

Ambulance transport

Patient transport for new appointments

If you need ambulance transport to your hospital appointment, please ask your GP to arrange this for you the first time.

Patient transport for follow up appointments and ambulance cancellations

Transport will not be booked automatically for your follow up appointment, please call 0845 148 1733. Please have your appointment date, time and venue available when calling, which can be found on your appointment letter. You will be assessed on your medical need for transport, using a series of questions.

Pharmacy and shops on site

If you are given a prescription in clinic, you should collect your medicines from the hospital Pharmacy. Opening hours are available in the clinic. You will need to bring money for your prescriptions or your exemption certificate if you are not eligible to pay.

There are cafes on site and other facilities, such as cash machines and a shop. Please see the hospital map sent with your appointment letter for their location.

No smoking

The Trust operates a no smoking policy throughout the site. You are respectfully requested to observe the no smoking signs and refrain from smoking on Trust premises.

Code of conduct

It is our responsibility as an employer to protect our staff from verbal harassment and physical assault, including racial and sexual harassment.

The Trust will not accept patients, carers, relatives or members of the public verbally or physically assaulting or harassing our staff. Appropriate action will be taken, including reporting incidents to the police.

NHS Constitution

Under the NHS Constitution, you have the right to access services within maximum waiting times, or for the NHS to take all reasonable steps to offer a range of alternative providers.

As from 1 April 2010, you have the right to:

- Start your consultant-led treatment within a maximum of 18 weeks from referral for non-urgent conditions;
- Be seen by a cancer specialist within a maximum of two weeks from GP referral for urgent referrals where cancer is suspected.

If you would like to know more about the NHS Constitution, the handbook can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/170649/Handbook_to_the_NHS_Constitution.pdf

If you would like to discuss the length of your wait for treatment, please telephone **0151 529 3236**. Should you be unhappy with the time scale, you can ask your GP to refer you to another provider.

Complaints and Concerns

If you are unhappy or want to comment about any part of your clinic appointment, we would like to resolve your concerns quickly. Please ask to speak to the Clinic Nurse Manager.

The Patient Advice and Complaints Team helpdesk is in the Main Entrance of the Tower Block. The helpdesk is staffed by volunteers who will be happy to help you deal with any queries, or provide advice or support. For more information, please pick up a Comments, Concerns and Complaints leaflet, visit the desk or contact them on:

0151 529 3287.

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. If you require a special edition of this leaflet, please call **0151 529 2232.**

Outpatients



Welcome to Aintree University Hospital

Further information can be obtained on our website: www.aintreehospitals.nhs.uk

Alternatively, the main telephone number for all appointments at Aintree University Hospital is: **0151 529 3236**.

Information about your appointment

Your appointment letter will give specific information about your appointment, including the date, time and location, and also the department you should report to upon arrival.

Once your consultation has been completed you may be given a clinic outcome sheet which needs to be returned to the reception desk to arrange a further appointment if necessary.

Most of our patients keep their appointments but if you need to cancel or rearrange your appointment, please call 0151 529 3236 and select the option required.

What do I need to bring with me?

- Your appointment letter or appointment card.
- A list of your current medication, including dosages.
- Money for prescriptions, or your exemption certificate.
- A copy of your passport or visa if you have not been resident in the UK for the last 12 months.

- Relevant documentation if eligible to claim reimbursement of travel expenses.
- You may wish to bring a list of questions to discuss during your appointment.

What to expect at your clinic appointment

You have been referred to the Clinic for a consultation with hospital staff who have specialist knowledge of your condition and will be seen by a member of your Consultant's team. You may also see a Clinical Nurse Specialist or an Allied Health Professional, such as a Physiotherapist.

Please note that there are several different clinics using each waiting room so it may appear that someone is being seen before you. Please be assured that you will be seen in time order for your particular clinic.

You may require other tests, such as an X-ray. This may be done on the day of your visit or you may be asked to come back.

If you require an examination, a chaperone will be present.

If you require further assistance

Registered guide or assistance dogs are welcome within the hospital at any time. If you require any additional assistance, please telephone **0151 529 3236**.

The Trust is able to provide interpreting services and sign language for patients with hearing impairments. Please note that a family member or friend is not acceptable to translate during your appointment.

Please contact **0151 5293236** to arrange an interpreter.

How to get to the hospital

The major routes to the hospital can be found at www.aintreehospitals.nhs.uk

There are a number of car parks on the hospital site. Please refer to the map sent with your appointment letter for your nearest car park location.

Free parking is available for:

- Cancer patients attending for regular treatments.
- Renal patients attending for dialysis.

Car park charges:

Short Stay (Opposite Elective Care Centre)

0-30 minutes:	Free
30 minutes to 1 ½ hours:	£3.00
Over 1 ½ hours:	£10.00

All other car parks, including multi-storey

0 – 30 minutes:	Free
30 minutes to 1 ½ hours:	£3.00
1 ½ hours to 2 ½ hours:	£4.00
2 ½ hours to 3 ½ hours:	£4.50
Over 3 ½ hours:	£5.50

Blue badge holders

There are spaces for blue badge holders near most hospital buildings. Please refer to the map accompanying your appointment letter for further details.

Public transport

Various buses operate from the surrounding districts. The nearest railway station is Fazakerley Station, on Longmoor Lane. It is advisable to check Merseytravel Line on **0151 236 7676** for up to date information.

Alternatively, please refer to www.traveline.org.uk or www.merseytravel.gov.uk

Blue badge holders

The Aintree Shuttle Bus is available to transport people to and from the Longmoor Lane car park and the drop off point at Aintree Lodge, opposite the Elective Care Centre. The shuttle bus runs every 10-15 minutes between 7am to 6pm however times may be subject to slight delays during peak traffic times. Should you require collection outside of these hours, please telephone **0151 529 3478** or speak to a member of staff for assistance.