

Outpatient Information Sheet



BEFORE YOUR APPOINTMENT

We may check your hospital or GP summary records before your appointment. This is to make sure we have your latest up-to-date clinical information.

YOU CAN HELP BY

- ❖ Attending your agreed appointment. If you can't attend; or, if you are going to be unavailable for a period of time, you should contact us as detailed in your appointment letter.
- ❖ Following any instructions to prepare for your appointment as detailed in your letter.
- ❖ Please bring the card or letter with you.

YOUR APPOINTMENT

Please try and arrive at the Department 5 - 10 minutes before your appointment so that you can book in. If you need to have tests such as an x-ray, you may need to go to other departments before or after seeing the doctor. If this is the case, your clinic visit may take one to two hours.

FACILITIES

Toilet facilities, including wheelchair access are available within the Outpatient Departments, as are baby changing facilities and breastfeeding facilities.

SPECIAL ARRANGEMENTS

Please contact the Outpatient Department as soon as possible if you need us to arrange support for your appointment. This might be:

- ❖ A language interpreter, or someone to sign if you are deaf.
- ❖ Assistance if you are visually impaired.
- ❖ Lifting equipment if you have difficulty standing, or transferring from a wheelchair.
- ❖ Guide and hearing dogs are permitted within the Outpatient Department.

TRAVEL INFORMATION

Full details of public transport services can be obtained from Traveline on 0871 200 22 33 or www.travelinescotland.com. Disabled parking facilities are available at all NHS Lanarkshire Acute Hospitals.

We are listening - how did we do?

Your feedback is important as it helps us evaluate the services we provide. It allows us to identify areas where we are doing well but also areas that we can try and improve.

If you would like to tell us about your healthcare experience you can:

- ❖ speak to a member of staff
- ❖ complete the reverse of this form and hand it to a member of staff
- ❖ contact us via our website www.nhslanarkshire.org.uk
- ❖ call us on Tel No: **01698 858321** Monday - Friday from 1pm - 4pm
- ❖ share your story at www.careopinion.org.uk or call Tel No: **0800 122 31 35**



AMBULANCES & PATIENT TRANSPORT SERVICE

If you have a medical condition that stops you travelling independently, or you need the support of an ambulance crew, please contact the Scottish Ambulance Service as soon as you receive your appointment letter. You can contact them Monday-Friday between 8am - 6pm on Tel No: 0300 123 1236

EXPENSES

If you think you may be entitled to travelling expenses, please ask. Take any relevant benefit books with you, along with your travel tickets.

WHEELCHAIRS

Wheelchairs are available. If you need a wheelchair please speak to the staff when you arrive.

STUDENTS

NHS Lanarkshire plays an important part in the training of students. We are sure you will understand the need for students to gain experience and hope that you do not mind their presence. We will ask for your agreement prior to students being present at your consultation; however you have the right to refuse and this will not affect your treatment.

AFTER YOUR APPOINTMENT

If the doctor asks you to make another appointment, please arrange this with the receptionist before you leave the department. Your GP will receive a letter about your outpatient visit, usually within 10 - 14 days.

REVISED NO SMOKING POLICY

Smoking or use of electronic cigarettes is not allowed at or around doorways or anywhere on hospital grounds. If you feel you need to smoke please allow extra time for your visit and smoke away from the entrances and completely off the hospital grounds before arriving and after you leave. If you wish to quit ask for a referral to the Stop Smoking Nurse.

MOBILE PHONES

Please comply with any signs displayed in the department you are visiting and switch your phone off before your appointment.

OTHER FORMATS

If you would like this, or any other information leaflet in an alternative format or language; please ask a member of staff, call the NHS Lanarkshire General Enquiry Line 0300 3030 243 or e-mail info@lanarkshire.scot.nhs.uk

CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot or ask a member of staff for a copy of our Data Protection Notice.

Please tell us:

Where you are

Hospital or Health Centre:

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Ward or Department:

.....

Date: / /

Staff action: completed forms should be returned to the Patient Affairs Department, NHS Lanarkshire HQ Kirklands, Fallside Road, Bothwell, G71 8BB

What we did well:

What we could have done better: