

## Useful Information for Outpatients

This leaflet can be made available  
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式  
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona  
w innych językach/formatach.

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

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

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[www.sthk.nhs.uk](http://www.sthk.nhs.uk)

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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.sthk.nhs.uk](http://www.sthk.nhs.uk) select patients and visitors and your appointment.

**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
- A list of tablets or medication you are taking and any medication cards, including strengths and frequency
- 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.

## Notes

### 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. 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. The clinician will ask you whether you are comfortable with a student when you arrive in the room. 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.

For appointment cancellations call: 0151 430 1234.



## No smoking policy

Smoking is not allowed anywhere within the hospital or its grounds.

If you would like assistance to give up smoking, please speak to a member of staff who will be able to direct you to the correct free, friendly, professional support and guidance or please see our website <https://www.sthk.nhs.uk/smokefree>

Contact the team on: 0151 290 4332.



Any patients attending hospital on 3 occasions or more over a period of 3 months or more may be eligible to receive free parking. You would require a letter from your consultant/lead nurse confirming this for the period to have their parking validated by main reception/car parking team.

## 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, they require 2 working days notice for transport to be arranged.

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.

## 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 of 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 trans-gender status
- Your faith and cultural beliefs will be respected
- Any complaints will be taken seriously and dealt with efficiently.



## 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
- Toilets and disabled / accessible toilets.

## 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.

## Disabled access

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

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.

## 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.



## Travel and parking - 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 pediatric entrance off Stoney Lane.

Parking is:	Up to 20 minutes Free
	20 minutes to 1 hour £1
	1 hour to 2 hours £2.20
	2 hours to 3 hours £3.30
	3 hours to 4 hours £4.40
	4 hours to 5 hours - £5.50
	Over 5 hours - £6.00 Maximum charge

£12.00 - Weekly car park passes available, please see information displayed on pay machines.

## Patient Advice and Liaison Service (PALS)

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

- advise and support patients, their families, and their carers
- listen to patients' concerns, queries and suggestions
- Help resolve problems quickly on your behalf by liaising with the relevant teams
- Pass your comments and suggestions on improving our hospital services to the relevant management.

### How to contact PALS

If you have any concerns the first person to discuss your concern with should be a member of staff, your health professional or ward manager/ nurse in charge. They will endeavour to resolve your concern as soon as they can. If you would prefer to speak to someone else, you can contact the Trust's Patient Advice and Liaison Service (PALS) by:

**Email:** [pals@sthk.nhs.uk](mailto:pals@sthk.nhs.uk)

**Tel:** 0151 430 1376

**Address:** PALS Team, Level 1, Whiston Hospital, Warrington Road, Prescot, L35 5DR

**PALS opening hours:** Monday to Friday 9am - 5pm (excluding bank holidays).

If the team are busy dealing with other patients during this time, you can leave your contact details with our receptionist and we will contact you as soon as possible about your concern. You can also leave a message on the PALS answerphone service and you will receive a telephone call back at the earliest opportunity (this may be on the next working day) or you may wish to complete the PALS web form, which is available on the Trust PALS website page.

If the team are unable to resolve your concerns, they can provide you with information about the Trusts formal complaints process.

## 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.

Parking is:

Up to 20 minutes	Free
20 minutes to 1 hour	£1
1 hour to 2 hours	£2.20
2 hours to 3 hours	£3.30
3 hours to 4 hours	£4.40
4 hours to 5 hours	- £5.50
Over 5 hours	- £6.00 Maximum charge

£12.00 - Weekly car park passes available, please see information displayed on pay machines.

### Disabled access

There is dedicated disabled car parking at the front of the hospital main entrance.

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.

### By bus

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

### By train

Lea Green, St Helens station: 0.52 miles.

