

Patient information

## **Welcome to St Paul's**

St. Paul's Eye Department

**We are here to make your stay as pleasant as possible.**

**In this booklet you will find some useful information regarding your stay with us.**

### **How to get there**

#### **By Car**

Parking for patients and visitors is available at the Q-Park multi-storey car on Prescott Street. The entrance by car is on Epworth Street off Erskine Street. The car park is open 24 hours a day, seven days a week. This is a privately owned car park and charges apply. A shuttle bus service will run between Q-Park and the hospital buildings to provide transport assistance to anyone requiring it. The bus runs on request so if the bus is not there as you arrive, please speak to security or car park staff will radio for the bus for a pickup within a few minutes.

There are disabled spaces on the entry level of the car park. If you need help, please speak with a parking host at the car park entrance.

#### **By Train**

Trains stop at Lime Street from the Northern, Wirral and Main Line. There is a taxi rank outside the station, the hospital is approximately five minutes ride.

## **By Bus**

The hospital is well served by regular bus links.  
For further information contact Mersey Travel  
Tel: 0151 236 7676  
Text phone number 18001 0151 236 7676.

## **On Admission**

**When you arrive please report to whichever unit is stated on your letter.**

When you are admitted to a Ward, nursing staff will discuss all aspects of your care and assess your needs for discharge.

You will also be instructed on how to instil your eye medication. They will also discuss your discharge arrangements.

If you need an ambulance to take you home this will be booked for you.

**Please note** - If you live outside the Liverpool area the ambulance service may not be able to provide transport for your planned day of discharge.

This means your discharge may be delayed, nursing staff can only confirm your discharge date and time when this has been checked with the Regional Ambulance Service.

Patients living north of Southport should note there is no discharge ambulance service on Saturday and Sunday, therefore unless you can make alternative arrangements your discharge may be delayed. Nursing staff will advise you on admission to the ward.

Ambulances can only be provided if you have a medical need for one and have no friends or relatives available to take you home.

## **Life on the ward**

### **Visiting Times:**

2.00pm – 7.00 pm

During this time visitors may be requested to wait while you undergo eye examination. Only 2 visitors are allowed at the bedside but they can stay as long as they want during the visiting times. Alternative visiting times can be arranged with ward nursing staff. Relatives and visitors of patients receiving radiation therapy must report to the nurses' station upon arrival.

### **Shops**

There will be a WH Smiths on the Lower ground floor floor of the hospital which is due to open April 2023.

### **Tea Bar**

There is a Starbucks café on the lower ground floor which is open 24hrs. There is a dining room on the 10<sup>th</sup> floor which is open 7.30am – 4pm

There are Hospital Chaplains who will visit you at your request. Arrangements can also be made for your own spiritual leader to visit you if you wish.

### **Religious Services**

Religious Services are held in the Hospital Chapel. Please ask a member of staff for further details.

### **Smoke Free Policy**

Smoking / vaping is not permitted within the Trust for patients and visitors to ensure the health and safety of all.

## **What should I bring with me?**

It is important that you bring in all your medicines that you are taking. If you hold a special card that gives details of any current treatment e.g. steroid card please bring this with you and show it to your nurse.

It is important that the hospital doctor knows what kind of tablets or medicines you have been taking at home, including nebulisers or inhalers.

Each bed is in a single room and has a personal television for patient use.

## **Clothes**

On the day of your admission you will remain in your daytime wear until bedtime.

## **You should also bring the following:**

- Usual nightwear.
- Dressing gown.
- Slippers.
- Underwear.
- Comfortable day wear.
- Toiletries.
- Hair brush/comb.
- Toothpaste/brush or denture cleaner.
- Soap/towers.
- Shaving equipment (men).

If you do not have any of the above items the hospital may be able to lend them to you. Ask your nurse about this.

## **If you use any of the following**

- Spectacles/contact lenses.
- Hearing aid.
- Walking stick.
- Special shoes.
- Zimmer frame.

## **You can if you wish bring with you**

- Books/magazines/knitting.
- Writing materials.
- Mobile phone.

## **What should I not bring?**

- Large amounts of money
- Valuables
- Food that requires refrigeration
- Alcohol

**The hospital cannot accept responsibility for loss or damage of any article not handed in to staff for safekeeping.**

## **Enquiries about your condition**

**Tel No: 0151 706 2496**

**Text phone number: 18001 0151 706 2496**

It is natural that your relatives will want to know how you are, but calls should be kept to a minimum i.e. one relative or friend. It would be appreciated if callers could avoid peak times (breakfast, lunch, supper).

During your stay you may be required to change rooms to accommodate emergency admissions. This is only done in extreme emergencies but is unavoidable.

## **What should be done before I return home?**

### **Checklist**

On your admission to the ward your nurse will have discussed and planned your discharge needs with you.

Due to the large number of prescriptions to be processed your medication may not be available before lunchtime on your day of discharge.

A district nurse can be arranged if there is no relative or friend to help you with your eye drops, however the district nurses only usually visit once a day.

You may be asked to wait for your transport home in the Discharge Lounge on the lower ground floor. Snacks and drinks will be provided.

We are constantly trying to improve the service we provide. Your views on the service you have received would be useful in helping to identify things that ought to be improved to assist us to provide a more complete service to you. Please complete the satisfaction questionnaire before being discharged and hand back to the ward staff. There is also a Family and Friends card to be completed. This can be placed in the post box provided

Suggestions or complaints can be discussed with the nurse looking after you, the nurse in charge or Matron.

The PALS (Patient Advice Liaison Service) are also available should you wish to speak to someone in confidence.

## **Before you leave make sure you have:**

- A fit note if you need one.
- Your own medication.
- A patient advice sheet

## **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**

**Matron, St Paul's Eye Department**  
**Tel: 0151 706 10635**

**Pals (Patient Advice and Liaison Service)**  
**Tel: 0151 706 4903**  
**Text phone number: 18001 0151 706 4903**

**Author: St. Paul's Eye 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.

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