Information for patients and visitors

PLEASE DO NOT REMOVE THIS FOLDER

Published by Patient Matters © Tel: 01253 766639
Remember to bring your medicines when you come into hospital

Helping you get the best from your medicines
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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 note there are exceptions in the right to treatment within 18 weeks from referral where:

• You choose to wait longer
• Delaying the start of your treatment is in your best clinical interests
• It is clinically appropriate for your condition to be monitored without clinical intervention or a diagnostic procedure at that stage
• You fail to attend appointments
• The treatment is no longer necessary
ADMISSION AS AN INPATIENT

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.

Your medicines and medication
You should have brought with you all the medicines you are taking. These should be labelled. Please also bring the current typed list of medicines your GP has prescribed if you have one (it is usually attached to your GP prescription).

During your stay, your medicines will be stored in the ward medicines trolley. A pharmacist will talk to you about them, explaining any changes and will answer any questions you may have.

In some cases you may be able to administer your own medicines while in hospital, which will help you increase your knowledge about your medicines and ensure you take them at the right time.

We call this self-administration of medicines. Your nurse or pharmacist will go through some questions with you, regarding your medicines, to see if self-administration is suitable for you.

Medicines prescribed for you in hospital will be dispensed to you during your stay. The hospital doctor will provide you with a full list of the medicines supplied.

For more information about medicines:

www.nhs.uk/medicine-guides
Ward accommodation
The room where your bed is will only have patients of the same sex as you. Your toilet and bathroom will be just for your gender, and will be close to your bed area.

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through areas where patients of the opposite-sex are sleeping.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients as you move around the hospital (e.g. on your way to x-ray or the operating theatre).

It is probable that visitors of the opposite gender will come into the room where your bed is, and this may include patients visiting each other. It is almost certain that both male and female nurses, doctors and other staff will come into your bed area.

If you need help to use the toilet or take a bath (e.g. you need a hoist or special bath) then you may be taken to a “unisex” bathroom used by both men and women, but a member of staff will be with you, and other patients will not be in the bathroom at the same time.

The NHS will not turn patients away just because a “right-sex” bed is not immediately available.

Side rooms
Side rooms are allocated on the basis of clinical priority. You may be moved to a main ward if your condition improves and the bed is needed for clinical reasons by another patient.
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.

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 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 those caring for you.

Clinical studies
The Trust is privileged to be 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.

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.
Disabilities
We aim to make your visit comfortable if you are less able. It may be if you have mobility, communication, hearing or visual difficulties, dietary needs or some other disability that you may wish to tell us about. Please speak to the nursing staff.

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. If no such person is available, please let your nurse know and arrangements will be made for the hospital cashiers to help you.

Operating the bed controls
If you wish to make adjustments to your bed always ask a nurse first because some positions may be unsuitable or inappropriate to your recovery needs.
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.

Selection of supporting staff uniforms

[Image of various staff uniforms]

Domestic Team Leader
Porters Team Leader
Domestic (Female)
Domestic (Male)
Catering Assistants
Chef
Porters
Linen Services
Selection of clinical staff uniforms

Consultant  Senior Doctor  Junior Doctor

Matron and Head of Nursing  Senior Sister  Ward Sister  Specialist Nurse  Staff Nurses  Assistant Practitioner

Healthcare Assistants  Midwife  Infection Control Team  Radiographer  Radiography Assistant

Physiotherapist  Occupational Therapist  Therapy Assistant  Dieticians  Speech and Language Therapist
VISITOR INFORMATION

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 but please avoid visiting over mealtimes unless you are offering assistance or encouragement.

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. We would also advise against bringing the very young into the ward areas.

Personal conduct. Patients and visitors should treat all staff with respect. Any form of abusive behaviour is totally unacceptable. We work closely with Merseyside and Lancashire police to ensure that, when possible, aggressors are held to account for their actions.

Flowers and balloons. Flowers can make cleaning difficult and some patients have pollen allergies or dislike blooms with very strong scent. Please speak to staff about their policy on flowers before bringing them on the ward. Do not bring potted plants into hospital which 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.
**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 and by the entrance to the accident and emergency department at Southport.

**Mobile phones and mobile devices.** Switch off mobile phones and two-way radios in or near medical treatment areas. They may interfere with equipment used in caring for patients. They must only be used in the grounds, the restaurants and cafes, main hospital streets and reception areas. There is no public wifi in the hospital for mobile devices.

**Interpretation services.** If English is not the patient’s first language, they may need the help of an interpreter, and the deaf and hard of hearing may need help with sign language. Please speak to the nursing staff if you have concerns or the appropriate arrangements have not already been made.

**Parking.** Limited parking is available at both hospitals. Fees are displayed and based on the length of stay. The first 20 minutes is free and you may exit using your ticket without charge if the car park is full. There is dedicated Blue Badge parking close to hospital entrances. If you park dangerously or inappropriately a penalty may be charged (see local signage).

**Weekly parking passes.** Weekly passes are available from the General Office during office hours for £10 per week or £30 for three months, plus a £10 deposit. Both hospitals have a visitor pass vending machine with information leaflets located by each machine. Out of hours passes are also available from the porters’ lodge.
HOSPITAL SERVICES

Shops and refreshments. There is a shop at both hospitals selling newspapers, confectionery and other snacks and drinks.

Applejacks coffee shop is near 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 at both Southport and Ormskirk. At Southport it is open from 7.30am to 7.30pm for drinks and snacks. Hot meals served at:

- Breakfast 8am to 10.30am
  (Saturday and Sunday 8am to 11am)
- Lunch 11.30am to 1.45pm
- Evening 3.30pm to 7pm

At Ormskirk it is open from 8am to 6.30pm for drinks and snacks. Hot meals served at:

- Breakfast 8.15am to 10.45am
- Lunch Noon to 1.45pm;
  Saturday and Sunday, Noon to 2.30pm
- Evening 4pm to 5.30pm Monday to Friday only
Spiritual support/ chaplaincy.
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 available on each ward.

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 contact us directly on 01704 704639 or soh-tr.chaplains@nhs.net. There are also prayer/quiet rooms available at each hospital which are available for all to use.

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.

Amenity rooms.
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.

A library trolley service visits all the wards at Southport each week.
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 1.30pm
- Evening meal 5pm to 6.30pm

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:

- Food not labelled with the patient’s name and dated
- 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

Ordering your meals
You may use the bedside Hospedia terminals to order your meals. A member of staff will sign you in when you are admitted.
Orders for lunch must be made between 6.30pm and 10.30am. Orders for an evening meal may be made between 1pm and 3.30pm. If you are admitted outside these times or need help with making an order, please speak to a member of staff. To make an order:

- Select the “Order my Food” button on the main menu screen and follow the instructions
- When a selection is made, it will change to yellow
- You can deselect by touching the yellow highlighted box and then making another choice
- Once you are satisfied with your selection, place the order and press confirm

Drinking water is provided throughout the day and will be available at your bedside.

Protected mealtimes
Protected mealtimes are in operation on our wards. The aim of these is to make sure that patients can enjoy their meals undisturbed and to encourage patients to eat enough food to help their recovery. If your relative or friend normally visits at mealtimes to assist or encourage you to eat, we are happy for them to continue this.

Dining companions
Some wards have “dining companion” volunteers who assist with mealtimes in a variety of ways from preparing the environment to opening packages or feeding. They can be recognised by bright yellow tee shirts. If you are interested in becoming a dining companion, please contact Chris Pilkington on 01704 704955 or email chris.pilkington@nhs.net
KEEPING YOU SAFE

Security
Belongings can be stored in your bedside locker. Please do not bring into hospital any clothes that you won’t need, valuables, jewellery, etc. The Trust will not accept responsibility for any money or valuables lost unless handed in for safekeeping and a copy of the patient’s property record obtained as a receipt.

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.

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

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

Local stop smoking services are also available in Sefton on 0300 100 1000 and West Lancashire on 0800 328 6297.
PREVENTING INFECTION

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 to fight off an infection  
• Medical treatment can leave the body vulnerable as 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 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 encourage you to ask them to do so before they touch you or any of your dressings**
DISCHARGE FROM HOSPITAL

We begin planning your discharge from the moment of admission. The actual date will depend on the outcome of your treatment – the ward and department staff will discuss this with you. We aim to discharge patients by 11am, so please raise any concerns or needs you may have about leaving hospital as soon as possible. This is to help with the admission of other acutely ill patients.

Please ensure you have suitable clothes to go home in.

Helping us improve our services
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.

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.

Leaving hospital
You will be transferred from hospital when your consultant-led team decides you are medically optimised for transfer and you no longer require an acute hospital bed.

More than 80% of patients will go home from hospital without problems. However you may require extra support to enable you to regain your independence.
There are more appropriate services and facilities available to you outside of the hospital setting when you no longer require acute hospital care. Staff looking after you will help you to access these services if you need them.

Your safe and timely transfer from hospital will also allow new patients who need acute hospital treatment to be admitted without delay and will assist with the throughput of patients within the hospital.

**We fully support your transfer out of hospital for the following reasons:**

1. To support you to re-gain your independence
2. Some people find it harder to return home the longer they stay in hospital
3. Acute beds are needed for people who are very unwell, and delays in transfer may result in patients waiting in the Emergency department for a bed to become available
4. People awaiting surgery, both urgent and non-urgent, may have their operations cancelled if a bed is unavailable
5. Although we work hard to ensure the highest standards of care, there is a risk of acquiring infections in hospital. Leaving hospital as soon as you are medically optimised means this is less likely and reduces the risk of any complications
Your expert team
A multi-disciplinary team including your Consultant team, matron and ward nurses, social workers, specialist discharge nurses, occupational therapists, physiotherapists and chronic care coordinators will begin to plan your transfer from hospital and any follow up care as soon as you are admitted.

This team of clinical experts will explain their key roles to you if they are involved in your hospital care. The team works closely with you and your family to ensure your care needs are met.

Our commitment to you

• Patients should receive the right treatment, at the right place and by the Right professional. We place a high priority on keeping your stay in an acute hospital bed to a minimum
• Once your consultant-led team assesses that you are medically optimised for transfer we will aim to transfer you from hospital on the same day if an alternative is available
• You will be transferred from the Trust when you are medically optimised for transfer. This may mean you are transferred to a place outside of the acute hospital as there are more appropriate services and facilities available to you
• We will aim to transfer you from hospital before 11am on your day of transfer
• The hospital provides a Discharge Lounge where you will be looked after until you leave the hospital. This lounge is a comfortable area where you can watch television, read papers and be provided with refreshments (including breakfast and light lunch) until you leave the hospital
When you leave hospital
It is important to remember that the majority of patients will be transferred home directly from hospital. However, below are examples of services you may require when you leave hospital if you require additional care.

1. Package of Care (POC)
When you return home you may require some help with your personal care and daily tasks. If so, you will be referred to the hospital social worker who will visit you on the ward and complete an assessment of your needs. Your social worker will take into account the review made by the medical, nursing and therapy staff.

To ensure that the assessment of your care needs is accurate and appropriate for you, the continuation of this assessment may take place in a more suitable environment such as a community based bed.

If you no longer require consultant led care and there is a delay in the start of your package of care, you cannot choose to remain in an acute hospital bed. You will be transferred to a bed within a non-hospital setting (within 48 hours) whilst your package of care is arranged.

2. Intermediate Care
Your hospital team may assess that you no longer need to remain at the Trust but that you require a period of bed-based rehabilitation or some further clinical follow-up.

Intermediate care beds are community based facilities for patients who no longer require (consultant-led) medical care but may still need to continue with nursing care or rehabilitation.
When you no longer require an acute bed we will aim to transfer you to an intermediate care bed within 48 hours.

Following assessment, if you decline the offer of intermediate care you cannot choose to remain within an acute hospital bed

3. Intermediate care at home
Your hospital therapy teams and social worker may assess that you require a period of rehabilitation in your own home when you no longer require a hospital bed.

This is sometimes combined with a package of care and is set up by the therapy and social worker team.

If there is any delay in the start of your home rehabilitation package you cannot choose to remain within an acute hospital bed. You will be transferred to an intermediate or re-enablement bed whilst this is arranged.

4. Community beds (re-enablement or health and well-being)
Your team may assess that you require a period of bed-based nursing or residential care outside of the hospital setting.

There are facilities available locally for you whilst you wait for a package of care in your own home to be set up. This can be for a period of re-enablement or whilst you are waiting for longer-term residential or nursing care placement.
During your stay in one of these beds a social worker will visit you to assess your progress to help you return home or to find appropriate longer-term residential or nursing home accommodation.

This temporary placement will give both you and your family the time to make important longer-term decisions in a more appropriate environment.

If you are assessed as appropriate for a community bed you cannot choose to remain in an acute hospital bed and you will be transferred to a bed within a non-hospital setting whilst your community bed is arranged.

5. Chronic care co-ordination

Your team may decide that you would benefit from care co-ordination for up to four weeks immediately after your transfer from hospital.

The Chronic Care Co-ordinators are experienced nurses who work with patients in the community to offer support after transfer.

The team work closely with the Community Matron Service and your GP and will assess your needs for additional health and/or social care if required. Health reviews will be via telephone consultations and home visits.
In summary
The Trust understands that patients and families, when leaving hospital, sometimes need time to make choices which can be life changing. This can be stressful for you and your family.

Your hospital works in partnership with community services and local council to provide services which give you the time to help you make these choices in a more suitable environment.

You cannot choose to remain in an acute hospital bed when you no longer need this level of care and you will be transferred from hospital when your consultant assesses that you are fit for transfer.

We will aim to transfer you from hospital to a more appropriate environment within 48 hours of becoming fit for transfer.

Your safe and timely transfer will allow new patients who need acute hospital treatment to be admitted without avoidable delay.

Please note that we will always try our best to involve nominated members of your family or friends in the future care of patients. However, if family members are not present (i.e. on holiday, work commitments, live a long distance away, etc) when it is time for a decision to be made, you can be transferred out of hospital to a more appropriate environment within the locality.

If an advocate is required, your hospital will arrange this for you.
We hope that this approach to care is satisfying and that you experience quality care in your local hospital.

Please be assured that our aim is to deliver the care that is most appropriate for all our patients’ needs and in the most appropriate environment.

This is fully supported and endorsed by your local hospitals, your local Clinical Commissioning Group (CCG), your local council authorities, your care commissioners and the hospital legal teams.

For more information please discuss with the ward manager who can arrange for you to meet with the following:

- Social workers
- The Discharge Planning Team
- The matron
- The Occupational Therapy Team
- The Physiotherapy Team
- Chronic Care Co-ordinators
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 would like 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.

You can also ask to speak to the sister or charge nurse on a ward or the department manager. 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 standing in between 9am and 5pm, Monday to Friday.

If you are still not satisfied, we want to hear from you. Our Customer Services 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.
HOW WE USE PATIENT INFORMATION

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.

Data protection
The Trust is registered to process personal and sensitive information under the Data Protection Act 1998 (number Z667261X).

We collect key information on you, your medical conditions and clinical care. This information is maintained in your health record and may also be held electronically on computer systems. 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.

Information is sometimes used for research approved by the
Local Research Ethics Committee. If the research will involve you personally, you will be contacted to seek your consent for this processing. You will not be identified in any published results without your agreement.

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.

For further details contact the Information Governance department on 01704 704868 or soh-tr.foi@nhs.net

**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 the Trust website.

**Communications between 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.

**Photography prohibited**
To protect the privacy and dignity of patients and staff, the use of all cameras is prohibited. Anyone wishing to take a photograph must first have agreement from the clinical staff in charge. Taking photographs without consent may be in breach of the law.
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 the Trust website under “equality and diversity”.

Being open
Patient safety incidents can have devastating emotional and physical consequences for patients, their families and carers, and can be distressing for professionals involved.

Being open about what happened can help everyone affected. It involves:

- 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

In addition, saying sorry is not an admission of liability and is the right thing to do.
FOUNDATION TRUST

NHS foundation trusts (FTs) give local people a say in decision-making about local healthcare. Our trust is planning to become one. Foundation trusts are membership organisations whose members have a number of important roles:

- Reflecting public opinion of our services
- Giving feedback on business plans, annual reports and other documents
- Participating in events, surveys, consultations and discussions about our services
- Voting in the Council of Governors elections who reflect members’ views to the Board
- Standing for election to the council of governors

We already have an elected shadow Council of Governors and 2,000 members who are already performing these roles. If you would like to become a member, visit our website where you can sign-up online or contact the Foundation Trust office on soh-tr.foundationtrust@nhs.net or 01704 704783 for a membership form.

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.
Had great care?
Please recommend this ward

The NHS Friends and Family Test helps us improve the care we give. Please ask a staff member for a card to tell us about your experience in hospital.

It only takes seconds

Thank you
Customer Services Team
Your views matter

The Customer Services Team will:
- Provide information about NHS services
- Direct queries to relevant staff or departments
- Listen to concerns and suggestions
- Seek quick resolution to problems
- Support people if they wish to make a complaint

We can only improve things if you tell us what is wrong and what is right.
Whether it’s a compliment, comment, concern or complaint, we would like to hear it.

Call: 01704 704958

Customer Services Team, Southport and Ormskirk Hospital NHS Trust, Town Lane, Southport, PR8 6PN.

E-mail: soh-tr.complaints@nhs.net