

St Helens and Knowsley Teaching Hospitals



NHS Trust



THE NEW
WHISTON HOSPITAL
YOUR CHOICE, CHOOSE EXCELLENCE

*Information for
Patients and Visitors*

Telephone: 0151 426 1600

www.sthk.nhs.uk

Floor Plan



Colour code key:

BLUE	LEVEL 5
ORANGE	LEVEL 4
GREEN	LEVEL 3
PURPLE	LEVEL 2
YELLOW	LEVEL 1
RED	LOWER GROUND



Welcome to Whiston Hospital



I would like to personally welcome you to the new Whiston Hospital. We are proud to provide you with the best healthcare services the NHS has to offer in a new ultra modern, patient-friendly environment.

This leaflet is designed to help you find your way around the new hospital and contains floor plans, helpful information and useful contact numbers. If you need any further help or advice during your visit, please do not hesitate to ask a member of staff.

I hope you will be as delighted as I am with the new modern environment and state of the art facilities. May I take this opportunity to assure you that the excellent standard of care we are proud to provide will continue in the new, world class, Whiston Hospital.

Ann Marr, Chief Executive

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The new Whiston Hospital

Whiston Hospital is an acute teaching hospital which provides the full range of healthcare services to the local communities of St Helens, Knowsley, Halton and parts of Liverpool, extending to Cheshire, Merseyside, North Wales and the Isle of Man with the Regional Plastic Surgery and Burns Unit.

At the new world class Whiston Hospital you will find;

- Accident and Emergency Department, Critical Care, Burns and Plastic Surgery, Maternity and Special Care Baby Units
- The very latest diagnostic facilities in Radiology and Cardiology
- 15 state of the art operating theatres
- 50% single room accommodation with en suite facilities
- All beds enjoy natural lighting and views of attractive landscaped courtyards or the surroundings parks and areas



Entrances

The main entrance to the building is on **LEVEL 1**. There is a pedestrian link bridge from level 5 of the multi storey car park to a lift and stairs, which will take you to the main entrance of the hospital, where more lifts and stairs are available to all levels.

The Accident and Emergency Department on the **LOWER GROUND** level has two entrances, one for pedestrians and one for ambulances.

A dedicated Children's Outpatient Department entrance is also on the **LOWER GROUND** level with direct access to all the Children and Young People's wards and outpatient department via lifts and stairs.



Finding Your Way

There are detailed maps and signs around the hospital, to help you find your way around.

The central corridor on each of the six brightly colour coded levels provides easy access to all wards and departments. Wards are labelled A to F and are numbered according to their floor level and location. For example Ward 3A is on **LEVEL 3**, 4A is on **LEVEL 4** etc. Lifts are available for patients and visitors to access each level of the building.

The floor plans on pages 12-17 of this booklet will help you find your way around the new Whiston Hospital.



Car Parking

The entrance and exit barriers to the multi storey car park (entrance off Delph Lane) are operated by a ticket reader system. The charges are based on a graduated scale and are subject to change.

Concessions are available for frequent patients and visitors; please ask at a ward, department or general office for details.

Emergency parking is available for the Maternity Delivery Suite and Accident and Emergency Department outside the accident and emergency entrance (off Dragon Lane).

Disabled parking is available on **LEVEL 5** of the multi storey car park, the same level as the pedestrian link bridge.



Access to Health Records

The Data Protection Act 1998 allows you to find out what information is held about you electronically and in certain medical records (subject to certain conditions).

If you want to consult your records, you need to make a written request to the NHS organisation where you are being, or have been, treated. In certain circumstances your right to see some details in your health records may be limited.

There is further information in the patients and visitors section on the Trust's website.



Blood Tests

Monday – Friday 8am-5pm

Blood Tests are located in the Outpatient Suite on **LEVEL 1**

This service works on a numbered ticket system, please take a ticket on arrival and wait in the designated area for your number to be called. The waiting area has 34 seats to accommodate patients.

Patients requiring fasting blood tests should have no food and only plain water for at least 10 hours before their blood test is carried out.



Comments, Suggestions & Complaints

The Trust is dedicated to providing you with the highest possible standard of healthcare. Your views are important to us and we appreciate any feedback about your experience at Whiston Hospital.

To make any comments, suggestions or complaints please contact:

Ann Marr, Chief Executive,
Whiston Hospital,
Warrington Road,
Prescot,
Merseyside,
L35 5DR

Telephone number: 0151 426 1600

Email: judith.marsland@sthk.nhs.uk



Discharge

The Trust will assist you in planning your hospital discharge. There is a dedicated Discharge Planning Team available on 0151 430 1332

For further information, please ask one of the nurses on your ward.



Free Shuttle Bus

The free shuttle bus service between St Helens Hospital and Whiston Hospital runs every 20 minutes Monday to Friday.

	First Bus Leaves	Last Bus Leaves
Whiston Hospital	7.20am	6.00pm
St Helens Hospital	7.30am	6.10pm

The journey takes approximately 20 minutes and picks up outside the main entrance at both hospitals.



General Office

General Office is open from 9.15am to 4.45pm Monday to Friday excluding Bank Holidays and is located on **LEVEL 1**

Patients can deposit valuables and money, for safekeeping, at General Office for the duration of their stay in hospital. Please ask a member of staff on the ward for further details.

General Office also assists patients with travel expenses. Patients travelling to hospital on public transport (bus or train) or in their own vehicle may be able to claim travel expenses, if they are on the correct state benefit. Patients should claim for these expenses at General Office every time they attend the hospital, unless otherwise advised.

Taxi fares are not paid as the Trust operates an ambulance service for those patients who are unable to use public transport.



Hospedia (formerly Patientline)

Hospedia provides patients with bedside services whilst they are in hospital; these include a personal phone line and number, radio and more than 20 television channels.

Telephone calls cost a minimum of 10p per minute unless included in the television package. The television package can include over 20 channels, radio, games, telephone and internet access. There are three packages available: £3.50, £5 and £10.

For any further information contact the Hospedia customer care team on; 0845 414 1234 or visit www.patientline.co.uk



Infection Control

The Trust has an excellent record of low infection rates and it is our priority that patients are treated in a clean and safe environment. A dedicated Infection Control Team provide a 24 hour service, which includes thorough daily cleaning of ward areas.

The Trust is grateful for the support and co-operation of patients and visitors in helping to reduce the risks of infection and request that you wash your hands, use alcohol hand gels where they are provided and do not sit on patients' beds.



No Smoking Policy

Smoking is not permitted anywhere within the hospital or within six metres of the building (including doorways and windows).



Overnight Stay

There is limited accommodation for relatives of patients. Please ask a member of staff on the ward for more information.



Patient Advice & Liaison Service (PALS)

PALS officers are available to provide on the spot help, advice and support to patients, relatives and carers. This is a confidential service which can be accessed in person, by telephone, or through ward staff.

A member of staff from the service can be found between 9.30am and 4.30pm on **LEVEL 1** or contact: 0151 430 1144 or hospitalPALS@sthk.nhs.uk



Patient Choice

All patients who are advised by their GP to go and see a specialist can now choose to go to any hospital in England that provides a suitable treatment, at NHS standards and costs.

This allows you to choose a hospital according to what matters most to you, whether this be; reputation, location, performance or patient opinion.

The only exemptions are urgent and emergency services, for more information ask your GP or go to www.nhs.uk/choiceintheNHS



Pharmacy

The Pharmacy will provide a full outpatient service and also support all wards and departments. The Pharmacy is located on **LEVEL 1** and is open:

Monday to Friday 8.30am till 5pm

Saturday 9am till 12.30pm



Radiology (X-Ray and Ultrasound)

X-Ray Inpatients

Is open 24 hours a day, 7 days a week and is located on the **LOWER GROUND** level.

X-Ray Outpatients

Is open Monday to Friday 9am till 5pm and can be found on **LEVEL 1** in the Outpatient Suite

This provides a service to those attending outpatient clinics and for those referred by their GP. No appointment is necessary for GP referrals.

Maternity Ultrasound

Is open Monday to Friday 9am till 5pm and can be found on **LEVEL 1** in the Outpatient Suite



Restaurant and Retail Shops

Spice of Life Restaurant

Is open 8am till 8pm everyday.

The main restaurant is located on **LEVEL 5**

The restaurant caters for patients, visitors and staff. It provides a wide choice of hot meals, snacks and hot and cold drinks.

Costa Coffee Café

Is open 7.30am till 8pm everyday.

The café provides a range of snacks and refreshments.

WHSmith Shop

Is open 8am till 6pm; Monday to Friday and 10am till 4pm; Saturday and Sunday.

The store sells a wide range of snacks, drinks, newspapers and magazines.

Both outlets can be found in the atrium situated on **LEVEL 1**

Cash and Vending Machines

Vending machines are available in the accident and emergency waiting area on the

LOWER GROUND level, the atrium on **LEVEL 1** and in the vending suite on **LEVEL 5**



Security

A number of measures are in place to ensure the safety and security of patients, visitors and staff at the hospital.

A network of CCTV cameras record colour images of the public areas in and around the hospital. These areas include car parks, footpaths, entrance doors, fire exits, staircases and lift lobbies.

Security staff are on duty at the hospital 24 hours a day; 7 days a week; please ask a member of staff if you need to contact security.



Spiritual Care Department

The Spiritual Care Department is available 24 hours a day for people of all faiths and none. The department can also put you in touch with a spiritual care giver of other religious traditions or faiths.

You can contact the Spiritual Care Department on: 0151 430 1657 or alternatively by calling switchboard 0151 426 1600 and asking for the on-call chaplain. The department is based in the sanctuary on **LEVEL 1**



Toilets

The two main public toilets are located on **LEVEL 1** and **LEVEL 5**. Patient toilets are available on every ward, including the en-suite facilities. There are toilets for members of the public and disabled members of the public on every ward.



Visiting Times

Visiting times can vary between wards. If designated visiting times are not suitable then please speak to the nurse in charge to arrange an alternative time.

Contact the hospital switchboard on 0151 426 1600 to be transferred to the correct ward.



Website

There is further information about the new Whiston Hospital and St Helens Hospital provided on the Trust website: **www.sthk.nhs.uk**

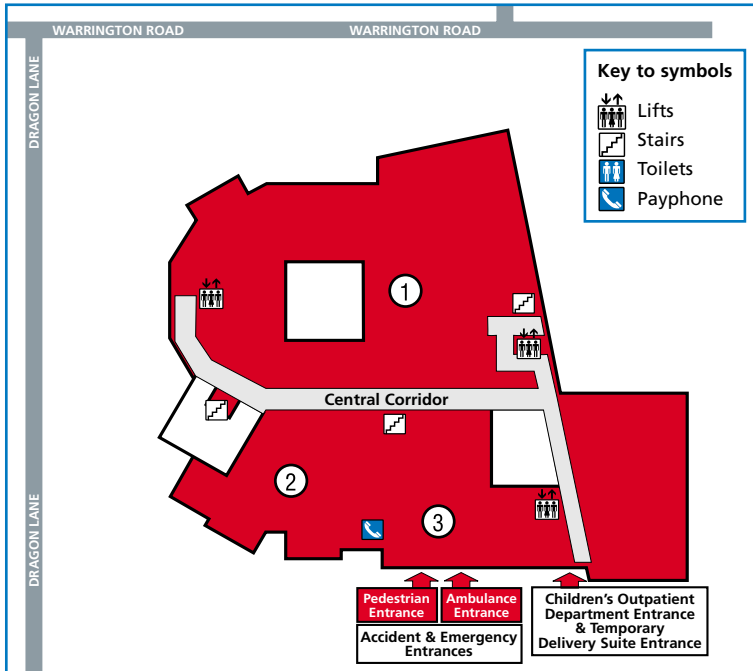
The website provides useful contact information as well as guidance for patients from the relevant departments.



Wheelchairs

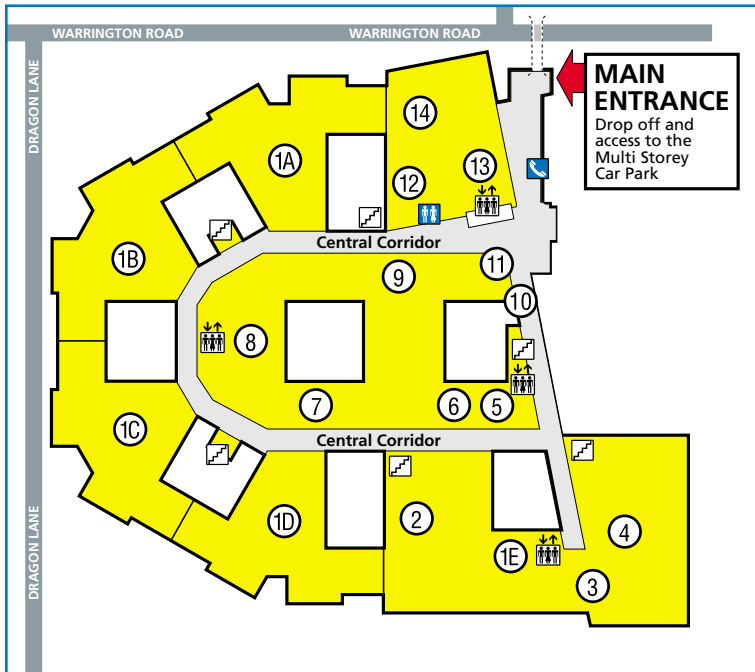
Wheelchairs can be requested from either the information desk on **LEVEL 1** when arriving at the main entrance, or by asking a member of staff if entering the hospital via another entrance. After requesting a wheelchair, a porter will arrive and transport the patient to the relevant ward or department.

Lower Ground Red Floor



- | | |
|---|---------------------------------------------|
| 1 | Radiology (X-Ray, MRI, CT Scan, Ultrasound) |
| 2 | Observation Ward |
| 3 | Accident and Emergency |

Level 1 Yellow Floor



- 1A Ward 1A (Acute Stroke Unit)
- 1B Ward 1B (Acute Medical Unit)
- 1C Ward 1C (Acute Medical Unit)
- 1D Ward 1D (Cardiology)
- 1E Ward 1E (Coronary Care Unit)
- 2 Cardio Diagnostic Centre
- 3 Neurophysiology
- 4 Pharmacy
- 5 General Office

- 6 The Sanctuary - Spiritual Care
- 7 Cardio Respiratory (ECG)
- 8 Endoscopy Suite
- 9 Outpatients and Blood Tests
- 10 Operational Services
- 11 Ambulance Liaison
- 12 PALS
- 13 Shops
- 14 Therapy Suite

Level 2 Purple Floor



- 2A Ward 2A (Haematology and Oncology)
- 2B Ward 2B (Respiratory)
- 2C Ward 2C (Respiratory)
- 2D Ward 2D (General Medicine)
- 2E Ward 2E (Women's Ward)
- 3 Children's and Young People's Outpatient Department
- 4 Delivery Suite
- 5 Women's Theatres
- 6 Relatives Accommodation
- 7 Special Care Baby Unit (SCBU)
- 8 Women's Outpatient Suite

Level 3 Green Floor



3 ALPHA Ward 3 ALPHA (Trauma and Orthopaedics)

3A Ward 3A (Plastics)

3B Ward 3B (Trauma and Orthopaedics)

3C Ward 3C (Trauma and Orthopaedics)

3D Ward 3D (Gastroenterology)

3E Ward 3E (Gynaecology Suite)

3F Ward 3F (Children & Young People)

4 Gynaecology Pre-Operative Clinic

5 BEP Clinic

6 Relatives Accommodation

7 Holbrook Unit

8 Burns Dressing Clinic

9 Prosthetics

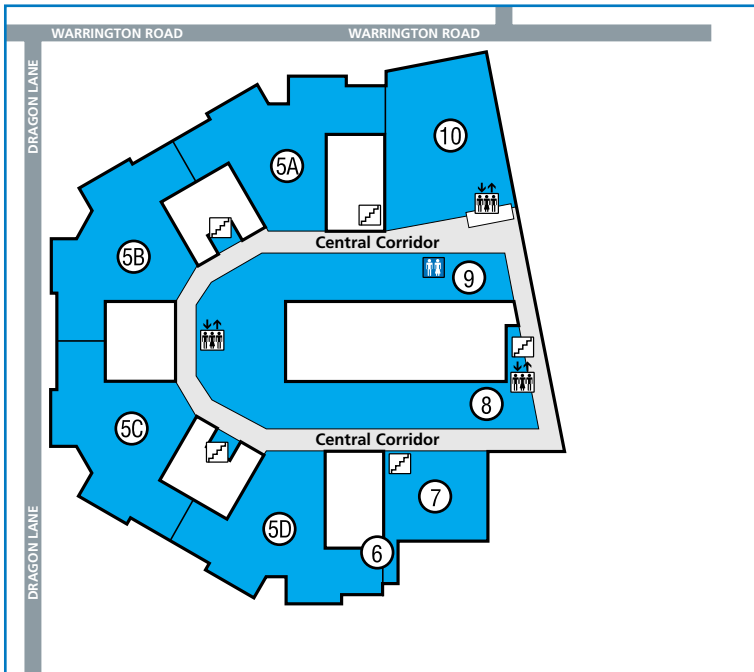
10 Medical Photography

Level 4 Orange Floor

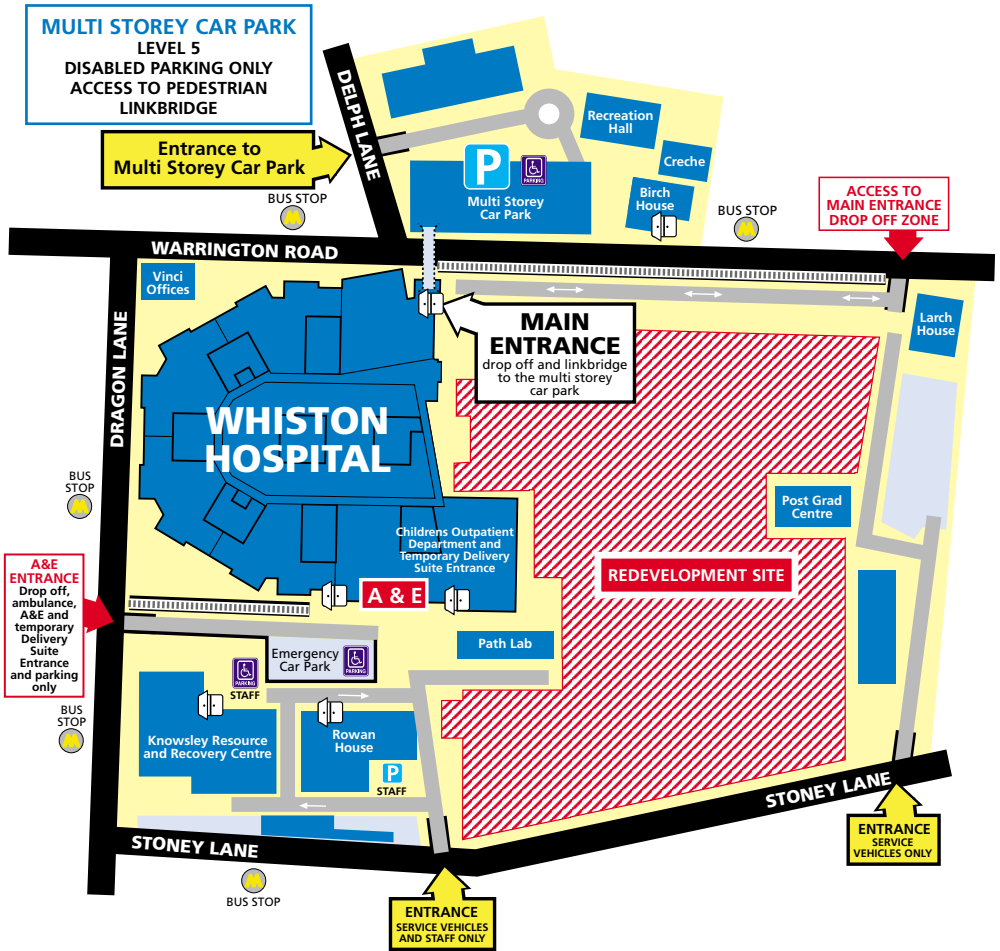


- | | |
|----|-----------------------------------|
| 4A | Ward 4A (General Surgery) |
| 4B | Ward 4B (General Surgery) |
| 4C | Ward 4C (General Surgery) |
| 4D | Ward 4D (Regional Burns Unit) |
| 4E | Ward 4E (Critical Care Unit) |
| 4F | Ward 4F (Children & Young People) |
| 5 | Operating Theatres |

Level 5 Blue Floor



- 5A Ward 5A (Department of Medicine for Older People)
- 5B Ward 5B ((Department of Medicine for Older People)
- 5C Ward 5C (Department of Medicine for Older People)
- 5D Ward 5D (Department of Medicine for Older People)
- 6 Cold Decontamination
- 7 EBME/Equipment Pool
- 8 Executive Offices
- 9 Boardroom Suite
- 10 Restaurant



ROWAN HOUSE	
Lower Ground	Plastic Surgery Pre-Operative Clinic Healthcare Library Cytology Laboratory
Level 1	Undergraduate Services Bereavement Services
Level 2	Human Resources Pathology Offices

KEY TO MAP	
	Link Bridge
	Disabled Parking Only
	Pedestrian Entrance to Buildings
	Pedestrian Routes to the Hospital

How to get to Whiston Hospital

By Car:

From M62:

Exit Junction 6 M57 Junction 1,
towards Prescot on A58.

Whiston Hospital is located 2 miles
from the junction.

The route from St Helens Hospital to
the new Whiston Hospital is clearly
signposted throughout the journey.



By Bus:

Bus Route: No 89, No 10A & No 17 are available from St Helens Town Centre
and drop off outside Whiston Hospital.

For information on bus routes and times, contact Arriva on 0871 200 2233 or
visit www.arriva.co.uk

By Rail:

There are several railway stations in the surrounding areas. These are:

Prescot Railway Station, Bridge Street, Prescot

Whiston Railway Station, Drive Way, Whiston

Rainhill Railway Station, Station Road, Prescot

Eccleston Park Railway Station, Portico Lane, Prescot

For information on train times, please contact National Rail Enquiries on
08457 484950 or visit www.nationalrail.co.uk

Useful Contact Numbers

Whiston Hospital	0151 426 1600
St Helens Hospital	01744 646461
Patient Advice and Liaison Service (PALS)	0151 430 1144
The Spiritual Care Department	0151 430 1657
Hospedia	0845 414 1234
National Rail Enquiries	08457 484 950
Merseyside Travel Line	0151 236 7676
NHS Direct	0845 4647
NHS Halton & St Helens	01928 593600
NHS Knowsley	0151 443 4900