

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.

ADVOCACY

Some people find it helpful to have someone accompany them to healthcare appointments to assist them in discussions and consider their options. You may choose to bring a relative, carer or friend with you, it's your choice. Please note that confidential information may be discussed

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.

5 QUESTIONS

to ask at your appointment before you get any test, treatment or medicine.



- NEED?** 1
Do I really need this test, treatment or medicine?
- BENEFIT?** 2
What are the benefits to me?
- RISK?** 3
Are there any risks or side effects?
- CHANGE?** 4
How can I improve my condition or health?
- IF I DON'T?** 5
What will happen if I don't do anything?

Please ask at reception for a card

at your appointment. Please let the reception staff know if you want someone to accompany you during your appointment with the healthcare professional.

If you do not have someone to accompany you and feel you need support, you can contact an advocacy service. Please visit:

- ♦ **South Lanarkshire Council website**
https://www.southlanarkshire.gov.uk/info/200225/protecting_vulnerable_people/966/independent_advocacy
- ♦ **North Lanarkshire Council website**
<https://www.northlanarkshire.gov.uk/index.aspx?articleid=5149>

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.

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 a feedback card and hand it to a member of staff
- ❖ contact us via our website **www.nhslanarkshire.scot**
- ❖ share your story at

www.careopinion.org.uk
or call Tel No: **0800 122 31 35**



SMOKING

We request that you refrain from smoking in NHS Lanarkshire buildings and grounds.

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.

