

RESTAURANT

Monday to Friday
8.00am-2.00pm

COSTA COFFEE

Monday to Friday
8.00am-6.30pm

SHOP

Monday to Friday
8.00am-7.00pm

OUTPATIENT CLINICS

Monday to Friday
9.00am-5.00pm
(Some clinics will run after 5.00pm)

PHARMACY

Monday to Friday
8.30am-5.00pm

X RAY

Monday
8.45am-8.00pm
Tuesday to Friday
8.45am-6.00pm

BLOOD TESTS

Monday to Friday
8.30am-5.00pm

PALS

Monday to Friday
9.00am-5.00pm

These times are subject to change

useful contact telephone numbers

- Carers Centre
Halton 0151 257 7767
Knowsley 0151 549 1412
St Helens 01744 675615
- Chaplaincy 0151 430 1657
- Citizens Advice Bureau
Halton 0845 1304055
Knowsley 0845 1221300
St Helens 0870 1212027
- Comments & suggestions 0151 430 1434
- Domestic Violence National Helpline
(24hrs) 0808 2000 247
- Domestic Violence Unit
Halton (24hrs) 0151 495 2778
Knowsley (9-5 Mon-Fri) 0151 548 3333
Knowsley (24hrs - Refuge) 0151 546 1567
St Helens (24hrs) Females 01925 220541
Males 01744 454438
- Merseytravel 0870 6082608
- NHS Direct 0845 4647
- Patient Advisory Liaison Service (PALS)
0151 430 1144
- Patient and Public Involvement Officer
0151 290 4136
- Primary Care Trust
Halton 01928 593600
Knowsley 0151 443 4900
St Helens 01744 457221
- Walk-in centre
Knowsley 0151 290 3333
St Helens 01744 627400

St Helens Hospital
Marshalls Cross Road, St Helens, Merseyside WA9 3DA
Telephone: 01744 26633

your guide
2008/09



Quality Care in
World Class Surroundings

A guide to
St Helens Hospital
and general information
for patients and visitors

Rated as one of the
TOP PERFORMING TRUSTS in the
country by the Healthcare Commission

www.sthk.nhs.uk

welcome

to the new St Helens Hospital providing you with quality care in world class surroundings.

St Helens Hospital has been rebuilt, along with Whiston Hospital, in a £338m scheme, the biggest single investment in healthcare in the local community since the NHS was founded 60 years ago.

The Trust is delighted to be able to provide world class healthcare facilities for all of our patients.

Whether you are here as a patient or visiting someone, we aim to make your visit as comfortable as possible.

Our expert staff are here to help you any way they can, from discussing your treatment to helping you find your way around the hospital.

We are committed to keeping your waiting time to a minimum and caring for all patients in an environment that is both safe and clean.

If you need any help or advice during your visit, please ask a member of staff.

Inside is a map to help you find your way around the hospital.

Ann Marr, Chief Executive

This guide will be updated on a regular basis

YOUR GUIDE



This is your guide to the site and services at St Helens Hospital.

The map overleaf shows where services and facilities are located.

PARKING



Parking is available for patients and visitors on the hospital site with designated patient 'drop-off areas' and parking spaces for disabled drivers. A ticket system for payment is in place.

The cost is £1.50 per visit. Concessions are available for frequent patient and visitor attenders.

Please ask at the wards or departments. **(Please see map overleaf).**

**Costs are liable to change*

VISITING TIMES



The visiting times are displayed on walls or the door near the ward entrances. If a patient moves wards please check the times for that ward as they may be different.

MOBILE PHONES



Mobile phones are not permitted to be used in the hospital buildings as they can affect medical equipment.

Please turn off your mobile phone.

INFECTION CONTROL



The cleanliness of our hospitals is extremely important to us, and we are committed to good handwashing practices to improve infection control.

PLEASE USE THE ALCOHOL HAND GEL RUBS AVAILABLE IN ALL THE WARDS AND DEPARTMENTS

SMOKING POLICY



THE TRUST OPERATES A STRICTLY NO-SMOKING POLICY.

Smoking is not allowed anywhere in the hospital grounds.

FIRE SERVICES



Staff are trained in fire and evacuation procedures. In the unlikely event of a fire staff will take control of the situation and co-ordinate any necessary action.

Patients and visitors are requested to follow instructions given to them by staff in the event of any emergency.

SECURITY



Security staff ensure the safety of patients and visitors within the hospital and its grounds. Closed circuit TV cameras are monitored, and security staff patrol the hospital grounds and car parks.