Southport & Ormskirk Hospital NHS

providing safe, clean and friendly care NHS Trust

INFORMATION FOR INPATIENTS, DAY CASES AND VISITORS

Southport & Formby District General Hospital

Town Lane
Kew
Southport
Merseyside
PR8 6PN

Tel: 01704 547471

Ormskirk & District General Hospital

Wigan Road
Ormskirk
Lancashire
L39 2AZ

Tel: 01695 577111

My NHS number

PROVIDING SAFE, CLEAN AND FRIENDLY CARE

The Trust is committed to providing a wide range of high quality integrated clinical services to the people of Sefton, Ormskirk, Skelmersdale and, increasingly, further afield.

We will ensure your visit is as pleasant as possible and hope the following information will prove helpful.

YOUR NHS NUMBER

Everyone registered with the NHS in England and Wales has their own unique NHS number. It is printed on the medical card given when you register with a GP practice.

Your NHS number helps healthcare staff to safely and correctly identify you and find your records. A member of hospital staff will be happy to give you your NHS number if you would like to ask them for it. They can print it below for you or you can obtain it from your GP:

SMOKEFREE TRUST

Southport & Ormskirk Hospital NHS Trust is smokefree**.** This includes both the buildings and all the grounds. By being smokefree we are helping to protect the health of our patients, visitors and staff as well as making the hospital a more pleasant environment.

There is a stop smoking nurse in the hospital to help you during your stay and nicotine replacement therapy is available on prescription. If you would like to be seen please ask staff on arrival in hospital.

If you require help in stopping smoking or you would like further details of the support, please contact your local stop smoking service on:

NHS Sefton	0300 100 1000
NHS Central Lancashire	0800 032 2424

PLEASE HELP US TO HELP YOU

Disabilities

We know some people are less able or disabled. If you are one of them, we hope we can arrange to make your visit comfortable. It may be you have mobility, communication, hearing or visual difficulties, dietary needs or some other disability that you may wish to tell us about before your visit. If so, please call the contact number on your appointment letter or card.

Interpreters

If English is not your first language, you may require the help of an interpreter, and the deaf and hard of hearing may require help with sign language. If so, please tell us by contacting the telephone number on your appointment letter or card so we can make appropriate arrangements.

INFECTION PREVENTION

When you come into hospital for treatment you may have an increased risk of infection for a number of reasons:

- Illness reduces the natural ability of people to fight off an infection
- Medical treatment can leave the body vulnerable as the natural defences like the skin are penetrated, for example, by the creation of a surgical wound for the insertion of drips, urinary catheters and the like

The Trust takes your safety very seriously and strives to protect you at a time when you are more vulnerable. You **and** your visitors can help cut the risk of infection by some relatively simple measures.

Personal hygiene

It is important that you keep a high standard of personal hygiene during your stay in hospital and the staff will assist you when required.

- **Always** wash your hands with soap and water after using the toilet
- If you are on bed rest and using a bedpan or urinal, please ask to wash your hands
- **Always** clean your hands before eating and drinking

- A tub of moist hand wipes is a useful and convenient way to quickly clean your hands
- If a toilet or bathroom does not look clean before you use it, please say so
- **Never** remove a dressing that has started to become loose. Always report this to your nurse

MRSA – the facts

MRSA (meticillin-resistant staphylococcus aureus) is a version of a widespread germ which is resistant to some antibiotics. It can be treated.

MRSA is most commonly found in certain sites in the body such as the nose. If you are worried about MRSA, please ask a member of staff for an information leaflet.

Some people may carry this organism without knowing and without harm being caused. This is known as carriage.

You may be screened for MRSA carriage so that we can offer you skin washes and nasal treatments to reduce the risk of infection while you are having treatment.

In order to reduce the risks of this germ spreading to other patients, it will usually be necessary to separate patients with MRSA from those without it by caring for them in a single room. This is known as barrier nursing and is carried out because there are other vulnerable patients in the hospital.

Help reduce the risk of infection

If you have a wound drain or urinary catheter, speak to your nurse if it becomes loose or disconnected.

If you have a surgical wound, please report any loosening of dressings, leakage from the wound or any pain or redness at the area of the wound.

If you have an intravenous device or drip, please report any redness or pain at the site of the drip and ensure that someone inspects the site three times a day.

If you have not seen staff clean their hands before caring for you, we do encourage you to ask them to do so before they touch you or any of your dressings

In conclusion

- Remember, it is okay to ask people to wash their hands and keep the environment around you clean
- If you are worried about infection in the area where you are being treated, please speak to your consultant or nurse
- If you are still concerned, please ask to speak to a member of the infection prevention and control team

TRANSPORT TO HOSPITAL

Detailed travel directions are available on our website www.southportandormskirk.nhs.uk

Patient transport services

If your condition prevents you travelling to hospital by private car or public transport, please contact your GP to arrange patient transport for your **first** appointment.

If you require transport for subsequent appointments, this will be arranged by the hospital depending on your medical condition and following assessment by medical staff.

If you need to cancel transport that has already been booked, please call 01704 704297.

At Southport. The patient transport reception centre is open from 8am to 5pm (Monday to Friday) and is staffed. It has a waiting area and is the focal point for all inquiries about patient transport.

At Ormskirk. The patient transport reception desk is located inside the main entrance to the hospital and is open from 8am to 5pm (Monday – Friday) and is staffed.

By bus/train. You can contact Travel Line on 0871 200 22 33 for up to date information on bus and train timetables. Travel information is available at the main entrance to the hospitals. Both our sites are within a 10-15 minute taxi ride from railway stations.

Car parking. Limited on-site parking is available at both sites. The parking fee is based on the length of stay but the first 20 minutes are free. The scale of charges is posted at the entrance to our car parks and at the pay stations.

Reduced weekly parking. Weekly passes are available from the general office (or the porters' lodge after hours) for £10 per week, plus a £5 deposit.

Disabled blue badge holders. At Southport disabled visitors can park for free by taking their ticket and their blue badge to the general office, the porters' lodge or the physiotherapy reception for validation.

At Ormskirk, disabled visitors can park for free by taking their ticket and their blue badge to the general office, the porters' lodge or the diabetes centre for validation.

In case of difficulty, ask staff in the ward or department you are attending or visiting to arrange for a member of the portering service to come and validate your ticket.

Parking space can be limited between 9am and noon and 2pm and 4.30pm, so please consider alternative ways of getting to hospital where appropriate. Further public travel information can be found at:

www.traveline-northwest.co.uk
www.merseytravel.gov.uk

REIMBURSEMENT OF TRAVEL COSTS

Patients on low income or in receipt of benefits may be entitled to reclaim travel costs. Assessment forms are available from the general office. Please remember to take proof of benefits, appointment card or letter, and travel ticket with you.

WHAT TO BRING WITH YOU

- Your admission letter
- National insurance number
- Any treatment cards

Clothes: night clothes, slippers, dressing gown and underwear.

Toiletries: hairbrush, comb, shampoo, toothbrush and denture cleaner, soap, flannel, towels (hand and bath), paper tissues and deodorant.

You may also wish to bring reading glasses, shaving equipment, walking aids, hearing aids, state pension details, books, note pads, pens, fruit juice, etc.

YOUR MEDICINES AND MEDICATION

On admission to hospital, please remember to bring with you **all** the medicines you are taking.

During your stay, your medicines will be kept in a locker at the side of your bed and, if appropriate, they will be used during your stay. A pharmacist will talk to you about them, explaining any changes and will answer any questions you may have.

With our “medicines to go” scheme, when you are ready to go home, your medicines will be . The hospital will provide your family doctor with a full list of medicines supplied.

Please note that your hospital doctor will **not** issue a prescription for ongoing medicines. These are prescribed by your GP.

WHAT NOT TO BRING INTO HOSPITAL

Although belongings can be stored in your bedside locker, storage space is limited so please do not bring any clothes which you won’t need, valuables, jewellery, etc. However, a small amount of money for newspapers, telephone calls, etc, may be required.

If you must bring money and valuables with you, please ask your nurse to keep them in the hospital safe. The Trust will not accept responsibility for any money or valuables lost unless they have been handed in for safe-keeping and a copy of the patient's property record obtained as a receipt.

ALCOHOL

Alcohol is forbidden on hospital premises. Consumption may also interfere with your treatment.

FLOWERS AND BALLOONS

We know that patients enjoy receiving flowers.

However, large displays make cleaning difficult and some patients have pollen allergies or dislike flowers with very strong scent. Because of this, on some wards, flowers may not be allowed. Please speak to the ward staff about their policy on flowers.

Also do not bring potted plants in to hospital as they can harbour insects.

Well-wishers sometimes like to bring in balloons, particularly on children's and maternity wards. Latex (rubber) balloons should not be brought as they can cause an allergic reaction in some people. Please ask the ward before bringing in other types.

WHEN YOU ARRIVE

Please report to the ward detailed in your admission letter. Volunteers are usually available at the main entrance to answer any inquiries. Wheelchairs are also available here.

WARD ACCOMMODATION

Inpatient areas are usually single sex. However, sometimes this is not possible and in this instance we will contact you before admission.

Day case wards, however, are mixed sex – if you feel this will cause a problem or you would like a more detailed explanation of ward accommodation, please contact the telephone number on your admissions letter. Toilet and washing facilities are always separate and nearby.

COMMUNICATION

It is important that there is good communication between patients, their relatives or carers, and hospital staff. If there is anything that you feel we need to know, or if you have any questions about your treatment and care, please speak to a member of the medical or nursing staff.

IDENTIFYING STAFF

All our staff wear identification badges, so if you are not sure who we are, please ask. The team caring for you may be made up of nurses, doctors, physiotherapists, radiographers, dieticians, occupational therapists, ward clerks and many others, so you will see a number of different faces.

THE CONSULTANT

Your care will be managed by an expert team headed by a consultant. You may not always need to see your consultant but, be assured, they are still responsible for you and that under their direction you will receive the best possible care at all times.

TRAINING

The hospital is involved in the training of doctors, nurses, radiographers, physiotherapists, occupational therapists, etc. These trainees may be involved in your care and your co-operation would be appreciated. However, if you do not wish this, please inform the nurse or doctor caring for you.

CONSENT

Before giving consent, you will be given a clear explanation of your condition and any proposed treatment, investigation or procedure, including the risks and alternatives. You will then be asked to give your consent.

TRAVEL AFTER SURGERY

It is recommended patients should not travel by air for up to three months following major surgery and for one month after non-major surgery. If you

are planning a holiday following any surgery, you **must** bring this to the attention of your consultant.

INQUIRIES ABOUT YOU

Relatives and friends asking about your health during your stay will only be informed if you or your next of kin agree. As the wards are very busy, please nominate one member of your family or a friend to ring and then pass on the information.

There is also a direct dial number for each ward, so please ask a member of staff to write it down for you.

VISITING TIMES

These vary from ward to ward and we will tell you about them when you arrive. Please note that large numbers of visitors may be tiring, and patients need to rest. Visitors may be asked to leave if treatments are being carried out.

Liaise with the nurse in charge if you need to visit outside visiting hours to ensure there are no infection control issues to be considered.

Children are allowed during visiting times but, because of the risk of infection, we ask that you discuss this with a member of the nursing staff beforehand.

GOING HOME

We begin planning your discharge from the moment you are admitted, although the actual date will depend on the outcome of your treatment.

We aim to discharge all patients by 11am. This is to help with the admission of other acutely ill patients.

BEFORE YOU LEAVE

We value your input to assist us in monitoring and improving the services in your hospitals. To help us to achieve this, we may ask you to take a few minutes to complete a survey on a hand-held computer. Staff will be available to help you with this if needed.

AVAILABLE FACILITIES

Bedside TV and phone line. This is your personal TV, radio and email at hospital bedside for you to use when you want. This means you can keep in touch with friends and loved ones without leaving your bed. For further information and to register, please call 0845 414 0414.

Pay phones. Pay phones are available in the main entrance of the hospitals. There is a freephone to a local taxi company located in the main reception areas of both hospitals and by the entrance to the accident and emergency department at Southport.

Mobile phones. Mobile phones and two-way radios must be **switched off** in or near medical treatment areas as they may interfere with equipment used in caring for patients. They may, however, be used in the following areas:

- Grounds and gardens
- Restaurants and Applejacks coffee shop
- Residential accommodation
- Main hospital streets
- General office areas

Please note: if you bring a mobile phone into hospital with you, and it is not handed over for safe-keeping, we cannot accept responsibility for it.

SHOPS

There is a shop at both hospitals selling newspapers, confectionary and other snacks and drinks.

Applejacks coffee shop is situated near to the main entrance to Southport hospital and there is a tea bar run by the League of Friends at the main entrance of Ormskirk hospital. A restaurant is open to patients and visitors as well as staff at both Southport and Ormskirk.

At **Southport** it is open from 7.30am to 7.30pm for drinks and snacks with hot meals served at:

Breakfast	8am to10.30am (Saturday and Sunday 8am to 11am)
Lunch	11.30am to 2pm
Evening	3.30pm to 6.45pm

At **Ormskirk** it is open from 8am to 6.30pm for drinks and snacks with hot meals served at the following times:

Breakfast	8.15am to 10.45am
Lunch	Noon to 1.45pm
Evening	4pm to 6.30pm

Vending machines supply food and drink all day at both restaurants.

A **library trolley service** visits all the wards at Southport each week.

Mail is delivered daily to the wards. In order to receive yours promptly, it would help if relatives include your full name, the ward and the hospital address on the envelope.

Private beds. Depending on availability, it is sometime possible for NHS patients to have a single room for a daily charge. For further details, please contact the ward on the telephone number of your admission letter.

MEALS AND FOOD SAFETY

A menu is provided daily for you to choose from. Meals are served between the following times:

Breakfast	7.30am to 8am
Lunch	Noon to 1pm
Evening meal	5pm to 5.45pm

We make provision for those who, for religious or other reasons, follow a special diet. Please discuss your requirements with the nurse-in-charge or ward clerk on admission.

We strongly advise against visitors bringing food into hospital for patients as it is difficult to ensure the safety of products not served by the Trust. Certain foods present a particularly high risk including:

- Raw meat products
- Food that requires reheating
- Food past its “best by” or “use by” date
- Refrigerated products that have not been stored appropriately

- Raw eggs
- All unpasteurised dairy products
- Any produce containing nuts or nut derivatives
- Food not labelled with the patient's name and dated

SPIRITUAL NEEDS

Members of the hospital chaplaincy, representing various denominations, visit the hospital regularly. If you would like one of them to visit you during your stay, please ask the ward staff to arrange this.

There is a chapel at both Southport and Ormskirk hospitals where you may spend quiet time. Everyone is welcome.

FIRE PRECAUTIONS

If you see anything that may be a fire hazard, please inform a member of staff immediately. In the unlikely event of a fire, hospital staff are trained to deal with it.

Fire alarm testing takes place every Wednesday.

PENSIONS AND BENEFITS

A relative or friend may deal with any pension matters on your behalf, providing you have agreed to it and the appropriate arrangements have been made with the Department of Work and Pensions (DWP). If no such person is available, please let your nurse know and arrangements will be made for the hospital cashiers to help you.

Before admission to hospital, please check with the DWP as some benefits and pensions are reduced, depending on individual circumstances while an inpatient.

A leaflet "Going into Hospital" is available from the DWP or Citizens' Advice Bureau explaining what happens.

DRIVING LICENCE

If you hold a driving licence, you must notify the DVLA when you become aware you are suffering from any disability which is likely to last for more than three months and affects, or may affect, your ability to drive. If you are in any doubt, should consult your doctor.

THE PROTECTION AND USE OF PATIENT INFORMATION

We ask you for information about yourself so we can be sure you receive proper care and treatment.

We keep this information, as well as details of your care, because it may be needed if we see you again. This information is kept in line with the requirements of the Data Protection Act 1998.

We may use some of this information for other reasons. For example to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. It may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Information is sometimes used for research approved by the Local Research Ethics Committee. If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement.

Sometimes, however, the law requires us to pass on information, such as to notify a birth.

With your agreement your relatives, friends and carers will be kept up to date with the progress of your treatment.

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other people as well as the NHS. So that we can all work together we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Also, whenever we can, we will remove details which identify you. Remember, the sharing of some types of very sensitive personal information is strictly controlled by law.

Furthermore, anyone who receives information from us is under a legal duty to keep it confidential.

If at any time, you would like to know more about how we use your information or your right to access your records, you can speak to the person in charge of your care or to the medical records manager on 01704 704564.

COMMUNICATIONS BETWEEN THE HOSPITAL AND YOUR GP

We can provide, on request, a copy of your outpatient clinic letter or inpatient stay letter which is sent from the hospital to your own GP. There will be posters in the relevant areas of the hospital explaining the process. Alternatively, you can ask at the clinic reception or any ward staff.

ETHNIC GROUP DATA

Patients may be asked to say to which ethnic group they belong. The NHS needs to know this to plan properly to be sure that all sectors of the community have equal access to the services provided. If you need more information please ask a member of staff.

PATIENT ADVICE AND INFORMATION

Please feel free to ask a member of staff or one of our volunteer welcomers at reception who will be happy to help.

From outside the hospital, please call 01704 704714 (Monday to Friday, 9am to 5pm). Outside office hours, at weekends and on public holidays, call 01704 704034 and leave your name, a contact telephone number and a short message. A member of staff will return your call at the first available opportunity.

CUSTOMER CARE – COMPLIMENTS and COMPLAINTS

If you want to comment about any aspect of the care you receive, please speak to a member of the ward or department staff.

You can also ask to speak to the “matron of the day” or call yourself by ringing our switchboard on 01704 547471. Alternatively, dial “0” from the telephone at the main reception desk.

We aim to resolve your issues quickly and to your satisfaction. However, if you are still not satisfied, we want to hear from you. Call our complaints manager on 01704 704958 during office hours.

If we have still dealt unsatisfactorily with you, please write to:

Jonathan Parry,
Chief Executive, Southport and Ormskirk Hospital NHS Trust,
Southport and Formby District Hospital,
Town Lane, Kew,
Southport, PR8 6PN

Leaflets explaining our complaints policy are available on each ward and on our website.

THE PATIENT EXPERIENCE GROUP

This is an independent group of members of the public who have volunteered their time to help the Trust in monitoring our services. They give us feedback on what patients and the public think about our service.

If you would like further information, please contact our marketing and communications office on 01704 704494.

INDEPENDENT ADVOCACY SERVICES

Advocacy is the name given to the many ways that people can be enabled and supported to express their own views and needs and to get their message across.

Advocates are trained volunteers who may not have specialist knowledge but who have skills in empowering people to find their own solutions.

Every patient has the right to an independent advocate. If you would like more information or support from the Independent Complaints Advocacy Services North West, please telephone 0845 120 3735.

INFORMATION FOR PEOPLE WITH LEARNING DIFFICULTIES

The Trust lead for people with learning difficulty is our Nurse Advisor for Quality and Performance. She is contactable through switchboard on bleep 771 or extension 4094 (voicemail when not available). Alternatively any matron within the Trust will direct you to the information you require.

CARER SUPPORT

Sefton

Sefton Carers Centre provides support, information and advice for carers. A range of services and facilities are available at the centre.

Sefton Carers Centre
27-37 South Road, Waterloo, Liverpool L22 5RF
Tel: 0151 288 6060

www.sefton-carers.org.uk.
E-mail: help@carers.sefton.gov.uk

West Lancashire

The Princess Royal Trust West Lancashire Carers provides support, information and advice.

West Lancashire Carers Centre (Princess Royal Trust network member)
Certacs House, 10/12 Westgate, Skelmersdale, Lancashire, WN8 8AZ

Tel: 01695 711243. E-mail: enquiries@prtwlcarers.org.uk

SOUTHPORT & ORMSKIRK HOSPITAL NHS TRUST CHARITABLE FUND

The charitable fund provides additional items for the benefit of patients and staff. Staff are not allowed to accept gifts but a donation to the fund may be given, specifying the purpose for which it is to be used. In order to comply

with the Charities Act, cheques or postal orders should be crossed and made payable to **Southport & Ormskirk Hospital NHS Trust**.

Alternatively, cash donations can be accepted at the general office who will provide you with a receipt.

Donations by taxpayers can be made under the Gift Aid scheme, details of which are held in the general office on each site.

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This information is available in other formats or languages on request