

Welcome to the Outpatients Department



About your visit - parking

We operate an onsite pay-as-you-park system where you are charged based on the length of your stay.

The first 20 minutes are free for visitors who are dropping off or picking up patients. Prices then start from £3.00 for the first 2 hours.

Payment is made on exit at one of the on-site machines located at the exits of the hospital. Payment can be made by cash, debit and credit card.

For patients on long term treatment plans or visitors of patients expected to be in hospital for more than 3 days, you can apply for concession tickets costing £8.00 for 10 visits. Application forms are available from the external parking booths.

About your visit - parking

For instances where you have arrived at the hospital with no way of paying your parking charge, or if you would just like to avoid the queues, you can pay your parking fee online when you get home by visiting our website at...

www.sathparking.co.uk

Simply select the hospital you visited, the date of your visit, the time you arrived and the length of your stay and enter your payment details.

Payment needs to be completed before midnight on the day of the visit or you may risk incurring a penalty charge.

What to expect before your appointment

Our waiting areas cater to numerous clinics so please don't worry if someone who arrived after you is called before you.

The approximate waiting times for each clinic will be displayed on boards in the waiting areas.

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

You may be asked to see a student or to allow one to be present during your appointment. If you do not wish to see a student, please make us aware when you check in at the clinic or when you see the doctor.

Getting the most from your appointment

During your consultation, it is always important to ask the right questions to get the most out of your appointment with the doctor.


Before your appointment, write down your most important questions.

List or bring all of your medicines and pills – including vitamins and supplements.

It's ok to ask questions to understand your treatment.

Write down what you have discussed and what happens next. Remember to keep your notes.

Questions to ask



Who do I contact with problems or questions?

How will I know if the treatment is working?

Can I check that I've understood what you've said?

Can I have the results from any tests?

What happens next?

Who do I contact if things start to get worse?

We can't treat an empty seat

Missed appointments can be very costly and can lead to longer waiting times for all patients.

If you are unable to attend your appointment, please try to let us know at **least 2** working days before your appointment date so that we may offer it to another patient.

We offer an automated telephone reminder service that will call and text you before your appointment date.

If you wish to opt out of this service, you can do so by contacting the Booking Centre or asking the receptionist when you attend your appointment.

Are you eligible for free NHS care?

NHS treatment is not free to everyone and some patients may be asked to provide evidence to avoid having to pay.

UK nationals who have been out of the country for more than 12 consecutive months may need to provide proof of eligibility.

Foreign nationals who have been resident in the UK for less than 1 year may be asked to provide proof of residency for a minimum of 3 consecutive months.

Foreign nationals who are visiting the UK may be asked for proof of travel insurance and a valid visa if required.

If you own a European Health Insurance Card (EHIC), we strongly advise that you bring this with you to your appointment.

Meeting your needs

We have made our appointment letters easier to read and offer large print versions for visually impaired patients.

You can now contact us via email for a large number of our services. Details will be on your appointment letter.

Interpreter services are available for patients that use signing, as well as those who are not fluent in English.

Hearing loops are available for hearing impaired patients.

If you would like to use any of the above services please speak to a member of staff.

How to contact us

To contact us about your appointment, please call us on

01952 282810 or **01743 261044**

Our lines are open on Monday to Friday from 8.00am to 8.00pm and on Saturday from 9.00am to 12.00noon.

For more information about the Hospital, including our facilities, the services we offer, our access policy, site maps and more, please visit our website at

www.sath.nhs.uk