Your outpatient appointment at our hospital

Excellently, compassionate and Safe care for every patient, every day
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Welcome to Liverpool Heart and Chest NHS Hospital (LHCH). We understand that coming to hospital can be an anxious time for you, your family and carers. Our aim is to ensure that your visit with us is made as comfortable as possible by our highly trained and experienced staff.

This booklet is to provide you with information about the hospital, your visit and the services we provide. Whilst there may also be other leaflets in outpatients about your illness, condition or treatment, we hope that this booklet will answer questions you may have and make your visit to outpatients easier.

The six steps of our Patient Experience Vision

Why go anywhere else? They were expecting me My care was planned with me and for me
Our Vision for Patient and Family Experience

At LHCH we strive to achieve excellence by delivering patient and family centred care based on our Patient and Family Experience Vision. Our vision for you and your family clearly sets out our ambitions to improve your experience of our hospital.

Patient and family centred care is where you and your family are at the centre of care delivery. We would like you to truly feel like you and your family are partners in your care and fully involved in the decisions about the care and treatment available to you. We would like your family to be involved in your care at the level you and your family would like to be.

Whether you are visiting the hospital as an outpatient or coming into the hospital for treatment or for surgery we will strive to meet your needs and those of your family. We will endeavour to give you the information you require to support you in your decision making and encourage you to be involved in your care, treatment and recovery.

Learning from patients and their families experience is extremely important to us. To enable us to learn we ask patients and their families to share their experiences with us. The story that follows overleaf is from a patient following her first visit to the Outpatients Department.

They made me feel special

They really knew what they were doing

Their support continued and my quality of life improved
I was referred by my GP, as he wanted to double check everything was ok with my heart. I am a healthcare professional, but was attending as a patient.

When I arrived in the hospital it was a bright and welcoming place, but I got lost as I came in the wrong entrance. A porter came up and asked if I was lost and he was lovely and gave me directions to the out patients department. I arrived before my husband and went to the reception desk. The lady on reception was lovely and really pleasant and explained they were expecting me for an Echocardiogram at 9am.

My husband arrived and did not see me at first so went to the desk and the lady showed him where I was seated.

The only improvement that I would suggest throughout this process was that the seating arrangements in outpatients be improved as the rows of chairs meant I sat staring at other people while I waited.

A member of staff called me through into the ECG department and she was reassuring. She explained what was going to happen next and took some details.

A male staff member called “Tony” came and spoke to me explaining about the gown. He took me into the room and again explained about what was going to happen. He was really caring and I understood everything that was about to happen.

He reassured me and talked to me when there was silence in starting the investigation. He said “this part can be disturbing for patients to listen to just your heartbeat” and this was how I was feeling so it made me less worried.

After the investigation a nurse took me for an ECG and it was that quick, I had not realised it had been done. It was brilliant as I had been terribly anxious. I came expecting the worse due to a past experience in the NHS, but was given so much reassurance.
I was then asked to fill in a service user survey and I was happy to do so, to feedback my experience. I did not have time to complete fully before I went in to see the Consultant. I started to get upset when in the room, but the Consultant held my hand and explained what was happening to me and how to deal with it. He listened to my worries, but I felt confident in every step of the way on how I was being treated.

You realise the extent of what is going to happen when you come for that visit. It is a very efficient set up, very organised. Many of my questions were answered during the visit.

When the consultation finished the nurse was waiting and asked if any further care was needed. It had been good news for me, but I felt if I had needed her help she would have given that to me.

I went back into the waiting room and watched the interactions from staff and patients and this was a wonderful experience. I felt that this is what a hospital should be like and I was so amazed at the quality of care. I have been to a private hospital, but this was better. It is amazing that as a whole hospital they can achieve excellence, as you have no idea how much it has taken to re-instate my faith in the NHS.

My husband was kept informed every step of the way and he was as astonished as me in the experience we had. We decided to stay and get a drink and the lady from the tea bar was cleaning the tables. She saw us approaching and straight away came back to serve.

For me it is about the whole ethos of the hospital in every one’s attitude no matter what their job. They take pride in their hospital and care about what they are doing. I wonder what kind of training they get.
Your appointment
You have been referred to Liverpool Heart and Chest Hospital for an outpatient appointment.

We would like to welcome you to the outpatient department and will do our best to ensure that your visit goes smoothly. This booklet contains information that will be useful when preparing for your visit and what to expect when you are here. If there is anything else you would like to know please contact us or ask a member of staff when you arrive.

What to bring?
When you attend for your appointment please bring the following with you:

- Your appointment letter
- This booklet
- Any medicines or tablets you are taking in their original containers or your current prescription list from your GP. If you cannot do either of these there is a page at the back of the booklet where you can write them out
- Money for prescriptions or your exemption certificate
- Money for Car Parking (prices are listed on the enclosed map)
- A list of questions you would like to ask (see next section)
- Personal items such as reading glasses and hearing aids
Questions you may want to ask
“I came with some questions written down and it helped me to remember what I wanted to ask”

There is an NHS leaflet ‘Questions to Ask’. It is available in the outpatient department.

Questions you may want to ask might be:

- What might be wrong or your diagnosis?
- What about the possible effects of medication?
- What further tests am I going to need?

It is important to understand what is happening and if you are not clear don’t be afraid to ask the doctor/nurse or therapist.

There is a page at the back of the booklet where you can write down questions you or your family may have.

Attending and cancellation
It is important for you to attend your appointment but we understand that this is not always possible. If you are unable to attend please let us know as soon as you can by calling the number on your appointment letter. The contact number for the main switchboard of the hospital is 0151 228 1616.

This will allow us to use your appointment for another patient who is waiting and ensure we are using our resources efficiently. The average outpatient appointment cost £165 – your help will mean fewer wasted appointments.

If you feel your condition changes or worsens whilst waiting for your appointment you should contact your GP immediately rather than contacting the hospital.
You will have received a map with your appointment letter that gives you information on the location of our hospital. If you are using a Satellite Navigation system you should use the postcode L14 3PE. Please note that Liverpool Heart & Chest Hospital is on the same site as Broadgreen Hospital.

**Car Parking**

There is a large multi storey car park at the entrance to the hospital and further Disabled Parking on East Road (see map). The main car park and the disabled car park incur charges as detailed on the map. There are a small number of disabled bays outside the Main Entrance and on West Road that do not incur parking charges.

Please note that all patients and visitors must use designated parking areas, this includes disabled badge holders who must not park on double yellow lines or in unauthorised areas such as ambulance bays.

Please be aware that cars parked in non-designated areas will be issued with a legally enforceable parking fine (a civil penalty notice).

**What if I am lost?**

If you find that you are in the wrong part of the hospital please speak to a member of staff, they will be happy to help you with directions or escort you to outpatients. If necessary they will be able to arrange a porter to take you.

**Courtesy Bus**

A free courtesy bus runs from both the main car park and disabled car park and spaces to the Main Entrance. There are 2 stops that you can use for the Outpatient Department, one is at the Main Entrance and one is a side entrance. The driver will be able to tell you when to get off. If you or your family have difficulties with walking we would recommend that you use the bus service from the car park.

The bus is fully fitted with access and safety equipment, which includes a chair lift, seatbelts and a radio link to base.

The operating hours of the service are:

- **8.00am – 12.30pm**
- **1.00pm – 5.00pm**
Public Transport

The following buses stop close to the hospital:

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<td>7</td>
<td>Liverpool</td>
<td>Huyton</td>
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<tr>
<td>7A</td>
<td>Liverpool</td>
<td>Warrington</td>
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<td>7B</td>
<td>Liverpool</td>
<td>Rainhill Stoops</td>
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<tr>
<td>81/81A</td>
<td>Speke</td>
<td>Bootle</td>
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<tr>
<td>102</td>
<td>Black Bull</td>
<td>Page Moss</td>
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<tr>
<td>168</td>
<td>Aigburth Vale</td>
<td>Bootle</td>
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<tr>
<td>202/204</td>
<td>Alder Hey Hospital</td>
<td>Dingle</td>
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Further information can be obtained by calling Traveline on 0871 200 2233 (calls cost 10p p/min from a BT landline, charges may vary with other phone providers) or you can use their website at: www.traveline.info

You can use the Merseytravel website to get timetables for buses and trains within the Merseyside region. The address is: www.merseytravel.gov.uk

If you choose to travel by train the nearest station is Broadgreen, it is a 15-20 minute walk dependent on your mobility levels.

Ambulance Service

Whenever possible you should try to arrange your own transport to get to and from your appointment.

Ambulances can be booked for patients who are deemed to be medically unfit to travel by any other means and the type of transport will be determined by your mobility.

Please note that the ambulance will be unable to bring mobility aids such as walking frame or delta frame for safety reasons.

If you need to book an ambulance you can discuss this with your GP or you can contact them directly on the following numbers:

North West Ambulance
0845 148 1733

Welsh Ambulance
0845 607 6181

If you do come by ambulance you will be taken to the Ambulance Lounge on arrival and the ambulance staff will collect you from there for your return journey home. Staff will arrange transfer between the Ambulance Lounge and Outpatients.

If you have booked ambulance transport and it does not arrive please contact the clinic and inform them of the delay on 0151 600 1184 or 0151 600 1729 and contact the ambulance service on the number above.
Main reception and volunteer desk

If you choose to arrive at the main entrance, there will be a reception desk and volunteer help desk.

The volunteers are very distinctive and wear a purple tie or neck scarf to help you identify them.

Any member of staff will be able to give you directions to outpatients and the volunteers can escort you there if you wish.

The Outpatient Department is located on the ground floor and is sign posted from here. The signs will look like this:
Portering
Should you require additional assistance to transfer from the main reception to outpatients then a porter can be arranged to take you by chair. Please ask either the reception staff or a volunteer.

Alternative side entrance
If you choose to arrive at the alternative side entrance it is a short walk, at the end of the corridor you will see the entrance to outpatients just to your left on the opposite side of the corridor.

Booking in on arrival
When you arrive in outpatients the reception desk is situated to your right. Please hand your appointment letter to the clinic receptionist who will confirm your personal details are correct and then book you into the clinic. The receptionist will direct you to the appropriate waiting area.

The reception desk has a portable loop system if you require. Please ask the receptionist.

Your appointment may have been scheduled to enable you to have tests done before you see the doctor or nurse. The nurse co-ordinating your clinic will explain what tests you are going to have.

If there are any delays likely the nursing staff will keep you informed.

Patients are seen according to appointment time not arrival time.

You are welcome to have someone accompany you to your appointment. However they may be asked to remain in the waiting area whilst tests are carried out. If you wish your companion to attend the consultation please speak to a nurse who will be happy to arrange this for you.

“I brought my friend with me for support; it was really helpful to have someone with me when I saw the doctor”
Clinic times
Several clinics will be running at the same time. It may appear that someone who has arrived after you goes in to see the clinical staff before you. We would like to reassure you that every patient will be treated fairly and seen in turn. For clinical reasons some patients may need to be seen sooner on occasion.

Facilities in Outpatients
- Disabled access
- Toilets including disabled toilet facilities
- Wide range of patient information
- Tea bar providing light refreshments
  approximate opening hours 9am-4pm
  (this is staffed by volunteers and may open/close earlier)
- Portable Loop system

Hospital Staff
Identity badges are worn by all staff and each individual will introduce themselves to you.

Medical Staff
You will be under the care of a Consultant and a team of doctors made up of Specialist Registrars and Senior House Officers.
Nursing Staff
Our nursing staff can be readily identified by their uniforms, as indicated below:

<table>
<thead>
<tr>
<th>Title</th>
<th>Uniform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Nursing Team</td>
<td>Red</td>
</tr>
<tr>
<td>Sister or Charge Nurse/ Nurse Specialists</td>
<td>Navy</td>
</tr>
<tr>
<td>and Nurse Practitioners</td>
<td></td>
</tr>
<tr>
<td>Staff Nurses (male and female)</td>
<td>Plain mid blue</td>
</tr>
<tr>
<td>Health Care Assistants</td>
<td>White tunic/dress with yellow trim</td>
</tr>
<tr>
<td>Assistant Practitioners</td>
<td>Lilac</td>
</tr>
<tr>
<td>Trainee Assistant Practitioners</td>
<td>White tunic with lilac piping</td>
</tr>
<tr>
<td>Student Nurses</td>
<td>Grey</td>
</tr>
</tbody>
</table>

Other Staff who may be involved in your care
Some of the other members of staff you may meet during your visit would be radiographers, physiotherapists, ECG technicians, pharmacists, dieticians, domestics and porters to name but a few. All staff will introduce themselves to you and will be wearing their identity badges.

Students
We are committed to supporting the student training of many professions including medical staff, nurses and therapists, patients play an important role in this. We hope you will be happy to allow students to be involved in your care to enhance their learning experience. A qualified member of staff supervises students at all times. If you do not wish students to be involved at any stage then you have the right to say no, just let the nurse in charge of your clinic know.
Section 3

Your consultation – what may happen?

A consultant specialist is always responsible for your care. You may not always be seen by the consultant and some clinics are run by other specialist staff. This may be another senior doctor from the consultant team or a specialist nurse, clinical nurse practitioner or specialist therapist. All clinicians can discuss your clinical care or management with your consultant if required. If you wish to see your consultant personally please ask a member of the nursing staff and they will make a request to see if it is possible.

We are committed to patient and family centred care and if you would like a family member or friend to accompany you into your consultation then please let your nurse know.

Important – Please ask as many questions as you want during your consultation and remember to tell us about anything that is worrying you. There is a page at the back of the booklet where you can write down your questions before you attend. Our healthcare professionals will listen to your concerns and do their best to relieve any anxieties you may have.

It is very important that we maintain your privacy and dignity whilst you are with us. Some tests and examinations will require you to remove garments from above the waist. A gown will be provided for you to use if this is the case.
On the day of my appointment

Ladies may also be requested to remove stockings or tights in order to perform an Electrocardiogram otherwise known as an ECG (electronic tracing of the heart). As you may have to remove garments from above the waist it may be a good idea to wear skirt/trousers and separate top as opposed to a dress.

Tests
You may need tests on the day of your appointment and these are often done before your consultation. The types of tests we may do are:
- Blood tests
- X-Ray
- Breathing tests
- ECG

How long will I be here?
It is very hard to say how long an appointment will last but you should plan for a minimum of two hours for tests and your consultation.

You may need further tests following your appointment and we will try wherever possible to arrange these on the same day. This means that you will be here 30 – 90 minutes longer, we will be able to advise you on the day how much longer this is likely to be. This may avoid an additional visit to the hospital, but if it is not convenient for you please tell the nurse and we will arrange an appointment for another, more convenient day for you.
What happens next?

It is important that before you leave you understand what will happen next, clinical staff will tell you this.

- You may need a follow-up appointment. If this is the case the receptionist will make this appointment with you before you leave.

- You may be referred to another doctor or specialist nurse or therapist, your doctor will do this for you.

- You may need a procedure doing that requires admission to our hospital.

- You may be discharged and referred back to your GP.

You can use the space below to write it down if you think it would be helpful:

_______________________________________________________________________________
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If you are not clear on any aspect of your care following your visit then you can ring our Customer Care Team who can guide you on who to speak to. They can be contacted on 0151 600 1517.
What happens next?

**Letters about you**

You are entitled to copies of letters written about you by healthcare professionals including letters from consultants to GPs.

As part of your outpatient experience you will routinely receive a copy of letters regarding your consultation in clinic.

If you do not wish to receive any letters then please inform a member of staff.
Customer Care Team
The Customer Care Team is available Monday to Friday 9.00am – 5.00pm and will:

- Advise and support patients/relatives/carers
- Listen confidentially to concerns, complaints, suggestions or queries
- Help sort out concerns quickly on your behalf

You can contact a member of the team on 0151 600 1517 or 0151 600 1257 or ask a member of staff to contact the customer care team on your behalf and they can see you in the clinic.
Infection prevention
The hospital has a dedicated Infection Prevention and Control Team who work hard with staff to reduce, monitor and prevent the spread of infections. To help us with the fight against infections they would like to offer some important advice:

- Hand hygiene plays a vital role in helping to prevent infection. Alcohol gel is provided at the entrance to out-patients, for use by you, your family and staff. Always use these hand gels as they are very effective against most germs in around 30 seconds and dry naturally on the skin although this is not to stop you washing your hands with soap and water.
- Always inform a member of staff if the hand gel is empty.
Section 5

Other important information

Cleanliness
Liverpool Heart and Chest Hospital scored very highly in the National Inpatients Survey regarding the standard of cleanliness. We are very proud of the cleanliness at our hospital and we would be grateful if you could tell your nurse or the out patient manager immediately if you think improvements need to be made.

Mobile Phones
You can use your mobile phone in most areas in the hospital; there will be clear signs in areas that you cannot, we ask that if you are using your phone that you consider those around you. The use of mobile phones to take photographs or recording images is forbidden and could result in you being prosecuted for infringement of patient confidentiality.

Wifi Access
Patients and their families are able to access the internet via Wifi in most areas of the hospital. You will not be able to use equipment that requires plugging into the mains electricity supply for safety reasons.

Shops
WRVS shops are located as follows and are open at the following times:

Main Entrance WRVS is located in the main entrance.
Open Monday – Friday 8.00am to 8.00pm
There is a coffee bar with hot snacks and drinks available and the shop sells cold snacks, drinks, toiletries, confectionary, stationery, newspapers and gifts.

Restaurant
The restaurant is located on the main corridor of the old build and is open for staff and visitors.
Open Monday to Friday 8.00am – 3.00pm

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Wifi Access
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Quality of service

All patients have different needs and expectations of the NHS and we hope to meet your requirements during your stay at Liverpool Heart and Chest Hospital.

If there is any aspect of your visit you wish to comment on, we welcome your views. Please let us know when you are happy with our services and if you wish to complain we would like to hear from you too. We value the opportunity to review our practices, take corrective action when needed and make improvements where required.

We carry out patient surveys on a regular basis using questionnaires and you may be asked to participate whilst you are a patient on the ward. This information is used to assist us in making improvements to the services we provide. We also take part in an annual national inpatient survey. If you are selected to take part we do hope you will find the time to complete the questionnaire which will be sent to your home.

If you are unhappy about any aspect of your care or treatment, please ask to speak to a member of staff caring for you as he/she may be able to solve the problem right away or, if you prefer, please ask to speak to one of the Matrons/Senior Nurses.

Compliments are welcomed by staff who strive to provide a high standard of care and service. If you wish to pay a compliment to an individual or a team of staff we look forward to hearing from you. Complaints and compliments are reported on a monthly basis to the Board of Directors.
Volunteering

We have a dedicated team of volunteers working across the site. They are dedicated to supporting the hospital and the commitment of this group of people is greatly valued.

Volunteers offer invaluable support undertaking numerous tasks.

For more information about how you can get involved please contact the Volunteer Co-ordinator on 0151 600 1639.

Become a Foundation Trust Member

At Liverpool Heart and Chest Hospital we strongly believe that greater public participation in the affairs of the Hospital combined with the freedoms afforded to Foundation Trusts helps to deliver even better services to our patients.

To continue to hear about developments at Liverpool Heart and Chest Hospital or become more involved and be eligible to stand for election as a Governor, why not become a member of our Foundation Trust. If you have any questions or require any further information, please call 0151 600 1639.
Please use the following space to write down any questions you may have.
Please use the following space to write down your drugs if you cannot bring them in or get a list from your GP.

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<tr>
<th>Drug name</th>
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**Extra special things happen every day at Liverpool Heart and Chest Hospital,** but it is only with the support of people like you that we can continue to make it extra special for our patients.

Every penny received through our hospital’s Appeal is used wisely to provide our patients with an unrivalled patient experience.

Please contact the Appeal Office on 0151 600 1409 for information and advice about our Appeal.

No matter how small your support will make a real difference.

Thank you.

If you need further information or advice about our Appeal, please contact our Appeal Office.

**Liverpool Heart and Chest Hospital Foundation NHS Trust**
Thomas Drive, Liverpool L14 3PE
Email: LHCHAppeal@lhch.nhs.uk  ·  Telephone: 0151 600 1409 or 1410
Visit our website on www.lhch.nhs.uk