

Outpatient Department Information Leaflet

If you are attending hospital on an outpatient basis you may have questions, such as where to report on arrival and what will happen during your visits.

The aim of this information is to welcome you and explain briefly what to expect during your visits.

How to find us

The Outpatient Department is on the ground floor of the hospital. It is signposted and also shown on maps located around the hospital. Please ask at the Main Reception if you are unsure and the receptionist will direct you. Once there, you should report to the reception desk at the main Gynaecology waiting area, where the staff will check your personal details, e.g. full name, date of birth, GP details etc and you will be asked to take a seat in the waiting area.

Will I be able to bring someone with me?

Yes. You are welcome to bring either a friend or relative with you. If you are attending the clinic for infertility reasons, please bring your partner with you.

If I arrive earlier than the time of my appointment will I be seen earlier?

A number of clinics run alongside each other. We ensure patients are seen at the relevant clinic, in appointment time order. You should plan your journey so that you arrive just before your appointment time, arriving earlier will not result in you being seen earlier. Sometimes there are delays in clinic due to unforeseen circumstances, if this happens the staff will keep you informed of the clinics in progress.

I need to cancel my appointment, what shall I do?

If for any reason, you are not able to keep your appointment, please tell us as soon as possible so that we can rearrange your appointment. We can then give an appointment to another patient. Please call Patient Services Department on their direct line: 0151 702 4080 between 8:30 am and 4:30 pm. An answer machine is available out of hours.

What will happen to me when I see the doctor/nurse?

The doctor/nurse will ask you questions about your medical history and any medicines that you might be taking. Some patients may be asked to change into a gown for a physical examination or treatment. You will be under the care of a consultant, who is in charge of your care. You will see the consultant or a member of his/her team. It may not be possible to see the same doctor at each visit. If you wish to see a particular doctor please ask a member of staff, and every effort will be made to accommodate this.

Will anything else happen to me whilst I am at the clinic?

You may need to have a blood test or other minor treatment/investigation carried out whilst you are at the clinic. The reasons for these will be explained by the doctor.

What if I don't understand about my treatment?

Your visit to the clinic is a good time to discuss things with your doctor. It can be difficult to remember all the questions you want to ask. You may find it helpful to write down any questions you want to ask. Please ask the doctor or nurse if you do not understand what has been said. Patient Information leaflets are readily

available within the department, if you require a leaflet but are not offered one, please inform the nurse before you leave clinic.

Will I have to be seen by student doctors or other students?

This hospital is involved in teaching students and in research work. Student doctors and other clinical staff in training are sometimes present in clinic. You may be asked to discuss your condition with students and allow them to examine you. You may also be asked to take part in research, if you do not wish to participate, please tell a member of staff. You do have the right to decline and this will not affect the care you receive.

Will I be able to bring my children with me when I attend?

Although I appreciate that it is not always possible to attend the clinic without bringing your children, it is important to point out that we do not have child care facilities available.

If the doctor prescribes tablets or other medicine will I have to pay for my prescription?

You may be prescribed tablets or other medicine as part of your treatment. If you are not exempt from paying prescription charges the hospital pharmacy will make a charge for item prescribed.

Will I be able to get a drink of tea or coffee?

There is a tea bar available in the clinic waiting area which provides tea and coffee and a sandwich bar is available in the main reception area of the hospital.

Do I need to bring anything with me?

Please bring you appointment letter and any medication you are currently taking in the original container so that we can see the strength and dosage.

Is there a public phone available?

There are public phones available in several areas of the hospital. We would request that you switch your phone to silent so as to not interfere with your consultation.

Will I be able to get help with my travel expenses?

If you are in receipt of income support you may be able to claim back your travel expenses (at public transport rates only). Please ask the clinic reception staff for a claim form.

Security

There is a comprehensive security system, including CCTV cameras in operation both within the hospital and the care park. This is designed to protect patients, staff and property.

What if I am not happy with the service you provide?

We are always keen to receive comments and suggestions about the care you have received. If you are unhappy with your level of care please ask to speak to a Senior Manager. Alternatively you may wish to consult the PALS (Patient Advice and Liaison Service) Officer.

PALS

Liverpool Women's NHS Foundation Trust
Crown Street
Liverpool

L8 7SS

Telephone: 0151 702 4353

Car Parking

There are parking facilities within the hospital grounds for which a fee is charged. During busy clinic times parking is available free of charge in Mulgrave Street. Security is available at Mulgrave Street Car Park Monday – Friday 7:00 am until 6:30 pm. We advise that this car park is not used when security guards are not present.

How to find us

By train or coach

Lime Street Station and the Main National Coach Station is a short taxi / bus journey away. Full information on bus and train services is available from Mersey Travel Information Line on 0151 236 7676.

Please note Liverpool Women's NHS Foundation Trust is a smoke free site. Smoking is not allowed inside the hospital building or within the hospital grounds, car parks and gardens. Staff are available to give advice about stopping smoking, please ask your nurse about this.

This leaflet can be made available in difference formats on request. If you would like to make any suggestions or comments about the content of this leaflet, then please contact the Patient Experience Team on 0151 702 4353 or by email at pals@lwh.nhs.uk