Directions to Alder Hey Hospital

Patient Information

Child Health Department
Some useful information:
If your child needs to go to Alder Hey Children’s Hospital – Liverpool for an out patient appointment or investigation we hope that these directions will be of use for you.

The address of the hospital is:  
Alder Hey Hospital  
Eaton Road  
West Derby  
Liverpool  
L12 2AP

If your child is being transferred to the children’s Intensive Care Unit
It is not possible for you to go with your child in the ambulance because space is limited and your child will need to have a doctor and a nurse in the ambulance to take care of your child during the journey to the hospital. Do not try to keep up with or follow the ambulance as this could lead to an accident. The ambulance will probably travel fast and will receive special consideration from other road users making it impossible for you to keep up with them.

When you get to the hospital you may not be able to see your child right away in the intensive care unit. This is because the intensive care team are making your child comfortable in intensive care and examining them in order to be able to cater for their needs. Your child may need the help of a breathing machine (ventilator) which will take time to set up for your child. The intensive care unit will provide accommodation for at least one parent to stay with your child.

Use this time as an opportunity to:
• Get things from home that you and your child will need whilst in hospital  
• Arrange childcare for other children  
• Inform relatives and friends so that they will be able to provide you with the support you need

Directions to Alder Hey Hospital:
This is not the shortest way but it is the easiest:
• M6 southbound until junction 21A  
• M62 Westbound to Liverpool  
• At the end of the motor way you need to be in the right hand lane approaching the traffic lights  
• Turn right onto Queens Drive (A5085)  
• At the next set of traffic lights turn right again onto Prescot Road (A57)  
• You will see the hospital on your left  
• Turn left at the lights onto Eaton Road  
• Drive past the front of the hospital following the car parking signs
**Research**

Research is undertaken to add to the existing scientific knowledge on a particular subject. There are a number of staff within the Trust who conduct Research studies. It is possible that during the course of your treatment you may be asked to take part in a research study, however, you do have the right to refuse, and this will not affect the care that you receive.

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**Your NHS Number, Keep it Safe.**

Every person registered with the NHS in England and Wales has their own unique NHS Number. It is made up of 10 digits for example 123 456 7890.

Everyone needs to use the NHS Number to identify you correctly. It is an important step towards improving the safety of your healthcare.

Always bring your NHS number with you to all hospital appointments or quote it if you need to telephone the hospital for any enquires. This will allow staff to check that they have the right patient details by checking this against your NHS number.

To improve safety always check your NHS Number on correspondence the NHS sends to you.

**Ways of finding out your NHS Number**

If you do not know your NHS number, contact your GP or local Primary Care Trust. You may be asked for proof of identity, for example a passport or other form of identity this is to protect your privacy.

Once you have obtained your NHS Number write it down and Keep it Safe

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**Data Protection**

The Trust will endeavour to ensure that your information remains secure and confidential at all times. The Data Protection Act 1998 explains how personal information should be processed and this applies to all information whether held on paper or electronically on computer systems. We must ensure that all personal information is processed fairly, lawfully and as transparently as possible so that you:

- Understand the reasons for us processing your personal information
- Give your consent for the disclosure and use of information where necessary
- Gain trust in the way we handle your information
- Understand your rights regarding the right to request access about the information we hold about you.

The Caldicott Guardian, who is a senior health clinician, has the role to ensure we meet the highest standards for handling personal information at the Trust.

For further information regarding data protection, please read our leaflet called “Protecting Your Data - How we use your health records” or visit the Information Governance pages on the Trust website.
**Patient Relations**

The Patient Relations Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers. We will do our best to help you to resolve any concerns you may have about the care you received. We can also give you information on the services provided by the Trust.

If you have a concern or there is a problem, the best way to get it resolved is usually to tell someone there and then. On a ward, talk to the sister or charge nurse on duty. In a clinic, talk to the receptionist or one of the nursing staff. If you want to talk to a senior manager or to someone who has not been directly involved in your care and treatment, we can usually arrange this during office hours. You can also ask to speak to a member of the Patient Relations Department.

Staff in any ward or department will be able to contact a member of the team for you or you can telephone 01942 822376. The Patient Relations Department is open Monday to Friday between 9:00 am and 4:00 pm. Outside of these hours there is an answer-phone service.

If you wish to make a formal complaint you can telephone or write to:

- The Patient Relations Manager
- Wrightington Wigan and Leigh NHS Foundation Trust
- Royal Albert Edward Infirmary
- Wigan Lane
- Wigan WN1 2NN
- Telephone: 01942 822376

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.

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