

Information for Outpatients

Appointment Changes

To cancel or change your appointment please telephone the number on your appointment letter. This may allow us to give your appointment time to another patient. **Please do not attend if you think you could have flu or diarrhoea and vomiting.**

If you fail to attend without telling the clinic in advance, we may return you back to the care of your GP. This is in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.

Appointment Reminder Call

The hospital uses an automated voice system to remind you about your appointment.

This system asks if you will be attending your appointment. If not, we will give your appointment to another patient.

If you do not wish to receive the reminder call, please contact us on the telephone number or email address included in your letter.

Outpatient Check-in System

In some of our hospitals NHS Greater Glasgow and Clyde has a new patient check-in system for outpatients. This system uses a simple touch screen computer.

Please note:

- If you have any concerns or trouble using the new system you can ask one of the guides or go directly to the clinic reception desk.

What to Bring with You

- Your appointment letter.
- A note of all medicines you currently take including any vitamins, herbal, homeopathic or alternative remedies.
- Repeat prescription list (if any).
- Any questions you may have for the doctor. (You may want to write these down).

Arrival at the Clinic

Please hand your appointment letter to the receptionist, who will direct you to the waiting area.

If clinics are running late we will tell you and give you an update.

What to Expect

- Multiple clinics may run at the same time and may have different timings. This doesn't mean you are taken out of turn.
- The length of an appointment can vary so please make sure you have time to wait in case of delays. At your appointment you may have tests carried out. If surgery is part of your treatment plan, your appointment may include a pre-operative assessment (a health check for your surgery) on the same day.
- You will see a consultant, a member of their team or a nurse. You may have a friend or relative present when you see them.
- If you need further appointments, we will discuss this with you.
- As soon as test results are known, we will contact your GP. Please check with your GP practice that they have your results before making an appointment.

- Some tests or scans are sent to your hospital consultant not your GP. We will tell you this at the time of your test or scan.
- You have a right to a second opinion. If you feel this is necessary please ask the consultant in charge of your care.
- If you wish, you can access your health records. A senior member of staff will be able to advise you of what to do.

Help with Specific Needs

If you need help with any of the following please telephone the number on your appointment letter:

- Sight, hearing or require an interpreter
- Mobility, specialised equipment or any other need.

Travel to the hospital

If you want to find out how to travel to the hospital please call Traveline on 0871 200 2233 or see www.travelinescotland.com

Car parking is free (except at Glasgow Royal Infirmary) but there is a four hour maximum stay in operation Monday to Friday (from 7.30am to 4.00pm). Please allow time to find a car parking space.

Disabled parking spaces are available in the main car parks.

Patient Transport (Ambulance or Ambulance Car)

A hospital or clinic appointment does not mean that you qualify for patient transport. If for medical reasons, you need this form of transport, you or your carer should arrange this. **Please call the Scottish Ambulance Service on 0300 123 1236.** They will ask you a series of assessment questions to determine your need.

If you **no longer need** the ambulance or car, please call **0800 389 1333**, as soon as possible, before your appointment date and tell them your name, address, phone number, date of appointment and hospital clinic you are attending. This phone number is an automatic answer machine. (They do not cancel your appointment – this is your responsibility if you are not attending.)

Please note they will only transport your escort or companion if absolutely necessary for your medical need.

No Smoking

The hospital operates a **Smokefree** Policy. This means **no smoking in any NHS building, entrance, doorway, grounds or car park.** This also includes the use of electronic cigarettes or the use of vaporisers.

Courtesy to Staff

At your appointment you can expect staff to treat you with dignity and respect. Equally we expect our staff to be treated the same. Abusive or violent behaviour will not be tolerated and we will consider prosecuting any person whose behaviour is unacceptable.

Student Teaching

An important part of our work in hospital is the teaching and training of students in medical, nursing and other professions.

You have a right to decide whether or not you wish to take part in student teaching or medical research. We will ask you about this before your consultation.

Confidentiality of Health Information

Please see our guidance leaflet enclosed.

Quiet Room

Most hospitals have a quiet room or sanctuary available places of peace, meditation and prayer. Everyone is welcome to use them.

Health Information Leaflets

Leaflets are available within the hospital on treatments, specific conditions and on health improvement.

Travel Costs

Patients can claim their travel costs if they receive Family Credit, Income Support or are on a Low Income.

Please note:

- Patients must bring proof of entitlement e.g. a letter confirming entitlement to benefit, HC2 certificate, NHS Tax Credit Exemption Card, Asylum Registration Card (ARC).
- Bus or rail tickets will be required as evidence.
- We can reimburse the cost of petrol for patients using their car.
- In some cases the travelling costs of an escort can be claimed.
- We will not re-imburse taxi fares.
- All patients travelling from the Highlands and Islands are entitled to claim some or all of their public transport costs of travel.
- Please ask staff for further information or directions to the cash office.

Services Available

Café facilities are available, please ask staff to direct you.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital. Please speak to a member of staff or you can use our online feedback system.

www.nhsggc.org.uk/patientfeedback

Or you can comment on Patient Opinion (www.patientopinion.org.uk).

Complaints

If you wish to complain then please ask to speak with a senior member of staff. A guidance leaflet is also available from all clinics. Please ask for one if you need it. Or contact the Complaints

Office on: **0141 201 4500** or email: complaints@ggc.scot.nhs.uk