INFORMATION FOR OUTPATIENTS

Southport and Formby District General Hospital

Town Lane
Kew
Southport
Merseyside
PR8 6PN

Tel: 01704 547471

Ormskirk and District General Hospital

Wigan Road
Ormskirk
Lancashire
L39 2AZ

Tel: 01695 577111

Write your NHS number here

An integrated care organisation
SAFE, CLEAN AND FRIENDLY CARE

The Trust provides a wide range of high quality integrated clinical services to the people of north Sefton, West Lancashire and further afield. We want to ensure your visit goes smoothly and the following information helpful.

ACCESS TO TREATMENT

The NHS Constitution sets out your right to access certain NHS services within maximum waiting times, or for the NHS to take all reasonable steps to offer you a range of suitable alternative providers if this is not possible. In particular, you have the right to:

- Start your consultant-led treatment within a maximum of 18 weeks from referral for non-urgent conditions
- Be seen by a cancer specialist within a maximum of two weeks from GP referral for urgent referrals where cancer is suspected

All the waiting times are described in the Handbook to the NHS Constitution. A link can be found on the Trust’s website.

Please make yourself available for treatment once you have been referred.

There are exceptions in the right to treatment within 18 weeks from referral. These are:

- You choose to wait longer
- Delaying the start of your treatment is in your best clinical interests
- It is clinically appropriate for condition to be monitored without clinical intervention or a diagnostic procedure
- You fail to attend appointments
- The treatment is no longer necessary
YOUR APPOINTMENT

Please ensure you have given us your correct contact details when you book into the clinic or, if you change your details after you have attended clinic, please let us know by email or telephone.

Changing or cancelling 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 soh-tr.appointments@nhs.net

If you change or cancel your appointment more than once, you may be discharged back to the care of your GP.

After your appointment

Go to the clinic reception desk if you need a new appointment within the next six weeks. It will be agreed with you before you leave.

In cases where the appointment is needed after six weeks, we will contact you later to arrange a date.

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.

YOUR NHS NUMBER

Everyone registered with the NHS in England and Wales has their own NHS number. It is printed on the medical card given when you register with a GP practice. It helps us 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 ask. They can write it on the front of this booklet or you can obtain it from your GP.
BEFORE COMING TO HOSPITAL

Check the address of your hospital or clinic
Please double check which hospital and/or clinic you have been asked to attend before leaving home. Departments are signposted at the hospital entrance. There are also staff and volunteers at or near the reception desk who can help you.

Read your appointment card or letter carefully to see if any special instruction or advice is included.

Blood test
If you have been asked to have a blood test before your next outpatient appointment, please contact your GP practice four weeks before your next appointment to arrange this.

What to bring with you
- Please bring your appointment card or letter and any tablets or medicines you are taking
- A note of any questions you may want to ask during your appointment
- As prescriptions may be required afterward, it is advisable to bring money or your exemption certificate

Supporting your visit to hospital
We aim to make your visit as comfortable as possible. It may be you have mobility, communication, hearing or visual difficulties, dietary needs, or a disability that you want to tell us about. If so, call the contact number on your appointment letter or card so we can make any necessary arrangements.

Interpretation
Some patients need the help of an interpreter or help with sign language. If so, please tell us by calling the telephone number on your appointment letter or card so we can make the appropriate arrangements.
GETTING TO HOSPITAL

Parking. Parking can be very limited, so please use public transport where possible. If you do use a vehicle, please allow time to find a space before your appointment. Fees are displayed and based on the length of stay. The first 20 minutes is free and you may exit, using your ticket, within 20 minutes without charge. A penalty may be charged if you park inappropriately (see signage).

There is Blue Badge parking close to the hospital entrances. Parking is not free unless you are entitled to reclaim travel costs (see below).

Weekly parking passes. Weekly passes are available from the General Office during office hours at £10 per week or £30 for three months, plus £10 deposit. Both hospitals have a visitor pass vending machine with information leaflets located nearby. Out of hours passes are also available from the porters' lodge near the main entrances.

Wayfinding mobile app. If you are visiting Southport hospital, you can download a wayfinding app to your phone or mobile device. Search “southport hospital” on the App Store (Apple) or Google Play (Android).

Patient transport. At Southport, the patient transport reception centre is open from 8am to 6pm (Monday to Friday). It faces the public telephones at reception. At Ormskirk, transport will be booked by staff at your clinic. If you need further help, either ask at the clinic or call extension 4311 from the main hospital reception.

Reclaiming travel costs

Patients on low income or in receipt of some benefits may be entitled to reclaim travel costs e.g. bus fares, parking fees, etc. Ask for an application form from the reception staff in the department where your appointment takes place.

Please remember to have your proof of benefits, appointment card or letter, and any receipts or travel tickets with you.

Claims should be made at the General Office. If it is closed, post your claim with a copy of the proof of benefit to Southport & Ormskirk Hospital NHS Trust, Finance dept, PO Box 134, Southport PR8 6PT. Alternatively retain your claim for payment at your next appointment.

Wheelchairs

Wheelchairs are available in the hospital. You may, however, find it more convenient to bring your own.
WHAT TO EXPECT IN HOSPITAL

On arrival
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.

Waiting times
We do our best to ensure that our clinics run to time, but there will be occasional delays. Staff will advise you if they occur. If you do need to have further tests following your appointment, where possible, we will arrange these or ensure you leave with clear instructions.

Communication
It is important 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.

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.

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.

Your 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 training health professionals. These trainees may be involved in your care. However, if you do not wish this, please inform the nurse or doctor caring for you.
Prescriptions
Outpatient prescriptions should be taken to Rowlands Pharmacy at the main entrance to the hospital.

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.

You may wait for your prescription to be dispensed at Southport hospital but a delivery service to your local Rowlands pharmacy or your home is also available to hospital patients.

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

HOSPITAL SERVICES and SAFETY

Shops and refreshments

Ormskirk. The League of Friends tea bar is by the main entrance. There is also a restaurant which is open from 8am to 6.30pm for drinks and snacks. Hot meals are available at the following times:

- Breakfast 8.15am to 10.45am
- Lunch 11.45am to 1.45pm, Mon-Fri; noon to 2.30pm, Sat-Sun
- Evening 4pm to 6pm, Mon-Fri only

There is a shop selling newspapers, confectionery and other snacks and drinks.

Southport. The Applejacks coffee shop is by the main entrance. There is also a restaurant which is open from 7.30am to 6.30pm for drinks and snacks. Hot meals are available at the following times:

- Breakfast 7.30am to 10.45am, Mon-Sun
- Lunch 11.30am to 1.45pm, Mon- Sun
- Evening 3.30pm to 6.30pm, Mon- Sun

There is a shop selling newspapers, confectionery and other snacks and drinks.
Alcohol
Alcohol is forbidden on hospital premises. Consumption may also interfere with your treatment.

Spiritual support/chaplaincy and spiritual care service. The multi-faith Chaplaincy and Spiritual Care Service offers pastoral, religious and spiritual support to people of traditional religious faith and none.

Chaplains and spiritual care volunteers visit the wards regularly. Information leaflets are available on each ward and in the outpatients' department.

For urgent situations the service is available 24-hours a day.

If you would like to see a member of the team please ask a member of staff or call them directly on 01704 704639 or email soh-tr.chaplains@nhs.net

There is also prayer/quiet rooms available at each hospital which is available for all to use.

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 at 1pm.

We are a smokefree hospital
Our Trust is smokefree. This includes the buildings and grounds as well as the use of e-cigarettes. 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.

Please ask about advice to stop smoking and direct referrals to free services from the outpatient and pre-op teams.

Local stop smoking services are also available in Sefton on 0300 100 1000 and West Lancashire on 0800 328 6297.
CAMERAS, COMPUTERS AND SOCIAL MEDIA

Cameras and videos
The use of cameras and videos, including those on mobile phones and tablets, and the use of video calling is forbidden in ward and other clinical areas. This is to protect the privacy and dignity of staff, patients and visitors.

The Trust understands that there may be occasions where patients want a procedure filmed. All such requests must be made in writing to the clinical team and agreed by all parties beforehand. The Trust reserves the right to refuse or withdraw permission to film.

There is no need for photos to be taken of clinical records. All patients have a right to access their information and can be provided with copies of their records. Please see the Access to Your Health Records section on page 11.

Social media
In hospitals and healthcare settings, social media, such as Facebook, Twitter and blogs, pose a risk to patients, staff and visitors – in particular to vulnerable children and the elderly.

All patients and visitors are asked to refrain from posting content to social media while on Trust premises and must not include other patients, visitors or staff in any social media post. This is to protect the privacy and dignity of others.

Staff are encouraged to challenge what they consider to be inappropriate internet behaviour and will report their concerns. Any subsequent abuse directed at staff will also be reported.

Staff should not be contacted on social media. It is against professional codes of conduct for staff to engage with patients in this manner.

Mobile phones
Mobile phones should not be used in clinical areas without the prior permission of the clinical lead. This is to protect the privacy and dignity of patients and staff.

Please confine their use to restaurants, cafes and the main hospital corridors while in our buildings.
Wifi
We hope to make a wifi service available to visitors in due course. This will be advertised within our hospitals when it becomes available.

Pay phones
There is a pay phone at the main hospital entrance. There is also a freephone to a local taxi company in the main hospital reception area as well as in the accident and emergency department at Southport hospital.

GIFTS TO OUR CHARITABLE FUND
Southport and Ormskirk Hospital NHS Trust 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. Cheques should be crossed and made payable to Southport and Ormskirk Hospital NHS Trust.

We only accept cash donations at the General Office near the reception of the hospital. Donations may also be eligible for Gift Aid.

Further information is available on our website.
HOW WE USE PATIENT INFORMATION

Every time you come into hospital we may record information about you. Information is recorded electronically or manually in order to help us provide you with healthcare services. We keep information about you in order to have a complete and continuous record about your past and current treatment. The type of information collected includes:

- Basic details about you such as next of kin and address
- Results of investigations, such as x-rays and laboratory tests
- Details and records about the treatment and care you receive
- Relevant information from other health professionals or those involved in your care

It is essential that we have your correct details to ensure the appropriate care and treatment is provided to you. Please check your details and notify us of any changes every time you visit us.

The Trust is registered to process personal and sensitive information under the Data Protection Act 1998 (number Z667261X). All information is held in accordance with the Principles of the Data Protection Act 1998 and all NHS staff have a legal duty to maintain your confidentiality.

The information about you is processed for the purpose of providing health care; this may include audit, training and protecting the health of the general public.

We may share information between our services and with other NHS providers or social care organisations for the purpose of ongoing care or treatment. We will also share information as required by law, for example, to comply with a court order.

We will anonymise your information wherever possible to protect confidentiality and we will obtain your consent prior to sharing, giving you the opportunity to object, wherever this is appropriate.

Access to your health records
You can see information held about you by the Trust on request. Please ask Medical Records on 01704 704616 for an application form or download one from our website, www.southportandormskirk.nhs.uk/access-to-health-records.
Communications between hospital and your GP
We can provide, on request, a copy of your outpatient clinic letter or inpatient stay letter sent by the hospital to your 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.

Equality group data
Patients may be asked to give information about their age, religion, disability, sexuality or gender reassignment. This information tells the NHS where to direct services and helps the Trust understand if certain people are not making the most of them.

We are committed to the principles of equality and human rights. All staff, patients and visitors can expect to be treated with dignity and respect and we will not tolerate any form of harassment, discrimination or victimisation.

We are committed to promoting equality of opportunity and tackling discrimination in access to health services, and in the way our staff are treated. Further information is available from our website under “equality and diversity”.

Clinical studies
The Trust is involved in clinical studies and you may be asked to take part. These are research studies involving patients which compare new or different types of care with the best treatment currently available. If your doctor asks you to take part, they should explain everything that it involves.

If you are interested in having more information, your doctor will involve the research nurse who will provide you with relevant information leaflets and answer any questions/concerns.

Taking part in a clinical study is entirely voluntary and you must decide whether or not to take part. If you do decide to take part, you will be asked to sign a consent form confirming your agreement. However, even after consenting, you are still free to withdraw from the study at any time without giving a reason or prejudicing your future care.
COMPLIMENTS, CONCERNS and COMPLAINTS

Your views matter and we want to know about them. We can only improve things if you tell us what is wrong and what is right. Whether it’s a compliment or complaint we want to hear it.

If you or your family need information about any aspect of the care and treatment you receive, please speak to a member of the ward or department staff who will answer your questions and/or arrange for a doctor to speak to you. Do not hesitate to request to speak to the sister or nurse in charge of the Outpatients department.

Alternatively, if you would like to speak to the Matron or Head of Nursing, please ask one of the nurses to contact them for you. If the Matron for the area is not available, there will be another one available between 9am and 5pm, Monday to Friday.

If you are still not satisfied, we want to hear from you. Our Patient Experience and Complaints Team is available during office hours, Monday to Friday on 01704 704958, or you can leave a message outside those times.

You can also email the team on soh-tr.complaints@nhs.net.

Please provide the full name and date of birth of the patient if you are contacting us on their behalf. We must get their consent before discussing their care with you.

A leaflet, Your Views Matter, explaining our complaints policy and where to get independent advice is available from staff. Further information is published on the Trust website, www.southportandormskirk.nhs.uk.

Independent Advocacy Services
Should you require any additional assistance with your complaint, there are Independent Advocacy Services who are able to help.

If you live in the Merseyside or Cheshire areas, Healthwatch Advocacy Service will be able to help on 0808 801 0389. Alternatively, if you live in the Lancashire area, then N-Compass Advocacy can help. Please call 0345 013 8208.
**Friend and Family Test**

The NHS Friends and Family Test (FFT) was introduced to help us understand how satisfied patients are with the service we provide. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

It is called the “Friends and Family Test” because it asks patients the following standard question: “How likely are you to recommend our ward (or A&E) to friends and family if they needed similar care or treatment?”

Please help us and give us your feedback if you’re asked after receiving treatment.

**Being open**

Patient safety incidents can have devastating emotional and physical consequences for patients, their families and carers, and can be distressing for the professionals involved. Being open about what happened can help everyone involved. It is:

- Acknowledging, apologising and explaining when things go wrong
- Conducting a thorough investigation and reassuring those involved lessons learned will help prevent the incident recurring
- Providing support for those involved to cope

**Carer support**

**Sefton.** Sefton Carers Centre provides support, information and advice for carers: Sefton Carers Centre, 27-37 South Road, Waterloo, Liverpool L22 5RF. Telephone 0151 288 6060. More information at [www.sefton-carers.org.uk](http://www.sefton-carers.org.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. Telephone 01695 711243 or email enquiries@prtwlcarers.org.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 or the insertion of drips or urinary catheters that may be needed as part of your treatment

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
- **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
- If you have had diarrhoea or have vomited in a toilet please let a member of staff know
- Please keep the area around you as tidy as possible as this helps us to keep the hospital clean

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 and groin area. 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. Ask your nurse if the catheter is needed if you think that you do not need it any more.

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, we encourage you to ask people to wash their hands if you have not seen them do it
- 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.

**This leaflet is available in other formats or languages. Please call 01704 704714.**

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