

PATIENT INFORMATION

Patient Choice

West Lancashire

PATIENT CHOICE

Giving people more choice is a priority of the modern NHS and as a patient – you have a right to choose where you receive the treatment and care that you need.

WHAT CHOICES DO I HAVE?

Your joint health clinician has decided that you need to see another specialist about your musculoskeletal condition. You have the right to choose where you go for this appointment to see the consultant.

You can choose where (the hospital) or who (the consultant/service) you go to see, based on whatever factors matter the most to you. This could include location, length of waiting times, the quality of the service, your previous experience, or even the opinions of family, friends or other.

DOES THE LAW SAY I MUST HAVE THIS CHOICE?

The law says all patients must have this choice, but sometimes for good reasons the choice may be limited. If, for example, you need urgent care such as A&E, you are already having care or treatment for the illness, they can't give you the right care and treatment or if your doctor thinks you may have cancer.

WHO SHOULD GIVE ME THESE CHOICES?

A patient advisor from the Choice Team will contact you in the next two weeks to give you a choice of different hospitals/services that provide the specialist care that has been recommended. If you have not heard from the team in

the next two weeks please contact: **01695 656073**.

The patient choice advisor will call you to arrange for your next appointment and they can also provide you with additional information about waiting times in the services that you may wish to attend. Once arranged, you will receive a letter of confirmation of your appointment through the post.

WHERE CAN I CHOOSE?

You can choose to have your next Consultant appointment at any suitable hospital in England. Below we have included information about hospitals within a 30 mile radius of the Southport and Ormskirk region.

Hospital	Distance (miles) from ODGH	Orthopaedics	Rheumatology	Pain Clinic	Neurosurgery
Ormskirk	0	✓			
Renacres	6	✓		✓	✓
Southport	8	✓	✓		
Wrightington	9	✓	✓		
Fairfield	10	✓		✓	
Walton/Aintree	11	✓	✓		✓
St Helens	12	✓	✓	✓	
Whiston	13	✓	✓	✓	
Euxton	14	✓		✓	
Chorley	16	✓			
Broadgreen	17	✓	✓	✓	
Preston	21	✓			✓
Fulwood	22	✓		✓	
Spire	23	✓		✓	✓

WHERE CAN I FIND OUT MORE?

It is important that before you make a choice about your hospital you look at other information to help you.

You can find more information on these websites:-

The **NHS Choices** website. There is more information about the hospitals you can choose from on their website:

www.nhs.uk/patientchoice

The **Care Quality Commission** (CQC for short) checks health and social care services to make sure they are good enough. You can find out what they think about your local services on their website www.cqc.org.uk or call 03000 616161.

The NHS Constitution. This tells you more about what the NHS should do for you and what you should do too. There is an EasyRead version on their website:

www.gov.uk/government/publications/the-nhs-constitution-for-england

Healthwatch England speaks up for people using health and social care services. Healthwatch also have local groups for each area on their website: www.healthwatch.co.uk

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have questions or concerns.

MATRON

A Matron is also available during the hours of 9am to 5pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

INFECTION CONTROL REQUEST

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

SPECIAL INSTRUCTIONS

ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:

CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION

- Your own GP

OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:

NHS 111

Stop Smoking Helpline (Sefton) – 0300 100 1000

Stop Smoking Helpline (West Lancashire) – 0800 328 6297

**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

Ormskirk & District General Hospital
Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

Please remember to complete the **attached** *Friends and Family Test*.

Alternatively, you can complete the *Friends and Family Test* on-line by going to:
southportandormskirk.nhs.uk/FFT
Thank you

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