

Useful Information for Outpatients

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatkach.

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

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

 /sthknhs  @sthk.nhs
www.sthk.nhs.uk

Author: Matron
Department: Outpatients
Document Number: STHK1285
Version: 002
Review Date: 30/11/2022

Before you come into hospital

Appointment reminder service

To help patients remember their appointments and to make it easier to cancel or rearrange an appointment, the Trust (for the majority of specialties) provides a reminder service using either an automated telephone call or calls made by call centre staff.

Patients will be contacted a few days before their appointment. However, if you do not wish to receive a reminder, then please let us know by calling: **0151 430 1234**.

Cancellations

If you are unable to keep your appointment, please let us know so that your appointment slot can be allocated to another patient. You can do this by telephoning the above number, or by visiting the Trust website:

www.sthk.nhs.uk select 'Contact Us'.

Failure to attend your appointment may result in you being discharged back to the care of your GP.

What to bring

- Your appointment card or letter
- Any tablets or medication you are taking and any medication cards
- Your postcode, telephone number and GP details
- Money for prescriptions, car parking, telephone and refreshments
- Income support book, if eligible to claim reimbursement of travel expense
- If this is your first appointment you may be asked questions regarding your personal or family medical history. It may be useful to find out as much information as possible and bring this with you
- A list of questions you wish to ask the doctor regarding your diagnosis or any proposed treatment.

No smoking policy

Smoking and the use of e-cigarettes not allowed anywhere within the hospital or its grounds.

If you would like assistance to give up smoking, the Trust has dedicated hospital stop smoking advisors supporting patients, visitors and staff, providing free, friendly, professional support and guidance.

Contact the team on: 0151 290 4332



Hospital Transport

If your mobility is such that you cannot use public transport, or you do not have a relative or friend who can bring you to your appointment, you may be eligible to access a non-emergency patient transport services ambulance to bring you to hospital and return you home.

If you think you may be eligible, contact the North West Ambulance Service Patient Transport Services, on:

0845 148 1733 to arrange transport.

Please note, you should contact the service at least 3 working days in advance of your appointment.

Shuttle bus

A free shuttle bus runs between Whiston and St Helens hospitals.

It is available Monday to Friday, every 20 minutes, between 7.00am and 6.00pm, picking up at the main entrances of both hospitals.

When you arrive

On arrival, please report to the outpatients reception. Show your appointment letter or card to the receptionist who will check your personal details and ask you to take a seat. If you have any disability which may affect you during your visit (for example if you are hard of hearing), please let our reception staff know.

Waiting times

Patients will be seen in appointment time order, rather than time of arrival. We aim to see everyone within 30 minutes of their appointment time. However, from time to time there may be unforeseen delays, for example when there are medical emergencies. We will endeavour to minimise any waiting time.

Your consultation

Medical staff work in teams, each under the direction of a consultant. You will not necessarily see the same doctor each time but the one you see will always be familiar with the details of your previous visits. Each clinic has a member of nursing staff available if you have any worries.

Students

There may be students present during your consultation as part of their on-going training. Please let us know if you would rather see the doctor alone.

Medications

Please let us know if you are currently taking any tablets, medicines or eye drops. These should be brought with you when you attend for your clinic appointment. If you are prescribed any medication at your appointment, the doctor will give you a prescription and you can get any medicines prescribed at the hospital pharmacy. Unless you are exempt from paying prescription charges, you will be asked to pay for your prescription in the usual way.

Eye clinics

If you are attending the eye clinic and you wear glasses for reading or for distance vision, please bring your glasses with you. An Eye Clinic Liaison Officer is based at St Helens Hospital who can assist anyone with sight loss to access the support they may need.

After your Consultation

After you have been seen you might need to visit other parts of the hospital for further tests, such as an x-ray or blood test. The clinic nurse will explain what you need to do and where you need to go.

Follow-up appointments

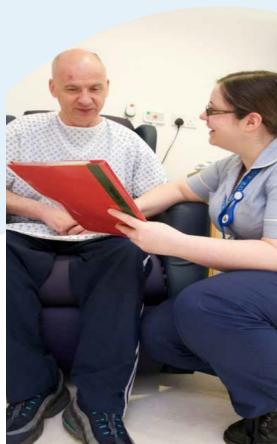
If you need another appointment you can book one at the outpatients reception before you leave. Please note that future appointments will be confirmed by letter six weeks prior to clinic appointment date.

Appointment cancellations

If you are unable to keep your appointment, please tell us as soon as possible and, if possible, at least 48 hours before your appointment.

For appointment cancellations call:

0151 430 1234



Whiston Hospital

Warrington Road
Prescot
Merseyside
L35 5DR

Telephone: 0151 426 1600



By car

M62 exit Junction 6
M57 exit Junction 1 towards Prescot on A58
Whiston Hospital is located 2 miles from the junction

Car parking

Located in the multi-storey car park off Warrington Road, by Accident and Emergency off Dragon Lane and by the paediatric entrance off Stoney Lane.

Parking is :	Up to 20 minutes	Free
	20 minutes to 1 hour	£1
	1 hour to 2 hours	£2.20
	2 hours to 3 hours	£3.30

Disabled access

There is dedicated disabled car parking at the front of the hospital main entrance plus disabled spaces available within the multi-storey, Accident and Emergency and Paediatric car parks.

By bus

Arriva No 89, No 10A & No 61 drop off outside Whiston Hospital.

By train

There are four train stations in the surrounding areas, each within 0.8 miles. These are Prescot, Whiston, Rainhill and Eccleston Park stations.

Travel and parking

St Helens Hospital

Marshall Cross Road
St Helens
WA9 3DA
Telephone: 01744 646461



By car

M62: Junction 7 on to A570
M57: Junction 2 towards St Helens
St Helens Hospital is located 6 miles from the M57 junction

Car parking

Parking is available for patients and visitors with a designated patient 'drop-off' area and parking spaces for disabled drivers.

Parking is :	Up to 20 minutes	Free
	20 minutes to 1 hour	£1
	1 hour to 2 hours	£2.20
	2 hours to 3 hours	£3.30

Disabled access

There is dedicated disabled car parking at the front of the hospital main entrance.

By bus

Merseytravel No. 32, 32a, 33, 35 and 17 available from St Helens Hospital.

By train

Lea Green, St Helens station: 0.52 miles

Dignity and Respect

Patients, staff and visitors have the right to be treated with dignity, respect and compassion, in an environment that is safe and comfortable. As a patient receiving care you can expect that:

- You will be greeted on your arrival in a professional and courteous manner.
- You will be addressed by the name which you choose to be known
- A private area will be made available for you and your family to discuss your treatment with the staff
- Verbal consent will be sought by all staff prior to any procedure being undertaken
- Your privacy will be maintained and curtains will be drawn around your bedside when treatment is being carried out
- All staff will make a verbal request if they wish to enter a curtained or closed door space
- If you are disabled, all reasonable adjustments will be made so that you can access all of our services
- We will involve you in decisions about your treatment and care
- You will be treated equally regardless of your age, disability, gender, race, religion, sexuality or trans-gender status
- Your faith and cultural beliefs will be respected
- Any complaints will be taken seriously and dealt with efficiently

Interpretation and translation

Our aim is to ensure that our services are accessible to all patients and visitors. With adequate notice, the Trust can offer interpreter services for more than one hundred different languages and we can offer sign language support.



Amentities

- Lifts to all floors
- Wheelchair and portering assistance, if required (please ask at reception desks in the Outpatient Department)
- Shops located in the hospital, selling newspapers, confectionery and cold drinks
- Vending machines
- Public telephones
- Restaurant and café facilities
- Play areas for children, situated in clinic areas (please note children must be supervised by their parent/guardian)
- Baby changing/feeding rooms

Restaurants and retail

Spice of Life Restaurant

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

Whiston Hospital - Level 5

St Helens Hospital - Lower Ground Floor



WH Smith Shop

Located near main reception at both hospitals.

Costa Coffee

Located near main reception at both hospitals. The café provides a range of snacks and refreshments.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) is here to:

- advise and support you and your family
- respond to your concerns if you are unhappy with any aspect of your care
- listen to your suggestions for improving our services for patients and visitors
- pass on your compliments to staff if you are pleased with any aspect of your care

How to contact PALS

Open Monday to Friday, 8am - 6pm

Drop in and see us: We are located on Level 1, close to the main reception at Whiston Hospital.

Write to us: PALS office, Level 1, Whiston Hospital, Warrington Road, Whiston, L35 5DR

Email us: pals@sthk.nhs.uk

Telephone us: 0151 430 1376

The office has an answerphone which is available 24 hours a day and messages will be responded to as quickly as possible.

If you have an urgent enquiry, you can speak to a member of staff who will contact the PALS team for you.

If you feel that your concerns cannot be resolved at the time of your treatment, please contact:

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