

Patient information

Cash and Valuables

Royal Liverpool Hospital Sites

Please do not bring cash or valuables into hospital with you. This includes chequebooks, credit/debit cards, pension/benefit books, mobile phones, laptops, cash and jewellery etc.

If you do need to bring any cash or valuables into hospital, please ensure you hand them into staff for safekeeping.

We do not have any facilities to store large bulky items such as suitcases or televisions safely, so please send them home.

We advise you to only bring into hospital enough money to buy things you need while you are here such as newspapers, TV/Phone cards, toiletries etc.

If you have dentures, hearing aids or spectacles, please take extra care of them during your hospital stay. Make sure they are kept in suitable containers and clearly labelled with your name.

If you need to bring your house or car keys with you, please send them home with a relative or hand them in for safekeeping.

When you hand in items to staff for safekeeping, you will be given a receipt. Your property is then sent to General Office, as wards and departments do not have the storage facilities.

For General Office opening times, please refer to the further information section below. If you are discharged outside these times we will not be able to return your property until General Office is open.

Any money given in for safekeeping is put into a bank. This means that when returned to you, £200.00 is the most you will be given in cash. For any amount over this you will be sent a cheque by post or if you provide bank details, this can be credited to your bank account. Money refunded in the form of a cheque will usually be within one to two weeks of discharge.

The Liverpool University Hospitals NHS Foundation Trust does not accept responsibility for any of your belongings, which you bring into hospital, unless they have been given to staff for safekeeping.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

General Office

Royal Liverpool Hospital

Monday to Thursday 9.00 am to 4.30 pm

Friday 9.00 am to 4.00 pm

Tel: 0151 706 2780

Text phone number: 18001 0151 706 2780

General Office

Broadgreen Hospital

Monday to Friday

8.30 am to 4.30 pm

Tel: 0151 282 6266

Text phone number: 18001 0151 282 6266

Author: Finance Department

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體（Moon）盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویری شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص گوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار یو نمخوشتای له‌لایین ترامتیهو پسماند کراون، نگمر داوا بکریت له قورماتمکائی تردا بریتی له زمانمکائی تر، نیزی رید (هاسان خویندنوه)، چاپی گموره، شریتی دمنگ، هیلی موون و نملیکترونیکی همیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字体、音频、盲文、穆恩体（Moon）盲文和电子格式，敬请索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.