INFORMATION FOR OUTPATIENTS

Southport and Formby District General Hospital
Ormskirk and District General Hospital
North West Regional Spinal Injuries Centre

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Kew
Southport
Merseyside
PR8 6PN

Tel: 01704 547471

Wigan Road
Ormskirk
Lancashire
L39 2AZ

Tel: 01695 577111

WRITE YOUR NHS NUMBER HERE

This leaflet is available in other formats or languages. Please call 01704 704714.
SAFE, CLEAN AND FRIENDLY CARE

The Trust provides a wide range of high quality clinical services to the people of Southport, Formby, West Lancashire and further afield. We want to ensure your visit goes smoothly and hope the following information is 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.

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 we have your correct personal information when you book into the clinic, including next of kin. If your details change after attending clinic, please let us know by email or telephone.

**Appointment reminders by text.** We operate a text messaging reminder service for all patient appointments. To opt in, please tell the receptionist when you book in. Let us know if your mobile phone number changes.

**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.

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 tests. 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 sufficiently in advance so we can make the appropriate arrangements.
GETTING TO HOSPITAL

Parking. Please use public transport where possible because parking is very limited. If you do drive, 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.

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

**Arriving for your appointment.** Please ensure that you book in with the clinic receptionist on arrival. Let them know, or speak to a member of the nursing staff, if support communicating e.g. due to hearing or speech impairment, dementia, learning disabilities, etc.

**Waiting times.** Patients are seen according to appointment times and not in order of arrival. 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.

**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. There is a restaurant at Ormskirk hospital and a League of Friends café at the main reception. The Applejacks coffee shop is by the main entrance at Southport hospital. There is also a restaurant on the first floor.

The RVS shop sells newspapers, confectionery and other snacks and drinks at both hospitals. Please note the consumption of alcohol is forbidden on hospital premises.

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 on 01704 704639 or email soh-tr.chaplains@nhs.net. There is prayer/quiet rooms at each hospital available for use by all.

Carer support. For Sefton residents, Sefton Carers Centre provides support, information and advice for carers at Sefton Carers Centre, 27-37 South Road, Waterloo, Liverpool L22 5RF. Call 0151 288 6060. Or email www.sefton-carers.org.uk. In West Lancashire, search “carers information” on the NHS West Lancashire Clinical Commissioning Group website.

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,
staff are trained to deal with it. Fire alarm testing takes place every Wednesday at 1pm.

**No smoking in the hospital or grounds.** Our Trust is smokefree. This includes the buildings and grounds as well as the use of e-cigarettes. Local stop smoking services are also available in Sefton on **0300 100 1000** and West Lancashire on **0800 328 6297**.

**CAMERAS, PHONES AND SOCIAL MEDIA**

**Cameras and videos**
Cameras and mobile phone cameras must **not** be used to photograph other patients, patient records and information, and data or information belonging to the Trust, including images of screens. This is to protect the privacy and dignity of patients and staff.

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. Please see the **Access to Your Health Records** section.

**Social media**
Patients and visitors are asked to be considerate when posting on social media while in hospital – in particular, the posting of images which could compromise other patients’ privacy.

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

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 permission. Please confine their use to restaurants, cafes and the main hospital corridors while in our buildings.

Wifi. Wifi is available to visitors at both hospital sites. The first 15 minutes is free and is then chargeable. Access is provided through Sky UK’s The Cloud network for which registration is needed. This can be done from any computer or mobile device.

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.

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.

**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 and diversity.** 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.

**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. Participation is voluntary. You may withdraw at any time.
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.

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 in published on the Trust website.

How can I get more independent support? Should you require any additional assistance with your complaint, there are Independent Advocacy Services who are able to help.

If you live in Sefton, please contact Healthwatch on 0800 206 1304 or email info@healthwatchsefton.co.uk. If you live in Lancashire, call N-Compass Advocacy on 0345 0138208.
**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

**NHS Friends 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?”

You may be given a card which includes this question. Please complete it and hand back to a member of staff, or post in the post box in the department.

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