

What happens at the Cardio-thoracic Clinic?

**Outpatients Department
Clinical Support Services**

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.



Information for patients and visitors

Introduction

Cardio-thoracic is the field of medicine involved in surgical treatment of diseases affecting the heart. The Consultant with whom you have an appointment is a specialist in this area of medicine.

What do I need to bring with me to the clinic?

You need to bring the following:

- Appointment letter
- A list of current medications
- Your diary or a list of dates when you will not be available so that suitable times can be booked for tests, treatment or follow up clinic appointments. If travelling by car please be advised that you need to allow approximately 20 minutes for parking as spaces are limited

Where do I report to on arrival?

On arrival please report to the reception indicated on your appointment letter. The receptionist will check that all your details held on computer, including your name, address and contact numbers are up to date and correct. You may also be asked for additional information which we are obliged to collect and will help us provide a better service. You will then be directed to the appropriate waiting area.

What will happen when I arrive in clinic?

You will be greeted by a member of nursing staff who will measure your weight and record your blood pressure. You will then be asked to sit in the waiting area until the Doctor is ready to see you.

How long will I have to wait?

We endeavor to see all patients within 30 minutes of their appointment time. If you are waiting longer than this please inform the nurse in clinic who will explain the reason for the delay. All patients are seen in strict order of appointment, but if you have any doubts or worries please ask the nursing staff.

The reason for any delays and the length of time patients can expect to wait will be displayed in the waiting area.

Which doctor will I see?

As a new patient, you will be seen by the Consultant and the Clinical Nurse Specialist.



Information for patients and visitors

Will there be anyone else present?

There will be a clinic nurse present who will provide any help or support you might need. There may also be medical or nursing students present in the clinic.

This is a valuable part of their training. If you would prefer them to leave during your consultation please inform the clinic nurse.

Can I bring a friend or relative with me?

Yes, a friend or relative is welcome. They can stay with you for the duration of your visit in most cases. However, to respect your privacy they may be asked to wait outside if you are being examined or whilst tests are being carried out.

What will happen during my consultation?

The Doctor will ask you questions about your general health and symptoms you are having. He / she will want to know about any medication you are currently taking so please bring them or a list with you. He / she will make a full assessment of your condition and explain appropriate treatment options.

Will I be examined?

To aid diagnosis and help the doctor to make a decision about appropriate treatment an examination may be necessary.

Will I need to undress?

You will be asked to remove or loosen relevant articles of clothing. Your privacy and dignity will be respected at all times.

Will I require any further investigations?

Common investigations include:

- Blood tests which are usually carried out at the Pathology Department. You will be given instructions about the most appropriate time to attend
- X-rays or scans which will be carried out in the Radiology Department
- Echocardiogram (ECG) which will be carried out in the Cardiology Department. If additional tests and examinations are required, where possible, they will be arranged and confirmed with you before you leave the clinic

Information for patients and visitors

Will I require treatment?

Any suggested treatment and options will be explained fully during your consultation in order for you to make an informed decision.

If you require medication you will be given a letter to take to your GP who will prescribe the appropriate medication. If your Consultant wants you to start the medication immediately you will be given a prescription to take to the hospital pharmacy who will dispense it before you leave.

If your Consultant suggests surgery as an option this will be discussed with you in depth in order for you to make a decision. Surgery, if agreed, would be carried out at Hull and you would be contacted to arrange a date.

How do I make my next appointment?

The Doctor may require you to return to the hospital for monitoring or for the results of tests. At the end of your consultation you will be given a form to take back to the receptionist.

If a follow up appointment is required within the next 4 weeks the receptionist will agree a suitable appointment with you.

If the appointment is required after 4 weeks we may contact you closer to the time to arrange .

To whom do I direct any enquiries?

For queries about your appointment, to cancel or change your appointment please ring the Contact Centre (refer to your appointment letter for telephone number). The Consultant, Specialist Nurse or clinic nursing staff will be pleased to answer any queries you have about your condition or care at the time of your appointment.

If you need to discuss your referral or have queries about your condition which arise before or between appointments your GP should be able to help. He will receive a letter informing him of the outcome of your consultation. If you would like a copy of any correspondence please inform us on the day of your appointment.

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 – you can contact the Patient Advice and Liaison Service (PALS) on 03033 306518 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital – you can contact the Patient Advice and Liaison Service (PALS) on 03033 306518 or at the PALS office which is situated on C Floor.

Alternatively you can email:

nlg-tr.PALS@nhs.net



Information for patients and visitors

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

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 who 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.

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, please speak to a member of staff in the ward or department you are visiting.



Information for patients and visitors

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH

Goole & District Hospital
Woodland Avenue
Goole
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www.nlg.nhs.uk

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