


Information for Outpatients Attending Hospital

PROOF



COVID 19

“We have made a number of adjustments to our services to allow us to safely deliver these services during the current pandemic. As a result of this, the environment will be different and where appropriate our staff will be wearing Personal Protective Equipment (PPE). In order to ensure your safety and the safety of our staff it is important that you read the information in this leaflet and follow the directions and guidance when you arrive at the hospital for your appointment.”

Appointment Changes

To cancel or change your appointment please contact us on the telephone number or the email address on your appointment letter. This may allow us to give your appointment to another patient.

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 Access Policy.

Please do not attend if you think you could have flu or diarrhoea and vomiting. Or if you have any symptoms of COVID-19 such as a new and continuous cough, fever or loss of taste or smell.

Appointment Reminder Call

This hospital uses an automated voice and text messaging system to remind you about your appointments.

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.

Help with Specific Needs



If you need help with any of the following please telephone the number on your appointment letter: sight, hearing, mobility, specialised equipment or any other needs.

If you need interpreting support our staff will have already booked one for you or will use telephone interpreting or on line for BSL.'

Deaf patients can use contact Scotland to make a call to the NHS free and NHS staff can call Deaf people using a relay interpreter. contact Scotland details can be found here:

Deaf Patients : <https://contactscotland-bsl.org/deafcallers/>

NHS Staff : <https://contactscotland-bsl.org/hearingcallers/>

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

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.

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).

What to Expect at the Clinic

- In line with Scottish Government guidelines please bring a face covering to wear within the hospital.
- Staff will ask you to use hand sanitiser when you arrive and leave the clinic.
- Please observe social distancing measures.
- We ask that you arrive on time for your appointment and no more than 5 minutes before your appointment.
- We ask that where possible you attend the appointment on your own. We recognise how difficult it may be to not have a relative with you but this is unfortunately necessary in this situation. We will keep this under review. Should you need a friend or relative with you at your appointment or you have an informal carer or a professional carer please contact us in advance to discuss.
- Multiple clinics may run at the same time and may have different timings. This doesn't mean you are taken out of turn.
- If clinics are running late we will tell you and give you an update.
- 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.

- 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.

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.

No Smoking

The hospital operates a **Smokefree** Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park.

You can use e-cigarettes in hospital grounds but not within buildings, around main entrances and doorways.

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.

Travel Costs

Patients can claim their travel costs if they receive; Income support, Universal Credit, Income related Employment and Support Allowance, Income based Job Seekers Allowance, Guaranteed Pension Credit, named on a valid NHS Tax Credit Exemption Certificate, named on a valid NHS Exemption Certificate (HC2) or an Asylum Registration Card

- Patients must bring proof of entitlement dated within 3 months of the appointment, (or most recent appropriate letter)
- We need the tickets for all your journeys as evidence.
- We can reimburse a mileage rate for patients using their car.
- In some cases the traveling costs of an escort can be claimed.
- We will not reimburse taxi fares.

- Only the cheapest form of transport can be paid.
- All patients traveling from the Highlands and are entitled to claim some or all of their travel costs.
- Please ask staff for further information or directions to the cash office.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital. Please speak with a member of staff or you can use our on line feedback system. www.nhsggc.org.uk/patientfeedback

You can also comment on Care Opinion www.careopinion.org.uk

Complaints

If you wish to complain then in the first instance speak with a senior member of staff. You can ask for a guidance leaflet which is available from all clinics. You can also contact the Complaints Office on: **0141 201 4500** or email: complaints@ggc.scot.nhs.uk

Its OK to Ask Questions ?

To help make sure you have all the information you need, to make the right decision about your care today.

Below are the NHS Inform 'BRAN' questions which you may want to think about when asking your clinician about any proposed tests or treatment.

Please ask your clinician.



Benefits

What are the **Benefits**?



Risks

What are the **Risks**?



Alternatives

What are the **Alternatives**?



Nothing

What if I do **Nothing**?



Scan here for more information:

<https://www.nhsinform.scot/campaigns/its-ok-to-ask>



You may find it helpful to write your questions in the space below:
