

Is there a public phone available?

There are public phones available in several areas of the hospital including the main waiting room of the outpatients clinic. If you bring a mobile with you it is very important that it is switched off as it can interfere with the medical equipment used within the hospital.

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

If you are on income support you may be able to claim travel expenses (at public transport rates only). Please ask the clinic reception staff for a claim form which you should take to General Office along with your bus/train ticket and your benefit book.

Security

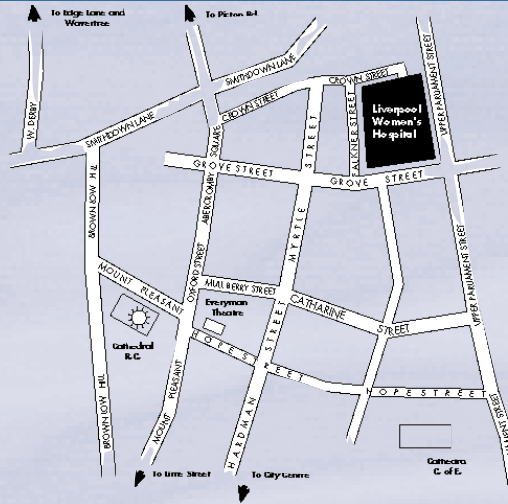
There is a comprehensive security system, including CCTV cameras in operation both within the hospital and the car park. This is designed to protect patients, staff and property.

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 what has happened in clinic please speak to a member of staff or ask to speak to a Senior Manager.

If you wish to make a formal complaint, please write to:

Ann Marr, Chief Executive,
Liverpool Women's Hospital,
Crown Street, Liverpool L8 7SS



How to find us

By train or coach

Lime Street Station and the main National Coach Station is a short taxi / bus journey away.
British Rail Passenger Timetable: 0151 709 9696
National Coach Enquiries: 0151 709 6481

By Bus

Hospital grounds	107, 207, 202
Oxford St:	Smart 1 & 2
Catharine St:	29, 35, 35A, 105, 172, 80, 80D, 80X, 180, 100
Upper Parliament St:	33, 36, 46, 55, 86, 186, 147, 177, A1
Grove St:	125
Tunnel Rd:	26, 26A, 26B, 27, 27A, 27B, 126, 127

For further information, contact
Mersey Travel on: 0151 236 7676.

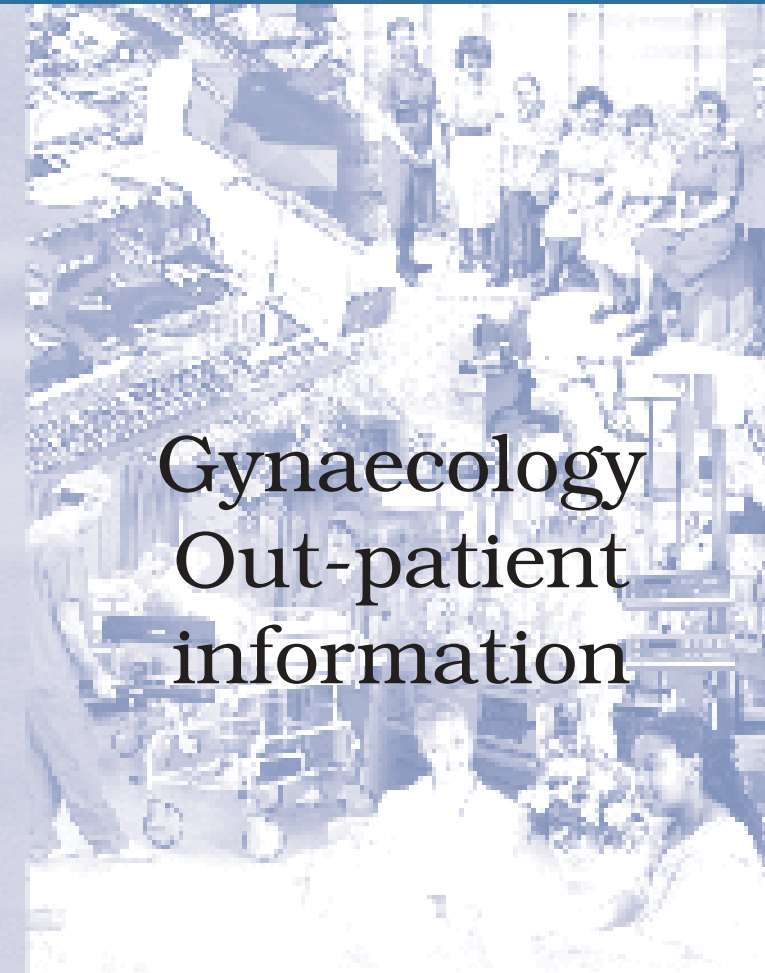
Liverpool Women's Hospital 
NHS Trust

Liverpool Women's Hospital
Crown Street, Liverpool L8 7SS

Telephone: 0151 708 9988

Visit our Web site at www.lwh.org.uk.

LWH/28/02.02



Gynaecology Out-patient information

Liverpool Women's Hospital 
NHS Trust

How to find us

The Gynaecology outpatients department is on the ground floor of the hospital and can be found by following the Acorn sign.



THE FOLLOWING ARE SOME QUESTIONS YOU MIGHT WANT TO ASK.

Will I be able to bring someone with me?

Yes. You are welcome to bring either a friend or relative with you when you attend. 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?

No. We have an appointment system and it is important that you plan your journey so that you arrive just before your appointment time.

Sometimes there are delays in clinic due to unforeseen circumstances but we will try to keep you informed when this happens.

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

It is important that you let us know as soon as possible and you can do this by telephoning the Patient Services Department on their Direct line which is: 0151 702 4080 between 8.30 a.m. and 4.30 p.m. An answer machine is available out of hours.

What will happen when I get to the clinic?

You should report to the reception desk

where the staff will check your personal details, e.g. full name, date of birth, etc.

What will happen to me when I see the doctor?

The doctor will ask you questions about your medical history and any medicines that you might be taking. You will also be asked to change for a physical examination. You will have a nurse with you whilst you are being examined.

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

You may need to have a blood test or some other minor treatment 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?

The doctors and nurses are here to help you and if you don't understand what has been said, please ask so that they can go over things with you.

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

You may be asked if you are willing to be seen by a student doctor, midwife or nurse during your clinic visit. Although attending clinics is part of the training for these students, it is your choice whether you wish to see them or not. Whatever your decision, your treatment and the standard of care you receive will not be affected.

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

Although we appreciate that it is not always possible for you to attend the clinic without bringing your children, it is important to point out that we do not have child care facilities available. If you are unable to attend without bringing your children with you, please remember that they are your responsibility.

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

Yes. It is a good idea for you to bring some money with you just in case you need to take medicine home with you.

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

Yes. There is a tea bar available in the clinic waiting room and a sandwich bar is available in the main Reception area of the hospital.

Do you have a Smoking policy?

Yes. We do have a policy which asks patients, visitors and staff not to smoke in the hospital.

Do I need to bring anything else with me?

If you require an operation a date for admission may be arranged during this visit. Therefore, please bring a diary with you to ensure that the date is convenient.