A guide for patients attending as an outpatient

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust

This leaflet has been designed to give you important information about your outpatient appointment and to answer some common queries that you may have.
Welcome
Welcome to the Northern Lincolnshire and Goole NHS Foundation Trust. This booklet contains information which we hope you will find useful.

What Is An Outpatient Service?
An Outpatient Service offers specialist consultation. This may be in hospital or other health care settings, eg a doctor’s surgery, or health centre.

Appointments
When you receive your appointment please check your date and time. If you have any problems with this appointment please contact the relevant department. This information can be found on the bottom of your appointment letter.

Patients who fail to keep appointments
Patients who fail to keep their Outpatient appointment without providing advance warning are defined as DNA (Did Not Attend). This means that you may be referred back to your GP and the referral process will start again.

Medication
Please bring with you to your appointment a list of all the medication you are currently taking.

When you arrive at the hospital
On arrival report to the outpatients reception area indicated on your letter.

If you require access to a wheelchair, or require any assistance attending the clinic please ask a member of staff when you arrive.

The receptionist or nurse will check your name, address and date of birth. You may be asked to go to another area for any tests the doctor has arranged before you see him/her.

You will be asked to take a seat in the waiting area. When it is your turn you will be called into a consulting room by a Health Care Professional.

You will be asked again for your name / address / date of birth prior to any test or consultation. This is important as staff need to ensure that the right patient is undergoing the right test or consultation. If at anytime you do not understand something you have been told, please ask a member of staff who will explain.

How do I get to the hospital?
By Bus
The bus times can be found on - www.nlq.nhs.uk

For further up to date information please contact Stage Coach
Grimsby - 01472 358646
Scunthorpe - 01724 841225
Goole - 01482 222222
By Car
Hospital site maps are available from - www.nlg.nhs.uk
Or a hard copy can be requested from the Customer Services Department
Diana, Princess of Wales Hospital - 01472 875403
Scunthorpe General Hospital - 01724 290132

Car Parking
Patient/Visitor only car parking is available in the car parks outside the main hospital buildings and around the sites.
Please ensure your vehicle is locked and that valuable items are not left in view.

At the Diana, Princess of Wales Hospital the pay stations are located in the Main Reception near to the Accident and Emergency Department and also by the Department of Family Services.
At Scunthorpe General Hospital the pay stations are located at the Cliff Garden and Church Lane entrances.
At Goole District Hospital the pay station is located outside the main entrance.
There is a tariff system in place which is subject to change.

There are car parking concessions available for some patients and visitors. These are available on production at the Site Security/Car Parking Office of a letter from the relevant Ward/Department manager giving details of why the exemption should be made.

Free car parking may be given at the discretion of the Car Parking Supervisor based on the details given by the Ward/Department Manager, and the following criteria:

- Cancer patients attending for a course of treatment any patient attending ward A1, Macmillan suit or ward 18 for chemotherapy
- Patients with long term debilitating conditions including heart failure, COPD, chronic rheumatology, multiple sclerosis, muscular dystrophy, diabetics attending for a prolonged course of treatment or those attending regularly, any patient who must attend 8 or more times in a 30 day period, parents or guardians staying overnight with their sick child, parents, guardians or next of kin staying for prolonged visits with a patient who is at the end of their life

Those qualifying for an exemption will be issued with a temporary pass for up to 7 days, but in exceptional circumstances the Car Park Supervisor may at their discretion grant a pass for a longer period.

Help with travel costs
There is a NHS booklet entitled ‘Help with health costs’ HC11 which details how you may be able to reclaim travel expenses.
The booklet and advice is available by calling 0845 850 1166.
The Customer Services Department also has copies of the booklet.

Ambulance Transport
If you require ambulance transport, and live in the North Lincolnshire, North East Lincolnshire and Lincolnshire area then please contact:
East Midlands Ambulance Service (EMAS) on (01522) 832691.

If for any reason you wish to cancel transport please telephone the above number.

If you live in the East Riding of Yorkshire or North / South Yorkshire areas e.g. Goole, Snaith or Doncaster then please contact:


If for any reason you wish to cancel transport please contact 0330 333 9970.

Ambulance Service Desk staff will ask you a series of questions to ensure you are eligible for ambulance transport.

Transport can only be booked 4 weeks in advance of you're impending attendance.

The ambulance service desks are open from 8am to 6pm (excluding bank holidays).

Students

Nursing, Medical and other healthcare Students may be present when you see the doctor and / or undergo investigations / treatment. This is a vital part of their training.

Each clinic will display a notice informing you if students are present at the clinic. You can choose not to have students present, if so please tell a member of staff in the department. This will not affect the care you receive.

Infection Control

Do not be afraid to ask whether a member of staff who needs to examine you or perform a procedure has washed their hands or used a special alcohol rub or gel beforehand.

After you have seen the doctor

You may need to go for further tests or investigations or to make an appointment with another department. The department staff will explain what you need to do, or help you. If you have any special needs/requirements, please tell us we will be happy to help. Although you have been referred to a particular Consultant you may not always see that person. You will however be seen by a member of that consultant's team.

General Information

Interpreters - Foreign Language Speakers / Sign Language Interpreters

Interpreter Services are available at the hospital; prior arrangements need to be made. The hospital uses a telephone interpreting service; however there are some circumstances where a face to face interpreter can be available.

The Customer Services Department will arrange an interpreter for the appointment - please ring 01472 875403 or 01724 290132.

Guide Dogs

Guide Dogs are welcome at the hospital, but we would like to know that a Guide Dog will be coming to the area.

Please contact the department you are visiting, so that arrangements can be made before your clinic appointment.
Pharmacy
The Lloyds Pharmacy in Diana Princess of Wales Hospital and Scunthorpe General Hospital is open from 9am – 6pm, Monday to Friday. Prescription charges apply if you normally pay for your medicines. If you are exempt from prescription charges please bring either your pre-payment card or proof of exemption. It is important that you understand clearly how to take the medicines you have been given. The staff in Pharmacy will explain your medicines to you, if you do not understand please ask. Lloyds Pharmacy is not open at weekends or Bank Holidays. At weekends and Bank Holidays the hospital Pharmacy Dispensary may dispense prescriptions received from outpatients for those specific dates only all other dates should be taken to the Lloyds Pharmacy.

Refreshments
There are a variety of restaurants and cafés available within the hospitals.

No Smoking
All hospitals and other premises operated by Northern Lincolnshire and Goole Hospitals NHS Foundation Trust are smoke free.

Smoking will not be allowed anywhere in the hospital grounds by patients, visitors or staff.

Help for Smokers
Is smoking affecting your health? Are you thinking of giving up but need help to do so?
North East Lincolnshire and North Lincolnshire NHS Stop Smoking Services provide free advice and stop smoking support to smokers who are motivated to quit.
For more information about how the service can help you or to book onto a stop smoking programme call 0845 603 21 66 (calls charged at local rate) or visit the services website: www.freedomfromsmoke.org.uk
It is advisable, if you are due to have an operation that you stop smoking at least 2 weeks prior to admission. This will benefit you post-surgery and aid your recovery. For more information visit - Stop smoking - Live Well - NHS Choices

Telephone and Mobile Phones
There are a number of public pay phones situated within the hospitals. Mobile phones may be used in main entrances and stairwells.

Staff ID
To help you to identify hospital staff, all staff wear badges giving name, title, occupation and a photograph. If in any doubt, please ask the staff member to show you their ID badge.

Spiritual Arrangements
At Diana, Princess of Wales Hospital the Chapel is situated on the ground floor. At Scunthorpe General Hospital the Chapel is situated on D Floor. At Goole District Hospital the Chapel is situated on the ground floor and all are available at any time for quiet reflection or prayer. As well as a chapel at Scunthorpe there is a multi-faith prayer room for those who wish to use it. This can be accessed by visiting the switchboard room at the hospital.
Copying letters to patients
All patients can now receive copies of healthcare correspondence, where appropriate.
Please ask a member of staff for further information.

NHS Number
Everyone registered with the NHS in England & Wales has their own unique NHS Number and it is given to you when you register at a GP practice. Your NHS number helps healthcare staff to find your health records. Each NHS number is made up of 10 digits shown like this 943 476 5781 (this is an example number only). Your NHS number is recorded on all hospital correspondence to you and your GP. It is important that you start to know your NHS number as you may be asked to provide it at a hospital attendance.

References
Confidential Policy – 2011
Data Protection & Personal Information Fair Processing Policy - 2011

Concerns and Queries
If you have any concerns/queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.
Alternatively you can email: nlg-tr.PALS@nhs.net

For Scunthorpe General Hospital

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Moving & Handling
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the
department or the Trust Moving & Handling Coordinator.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients/visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk