

Service: **Outpatients**

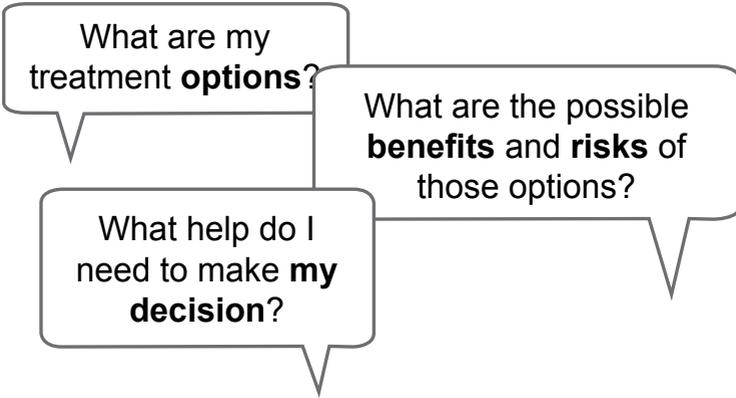
# Coming to Outpatients in the Brunel building



## Ask 3 Questions

### Preparation for your Appointments

We want you to be active in your healthcare. By telling us what is important to you and asking questions you can help with this. The three questions below may be useful:



## Your appointment

If you wish to cancel or reschedule your outpatient appointment please contact the Outpatients Appointments Department on:

**Telephone: 0300 555 0103**

**Email: [outpatientscallcentre@nbt.nhs.uk](mailto:outpatientscallcentre@nbt.nhs.uk)**

Opening hours:

**Monday - Friday: 9am - 5pm**

Please be aware, Monday is our busiest period so you may experience longer waiting times if you call on this day. Please be aware that your call may be transferred to another department.

To speed up our response please have the following patient details available:

- Name.
- Date of birth.
- Appointment date.
- Clinic.
- Hospital number or NHS number.

If you need to change the date or time of your appointment, please call or email with as much notice as possible.

If you are unable to attend and also have not informed the Outpatient Department, we will not offer you another appointment. We will write to you and your GP to tell you this. If you do still require an appointment, please contact your GP.

There may be some exceptions to this at the discretion of your clinician. You will be informed if this is the case.

Please let the hospital know if you change your:

- Name.
- Address and/or other contact details - such as email or telephone number.
- GP.

If you would prefer a relative or friend to be the point of contact for you with the Trust, then please let the Department know.

## Appointment reminders

To help provide a first class outpatient service we may remind you of your appointment through texts, automated messages or a phone call using the mobile phone number you or your GP's surgery have given us. When we contact you, you will be asked to confirm your date of birth if receiving a reminder via automated call or a via an agent in order for us to give you details on which specialty you are attending. Text reminders will include date, time and location only.

If you would like to opt out of this service please let us know by:

- Calling: 0300 555 0103 or
- Emailing: [outpatients.appointments@nbt.nhs.uk](mailto:outpatients.appointments@nbt.nhs.uk)

Please be punctual for your appointment. You may be asked to attend a little earlier if tests or investigations are required, for example x-rays, before seeing the doctor.

**It is important we know you have arrived for your appointment so please make sure you follow the instructions on the letter we have sent you or speak to a member of nursing staff before your appointment**

## Getting to Southmead

Southmead Hospital is served by many bus services stopping on site outside the main entrance to the Brunel building or very close by, making it easier than ever to travel to and from here by bus.

For more information about bus services please ring Traveline between 7am and 9pm on: **0871 200 2233**.

**Train:** The nearest station is Bristol Parkway. There are bus services linking this with Southmead Hospital Bristol (see above).

**Car:** Some of our car parks work via automatic number plate recognition (ANPR). Pay by credit/debit card, notes or coins when you return to the car park.

All other visitor parking is pay and display. Please make sure you bring sufficient change for parking.

For long term parking options, visit the Security Travel and Parking office in the atrium of the Brunel building open from 6am-8:30pm, or call 0117 414 3334.

Charges apply 24 hours a day, 365 days a year. Tariffs are clearly displayed in all public car parks and can be obtained by calling the OCS office (Facilities Management & Maintenance Services) on 0844 880 7701. For long term parking at a reduced rate contact the OCS office for more information.

**Blue Badge Holders:** Disabled drivers who display a blue badge, park free of charge. There are spaces provided in all public car parks, as well as limited bays outside the Brunel building. If there are no available disabled spaces you may park in any space within a public car park free of charge provided that you display your blue badge.

To park, come into the Brunel Building and you will see Move Maker volunteers with tablets. If you give them your car registration number and your Blue Badge number they will enter this into the system. You do not need to take anymore action.

Please ensure that you do not park in staff car parks as only permit holders may park in these areas, particularly as a barrier card is needed to exit them. Please also be aware that it is not permitted to park on double yellow lines anywhere throughout the site.

The car parks can be busy so please make sure you allow enough time to park and arrive at the Outpatient Department.

## **Hospital transport**

If you need hospital transport you should ask your GP to arrange this for a first visit, please be aware there are strict eligibility criteria.

If you need to cancel or amend your hospital transport, please phone: EZEC Transport 0300 7777 788.

Due to the pressures on the transport system, beyond the control of the Trust, please be prepared to wait 2-3 hours or longer in exceptional circumstances.

## **Help with travel costs**

If you receive Disabled Persons and Family Tax Credit, Income Support or Job Seekers Allowance, you will be automatically entitled to have refunds for public transport fares (buses or trains) or petrol/parking costs. Taxi fares will be paid only where your consultant confirms that there is a clinical need and no other transport is available.

Your current appointment letter, all tickets, receipts and proof of entitlement, such as your benefit book will be required at the cashier's office, situated by the main entrance of the Brunel Building.

## **When you arrive**

As soon as you arrive please follow the instructions on the appointment letter we have sent you. Check in kiosks are situated in the Brunel building, next to the information desk at the main

entrance. Please note that you can only check in up to one hour prior to your appointment.

As you check in, you will be informed on screen of your designated gate, and the clinician will be informed of your arrival.

You can then proceed to your designated Gate and take a seat in the waiting area, there is no need to report to reception at the gate. Your name will appear on the screen when we are ready for you. Please be aware it could take up to 15 minutes to reach your Gate. Wheelchairs are available at each end of the atrium for £1 deposit, and volunteers are available to assist you if required. A buggy is also available to transport people along the atrium, please attract the attention of the driver if you require a lift.

**Diabetic patients are advised to bring their insulin and snacks / drinks to clinic in case their appointment or transport is delayed.**

## Your consultation

You may see a doctor or another healthcare professional. This will depend on which service you have been referred to. There will be a nurse attached to the clinic who will be able to deal with any queries or queries you may have.

To make best use of your time at your appointment it is helpful to think of any questions you may have before coming to clinic. Keep a note of these to ask during your visit. Please also bring a list of all current medications you are taking.

You may be offered minor treatment during your consultation, which you have the right to decline if you wish. You can arrange another appointment for the treatment to be carried out.

Some examinations or treatment carried out in the Outpatients Department may mean that you will be in the hospital for two to three hours and sometimes even longer.

Please make arrangements for travel, childcare and time off work on this basis. Due to limited space we ask that you only bring one relative/friend/carer to your clinic appointment.

## After seeing the doctor

Following your consultation you will be given a form to take back to the receptionist at the gate **before** you leave.

If you can organise a lift to and from the hospital yourself this would be appreciated.

If you are going home by ambulance or hospital car, please tell the receptionist that you are ready to leave. Due to the pressures on the transport system, beyond the control of the Trust, please be prepared to wait two to three hours or longer in exceptional circumstances.

If your clinician decides to list you for surgery under a General Anaesthetic you will need to be assessed by a Pre-Operative Assessment Team. You will be given further information regarding this.

Please return any equipment on loan to you, for example, crutches, walking sticks, etc. to the department that gave them to you. A lot of public money is lost when valuable equipment is not returned. Thank you for your help.

## Non medical prescribing

In the past only doctors could prescribe medicines. Recently a number of changes have been made to the prescribing laws. These changes now allow health professionals such as nurses, pharmacists and physiotherapists to prescribe medicines in their specialist area once they have completed a period of extended training. The overall aim of non-medical prescribing is to improve patient access to medicines and as a result improve NHS services. You will need to collect your prescription from your local pharmacy, unless it is clearly stated that it will be dispensed at the pharmacy in the Brunel atrium.

## Information about your medications

- Please bring any of your regular medicines with you to your appointment (this includes eye drops, creams and inhalers).
- Only urgent items will be prescribed at your outpatient appointment.
- Items will only be prescribed relating to your appointment and **not** regular medicines that you would normally get from your GP.
- A maximum of 28 days will be prescribed in most circumstances. Exceptions will be antibiotics or drugs that are only prescribed by your hospital consultant.
- If the medication is readily available over the counter then the expectation is for you to buy your own, rather than getting a prescription e.g. simple analgesia.
- If the medication is of a non-urgent nature then we would expect the GP to prescribe and you will be given a form to take to your GP.

## While you are here

### Refreshments

There are refreshments available for visitors on Level one of the Brunel building at Southmead Hospital:

- Amigo shop
- Costa cafes
- League of Friends cafe
- Vending machines
- Water coolers

There are two cashpoints available for free cash withdrawals in the Brunel building, one in the atrium and one in the Amigo shop.

## **Mobile phones**

Please make sure your mobile phone is turned to silent or switched off before and during your consultation.

## **Children**

Please do not leave your children unattended. Please ask the nurses in clinic if you require a feeding and/or changing area.

## **Smoking**

Southmead Hospital is a no smoking site.

## **We really value your feedback...**

Following your appointment you may be contacted to give us feedback about your experience via the 'Friends and Family Test'. We really value your feedback and use your comments to influence change and to celebrate good practise.

If you do not wish to be contacted to give any feedback you can opt out by calling the Patient Experience Team 0117 414 1999 or by replying with the word 'STOP' to the message or by emailing: [patientexperience@nbt.nhs.uk](mailto:patientexperience@nbt.nhs.uk)

## **Compliments, Concerns and Complaints**

In the first instance you should contact the Patient Advice and Liaison Service (PALS). We provide a confidential advice and support service, helping you to deal with any concerns you may have about your care.

PALS office: Oak room, Sanctuary, Level 1, Gate 30, Brunel Building Monday to Friday 10.30am to 3.30pm.

Telephone: 0117 414 4569 Please leave a message if we can't take your call.

Email: [pals@nbt.nhs.uk](mailto:pals@nbt.nhs.uk) [www.nbt.nhs.uk](http://www.nbt.nhs.uk)

# Other information that may be of help:

## Communication needs

If you need an interpreter for BSL signing, please contact the Appointments Co-ordinator on: **0300 555 0103** to confirm that this has been booked. For language interpreters these will be requested by the Department on the day of the clinic (telephone interpreter). If you have any other communication needs, please let us know in advance so that we can make reasonable adjustments for your appointment.

## Overseas visitor?

**Under regulations that first came into effect on 1 October 1982, visitors to the UK are liable to be charged for NHS hospital treatment.**

A visitor is someone not ordinarily resident in the UK, regardless of nationality and place of birth.

It is the responsibility of patients to bring to the attention of Trust staff their status as an overseas visitor.

When you attend for your outpatient appointment you will be asked the following:

- Have you been resident in the UK for the previous 12 months?
- Are you going to live in the UK permanently?
- On what date did you arrive in the UK?

If you require further information regarding your status, please contact the overseas/private patient office:

**Southmead: 0117 323 5107 or 0117 323 5053**

**The Trust welcomes all patients attending a hospital appointment to bring a family member, carer or friend with them for support.**

**PATIENT  
APPROVED** 

## How to contact us:

**H** Southmead Hospital  
Westbury-on-Trym  
Bristol  
BS10 5NB



0117 950 5050

**H** Outpatients Appointments  
Department



0300 555 0103



[outpatientscallcentre@nbt.nhs.uk](mailto:outpatientscallcentre@nbt.nhs.uk)

**H** Cossham Hospital  
Lodge Road, Kingswood  
Bristol BS15 1LF



0117 340 8400

**H** Yate West Gate Centre  
21 West Walk, Yate  
Bristol BS37 4AX



01454 315 355  
01454 320 165



[www.nbt.nhs.uk/outpatients](http://www.nbt.nhs.uk/outpatients)

If you need support reading this leaflet, or require a different format, please ask a member of staff for advice.

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Be Involved  
*in research*

Research is everyone's business

Learn more about the wide range of research that takes place here every day.

[www.nbt.nhs.uk/research](http://www.nbt.nhs.uk/research)



[southmeadhospitalcharity.org.uk](http://southmeadhospitalcharity.org.uk)

Southmead Hospital Charity raises funds for departments and wards throughout the Trust, meaning you can support an area close to your heart