

Patient and Visitor Information – Your Outpatient appointment at the Royal Shrewsbury Hospital and the Princess Royal Hospital

What details does the Hospital keep about me?

We keep details of your name, address, date of birth and General Practitioner. We also hold information about your medical conditions, and treatments that you have received at the hospital. This information is kept confidential—only those members of staff directly involved in providing your care are able to see the information. Hospital staff always need to be sure that they are talking to the correct patient and to make sure that we have the most up to date contact information for you so we can contact you when we need to. The hospital is also looking into different ways to let you know about your appointment too – so do tell the receptionists if you are happy to receive text or e-mail reminders about your appointment or if you need your appointment letters to be sent to your carer rather than to your home address.

Will I see a Consultant when I attend for my appointment?

In most circumstances you will see the Consultant you have been referred to but there will be instances where you will see a member of the Consultant's team.

What if the appointment I've been sent isn't convenient?

Please do everything you can to keep your appointment. If this appointment is not convenient you must contact the Call and Book Office at the Hospital on 01743 261044 or 01952 282810 to advise them as soon as possible. Under the national rules associated with the 18 Week Referral to Treatment, you must be fit, ready and available for treatment at the Hospital. Each Hospital has an Access Policy, agreed with the GP's in the local area to help them apply these rules locally. At Shrewsbury and Telford Hospital this means that if you cancel two scheduled attendances at the hospital for the condition which your GP referred you for we will send you back to the care of your GP. If you cancel your appointment with less than 48 hours notice (for reasons other than illness or extreme personal circumstances), we will need to return your care back to your GP. If you do not attend your appointment and you do not advise us in advance with sufficient notice, we will re refer you back to the care of your GP.

What do I need to bring with me?

Your appointment letter will tell you what you should bring. It helps if you bring your letter with you. It should list any medicine or samples that you may need to bring. You will need your glasses if you are attending an eye clinic. Hospitals can be confusing and it is easy to forget to ask all the things you would like to know, so try to think of your concerns in advance and bring a list of the questions you may like to ask the Doctor or Nurse with you. It is always helpful to bring a list of what current medication you are on too in case you are asked. Your outpatient letter will tell which outpatient desk you need to report to and where it is in the hospital. If you are unsure as to where you should go, please ask at Main Reception on arrival and the staff or volunteers will happily help direct you.

How long will my appointment take?

When you book in, your personal details like your date of birth, address, GP and telephone number will be checked. You will then be asked to take a seat in the waiting

area. Staff within the Outpatient department will do their utmost to ensure that you are seen promptly. However, there may be occasions when this is not possible and this could lead to a longer waiting time. If this does occur, the clinic staff will keep you informed. The approximate waiting times will be displayed in each of the clinic waiting areas. If your appointment is delayed by more than 2 hours, you can get a rebate on your parking fee, reducing it to the 2-hour rate. Ask for a voucher at the outpatient desk.

For more information on what will happen during your appointment, visit our Frequently Asked Questions page on our website at: http://www.sath.nhs.uk/patients-and-visitors/Booking_and_Appointments.aspx

Hand cleansing

Please clean your hands when entering the hospital and clinic areas using the hand gel provided. All hospital staff have undergone hand hygiene training and will not be offended if you ask them whether they have cleaned their hands.

Further information is available at: <http://www.sath.nhs.uk/patients-and-visitors/>

Patient Advice and Liaison Service

We hope your visit will be a positive experience. We welcome and value your comments on the service that you receive. It does help to know when we are getting it right and we appreciate constructive criticism and your concerns. If you wish to make a suggestion please speak to the manager of the department you are attending. Alternatively you may wish to speak to a member of the PALS Team on 01743 261691. Comment cards for compliment or complaints are widely available within the waiting areas.

Information on Public Transport

For information regarding attending the Hospital by Public Transport please go to:

http://www.sath.nhs.uk/patients-and-visitors/Getting-to-us/travel_to_prh.aspx

http://www.sath.nhs.uk/patients-and-visitors/Getting-to-us/travelling_rsh.aspx

Car Parking

Both hospital sites operate a pay on exit carparking system. It is advisable to bring various denominations of coinage to pay for your CarParking. Concessions for patients undergoing a long term course of treatment can be obtained; information on this is on our website along with current charges for CarParking. This can be found at www.sath.nhs.uk and click on the link to "Getting to us" at the top of the page. There is also a drop off/collection point at the main entrance to each Hospital. If you wish to be dropped off / collected by a friend or relative, parking charges will not apply; provided that the vehicle used is not on site for more than 30 minutes at any one time.

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you tell us. We welcome your comments on what you think we did well and where we could do better. We are regular run Outpatient surveys and would welcome your assistance with these if approached.

We hope your visit will be as comfortable as possible.

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