

Patient information

Welcome to the Department of Medicine for Older People and Stroke Outpatients Department

Department of Medicine for Older People and Stroke

Our outpatient department is in the lower ground floor of the Alexandra Wing Broadgreen Hospital.

If you require an interpreter for your clinic appointment please advise us on as soon as possible so we can arrange this.

Tel: 0151 282 6676

Text phone number: 18001 0151 282 6676

Refreshments are available. If you have any special dietary needs, please speak to a member of the nursing staff.

Ambulance transportation is available for patients who are unable to make their own way to the hospital.

If you wish to book an ambulance, please ring

Tel: 0151 706 4676.

Text phone number: 18001 0151 706 4676j

Relatives and carers are welcome to attend with you but must be limited to one person, we are unable to provide them with transport.

When you arrive

When you arrive at the Department you will need to book into reception, a member of the nursing team will begin your assessment and explain your visit.

Please note Broadgreen Hospital operates a 'No Smoking Policy'.

No one is allowed to smoke in any of the Trust buildings or within Trust grounds.

Smoke Free Liverpool is available for help and advice

Department of Medicine for Older People and Stroke Team Members

There are various members of staff that make up our team. Depending on the reason for your referral to the department, you may meet any of the following members of our team:

Doctors

A consultant and his / her medical team will be in charge of your treatment. The doctor may wish to examine you. You may be asked to undress, and a nurse will help you if you need assistance. The doctor may order some tests, which may be performed on the day or at a later date in another department. If you need to visit other departments, a porter is available to escort you.

As Broadgreen Hospital is a teaching hospital there may be student nurses or medical students present at your consultation. If you have any objections to their presence please speak to the nurse in charge.

Nurses

The nursing staff are available throughout your visit to offer you help, advice and support. They will carry out assessments and treatments and may refer you to the following members of the team depending on your needs.

Physiotherapist

The physiotherapist will assess your needs and plan your treatment with you. This may include exercises to help you in your day-to-day activities.

Occupational Therapist

The occupational therapist may talk to you about how you are managing at home. This may involve visiting you in your home or assessing you within the unit.

Dietician

The dietician is available for any dietary advice you may need.

Falls Assessment Service

There is a Falls Assessment Clinic held within our department for patients who have fallen and attended the Emergency Department (A&E) at the Royal Liverpool Hospital or referred by own general practitioner.

Patients are assessed by a nurse, pharmacist, physiotherapist and, if needed, an occupational therapist.

The aim of the service is to identify risk factors that may have caused the fall and ways of preventing further falls.

Patients may also be referred for on-going physiotherapy / occupational therapy or referred for a medical assessment within the unit.

The pharmacist may make recommendations to your general practitioner regarding your medication.

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

**Liverpool Falls Assessment Service
Department of Medicine for Older People and Stroke
Outpatient Department
Alexander Wing Broadgreen Hospital
Thomas Drive
Liverpool
L14 3LB**

Telephone: 0151 282 6676

Text phone number: 18001 0151 282 6676

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Stroke**

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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 میتوانيد کلیه اطلاعات تصویب 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 پښتونديدار يو نمخوښتهی له لايښ تراستهوه پسماند کراون، نگمر داوا بکريت له فورماتګانې تر دا بريټي له زمانګانې تر، نيزي ريد (هاسان خوښنده)، چاپي ګموره، شريټي دمنګ، هيلی موون و نملیکټرونيکی هميه.

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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.