

INFORMATION FOR OUTPATIENTS

**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 328 6297

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.

Changing your appointment date

If your appointment date is unsuitable, please call **now** using the telephone number on your letter or card. Alternatively, you can email appointments@southportandormskirk.nhs.uk.

Appointment reminders by text

We operate an optional text messaging reminder service for all patient appointments. If you have a mobile phone, you can ask the receptionist to arrange this when you book in. Make sure you let us know if you later change your mobile phone number.

Cancelling an appointment

If you need to cancel an appointment, call the number of your appointment letter or card. For follow-up appointments, contact 01695 656680 or e-mail appointments@southportandormskirk.nhs.uk

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 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.

ABILITY TO DRIVE OR WALK

Certain treatments can affect your ability to drive or walk, e.g. some eye drops can blur vision for a few hours and treatment to feet may make walking difficult. Please make appropriate arrangements for your journey home.

BLOOD TEST

If you have been asked to have a blood test before your next outpatient appointment, please contact your GP practice, two to three weeks before your next appointment to arrange this. **Please read your appointment card or letter carefully to see if any special instruction or advice is included.**

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.

WHAT TO BRING WITH YOU

Please bring your appointment card or letter and any tablets or medicines you are taking. You **only** need to bring a urine sample if you are asked.

PRESCRIPTIONS

The charges made for medicines are displayed in the pharmacy waiting areas and you will have to pay for each individual item. You are exempt from paying if you are under 16 or in full-time education up to the age of 18 or if you are 60 or over.

No charge is made to patients who hold exemption certificates. **Please ensure you have your certificate with you.**

Note: your hospital doctor will **not** issue a prescription for medicines you already take. These should continue to be prescribed by your GP.

ALCOHOL

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

ON ARRIVAL

Volunteers are usually available at the main entrance to answer any inquiries. Wheelchairs are available in the main reception area. Please ensure that you book in with the clinic receptionist on arrival.

Patients are seen according to appointment times and not in order of arrival, so try not to arrive more than 10 minutes before your appointment.

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.

BEFORE YOU LEAVE

If a further outpatient appointment is needed, please make sure you make it with the clinic receptionist before leaving.

We value your input to assist us in monitoring and improving the services in your Hospitals.

To help us achieve this, we may ask for you to kindly take a few minutes to complete a survey on an electronic hand held computer. Staff will be available to help you with this if needed.

FOLLOWING 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.

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.

HOSPITAL FACILITIES

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

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 to 10.30am (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.

CHAPEL

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

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

From December 2009 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.

TELL US WHAT YOU THINK

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 them 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

A leaflet explaining our complaints policy is available in the outpatients department.

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.

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.