prescription in the usual way.

Eye clinics

If you are attending the eye clinic and you wear glasses for reading or for distance vision, please bring your glasses with you. An Eye Clinic Liaison Officer is based at St Helens Hospital who can assist anyone with sight loss to access the support they may need.

After your consultation

After you have been seen, you might need to visit other parts of the hospital for further tests such as an x-ray or blood test.

The clinic nurse will explain what you need to do and where you need to go.

Follow-up appointments

If you need another appointment you can book one at the outpatients reception before you leave. Please note that future appointments will be confirmed by letter six weeks prior to clinic appointment date.

Appointment cancellations

If you are unable to keep your appointment, please tell us as soon as possible and, if possible, at least 48 hours before your appointment.

For appointment cancellations call: 0151 430 1234

Dignity and respect

Patients, staff and visitors have the right to be treated with dignity, respect and compassion, in an environment that is safe and comfortable. As a patient receiving care you can expect that:-

- You will be greeted on your arrival in a professional and courteous manner.
- You will be addressed by the name which you choose to be known
- A private area will be made available for you and your family to discuss your treatment with the staff
- Verbal consent will be sought by all staff prior to any procedure being undertaken
- Your privacy will be maintained, and curtains will be drawn around your bedside when treatment is being carried out
- All staff will make a verbal request if they wish to enter a curtained or closed-door space
- If you are disabled, all reasonable adjustments will be made so that you can access all our services
- We will involve you in decisions about your treatment and care
- You will be treated equally regardless of your age, disability, gender, race, religion, sexuality or transgender status

- Your faith and cultural beliefs will be respected
- Any complaints will be taken seriously and dealt with efficiently

Interpretation and translation

Our aim is to ensure that our services are accessible to all patients and visitors. With adequate notice the Trust can offer interpreter services for more than one hundred different languages, and we can offer sign language support.

Amenities

- Lifts to all floors
- Wheelchair and portering assistance, if required (please ask at reception desks in the Outpatient Department)
- Shops located in the hospital selling newspapers, confectionery and cold drinks
- Vending machines
- Public telephones
- Restaurant and café facilities
- Play areas for children situated in clinic areas (please note children must be supervised by their parent/guardian)
- Baby changing/feeding rooms

Restaurants and retail

Spice of Life Restaurant

The restaurant caters for patients, visitors and staff, and offers a wide choice of hot meals, snacks and hot and cold drinks.

Whiston Hospital - Level 5

St Helens Hospital - Lower Ground Floor

WH Smith Shop

Located near main reception at both hospitals.

Costa Coffee

Located near main reception at both hospitals. The café provides a range of snacks and refreshments.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) is here to:

- advise and support you and your family
- respond to your concerns if you are unhappy with any aspect of your care
- listen to your suggestions for improving our services for patients and visitors
- pass on your compliments to staff if you are pleased with any aspect of your care

How to contact PALS

Open Monday to Friday, 8am-6pm

Drop in and see us: We are located on Level 1, close to the main reception at Whiston Hospital.

Write to us: PALS office, Level 1, Whiston Hospital, Warrington Road, Whiston, L35 5DR

Email us: pals@sthk.nhs.uk

Telephone us: 0151 430 1376

The office has an answerphone which is available 24 hours a day and messages will be responded to as quickly as possible.

If you have an urgent enquiry, you can speak to a member of staff who will contact the PALS team for you.

If you feel that your concerns cannot be resolved at the time of your treatment, please contact:

Rob Cooper
Chief Executive
Whiston Hospital
Warrington Road, Prescot
Merseyside L35 5DR

No smoking policy

The Trust is a smokefree site and smoking is not allowed anywhere within the hospital or its grounds.

If you would like assistance to give up smoking, the Trust has dedicated hospital stop smoking advisors supporting patients, visitors and staff, providing free, friendly, professional support and guidance.

Please look on our website at www.merseywestlancs.nhs.uk for up-to date information on how to access stop smoking advice and support or visit our PALS office at Whiston Hospital.

Travel and parking

St Helens Hospital

Marshall Cross Road

St Helens WA9 3DA

Telephone: 01744 646461

By car

M62: Junction 7 on to A570

M57: Junction 2 towards St Helens St Helens Hospital is located 6 miles from the M57 junction

Car parking

Parking is available for patients and visitors with a designated patient 'drop-off' area and parking spaces for disabled drivers.

Less than 20 minutes FREE

20 minutes - 1 hour £2.00

1 - 2 hours £3

2 - 3 hours £4

3 - 4 hours £5

4 - 5 hours £6

5-6 hours £7

Over 6 hours £8.00 Maximum Charge

Disabled parking FREE – please display your disabled badge in your car and present a copy of disabled badge to Main Reception for staff to process.

£15.00 - Weekly car park passes available, please see information displayed on pay machines.

Disabled access

There is a disabled drop off and pick up area at the front of the hospital main entrance.

By bus

Merseytravel No. 32, 32a, 33, 35 and 17 available from St Helens Hospital.

By train

Lea Green, St Helens station: 0.52 miles

Whiston Hospital

Warrington Road, Prescot, Merseyside L35 5DR

Telephone: 0151 426 1600

By car

M62: Exit Junction 6

M57: Exit Junction 1 towards Prescot on A58
Whiston Hospital is located 2 miles from the junction.

Car parking

Located in the multi-storey car park off Warrington Road, by Accident and Emergency off Dragon Lane and by the paediatric entrance off Stoney Lane. Parking is free up to 20 minutes, there are car park charges after 20 minutes with a maximum charge of £6.00. The list of prices can be found on page 16. Prices are subject to change.

Disabled access

There is dedicated disabled car parking at the front of the hospital main entrance plus disabled spaces available within the multistorey, Accident and Emergency and Paediatric car parks.

By bus

Arriva No 89, No 10A & No 61 drop off outside Whiston Hospital.

By train

There are four train stations in the surrounding areas, each within 0.8 miles. These are Prescot, Whiston, Rainhill and Eccleston Park stations.

Newton Hospital

Bradlegh Road, Newton, WA12 8RB

Telephone No: 0151 290 4835

By car

M6: Junction 23, onto the A580 to Manchester/Liverpool/Newton. Turn left onto East Lancashire Road/A580.

Turn left onto Newton Lane continuing onto Rob Lane.

Turn left onto High Street/A49/A572, then turn right onto Park Road North.

At the roundabout, take the 1st exit onto Wargrave Road and turn right onto Bradlegh Road.

M62: Junction 9, onto the A49 to Warrington Central/Newton.

Take the 1st exit onto Newton Road/A49.

Turn left onto Hollins Lane and continue onto Alder Lane and Wargrave Road.

Turn left onto Bradlegh Road.

Car parking

Parking is free. Please allow extra time for parking.

Disabled access

There is dedicated disabled car parking at the rear of the hospital

By bus

Bus Route: No 34A from St Helens and 22 from Warrington drop off outside Newton Community Hospital.

By train

Earlestown is the closest railway station. The hospital is approximately a 20-minute walk.

Hospital transport

If your mobility is such that you cannot use public transport, or you do not have a relative or friend who can bring you to your appointment, you may be eligible to access a non-emergency patient transport services ambulance to bring you to hospital and return you home.

If you think you may be eligible, contact the North West Ambulance Service Patient Transport Services, on 0800 032 3240 to arrange transport. Please note you should contact the service at least 3 working days in advance of your appointment.

Shuttle bus

A free shuttle bus runs between Whiston and St Helens hospitals. It is available Monday to Friday, every 20 minutes, between 7.00am and 6.00pm, picking up at the main entrances of both hospitals.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Newton Hospital
Bradlegh Road,
Newton, Merseyside, WA12 8RB
Telephone: 0151 290 4835