

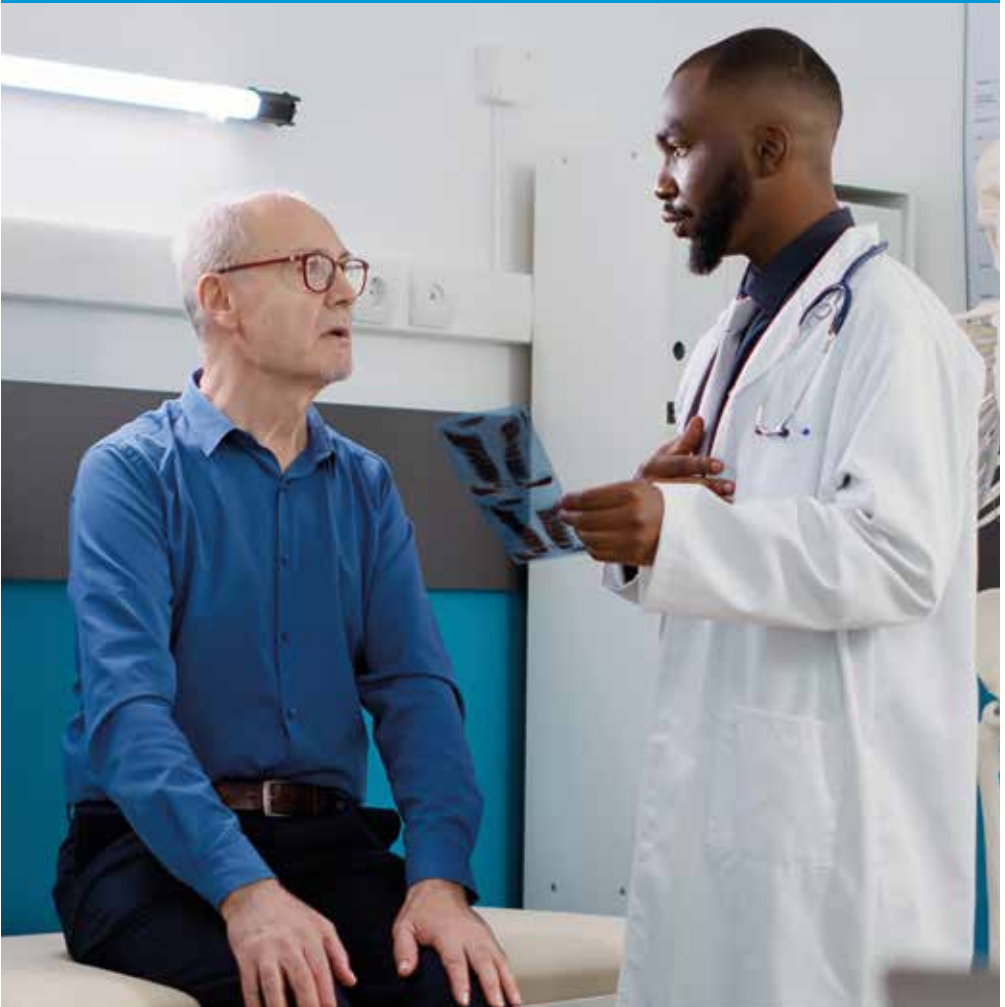
Healthier Communities,
Outstanding Care



Sherwood Forest Hospitals
NHS Foundation Trust

First outpatient appointment

Information for patients



Introduction

The COVID-19 pandemic has had a significant impact on our ability to provide routine planned care. We recognise that patients are waiting longer than we all would like and it is not always possible to identify when we will see and treat you.

This leaflet will provide you with more guidance when attending for your first outpatient appointment.

Once we have received your referral

If your GP has referred you to us, they have used a system called the Electronic Referral Service (ERS) to make the referral into the hospital. Your GP would have selected the service that they feel is most appropriate to investigate your health concerns.

If your GP gave you a letter with an appointment on, this means that you have been booked into an appointment from those available for that service. They may have also given you a reference number and password so that you can book, change, or cancel your appointment online or by phone.

If your GP did not give you a letter with an appointment on, this means that the appointment is still to be booked. This could be due to no appointments being available at the time your GP attempted to making a booking. When we receive your referral via the Electronic Referral system (ERS), it will be checked by a clinical person, e.g., a nurse, consultant, or doctor to decide what the right next step is for you. They will decide who is the best person to see you and if you need a face to face or telephone appointment.

Alternatively, you may have been referred to one of our services by other healthcare professionals, where your referral will be checked by a healthcare professional, e.g., a nurse, consultant, or doctor to decide what the right next step is for you. They will decide who is the best person to see you and if you need a face to face or telephone appointment.

Your appointment

We currently have a high demand for our services, and it is not always possible to know when we will be able to offer you an appointment. We have restored all our services following the impact of the COVID-19 pandemic and patients will be seen in order of urgency. If you have not been given an appointment slot, please know that we haven't forgotten you and will update you as soon as possible.

Once there is an appointment slot available, a member of our team will book your first outpatient appointment. You will receive a letter confirming the date, time, and location of your appointment. Please read this carefully.

It is important to us that our services are accessible to everyone. If you have any reasonable adjustments for your appointment, please contact us prior to your appointment so we can accommodate this. Depending on your needs, this could include having a longer appointment, being seated in a quieter area, and providing materials that are easier to read.

Thinking about the below questions before your first appointment can help you and your doctor to decide what the best treatment is for you. This can help you have choice and control over your care.

- 1. What are all my treatment options?**
- 2. What are the benefits and risks of each option?**
- 3. How will each option affect what is important to me?**
- 4. Are there any alternatives?**
- 5. What happens if I decide to do nothing?**

However, this can all be discussed with your medical team at your first appointment.

Interpreters

If you need an interpreter whilst in hospital please contact our Patient Experience Team, who will be happy to help:

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.pet@nhs.net

Text message reminders

You can now register to receive information about your appointments by text message on your mobile telephone. Please ensure your contact information is up to date. This will help us to keep in touch with you regarding your appointments and ensure you are kept informed.

If you wish to register for this text service, please contact the Appointments Office on 01623 672383 or email sfh-tr.Outpatient.Booking@nhs.net to enable your details to be updated.

Patients Know Best

Patients can access their health record through the Patients Know Best service. This is a free service and can be accessed using the NHS app. You can view information such as:

- **outpatient appointments.**
- **medical correspondence.**
- **test results.**
- **access health resources tailored to you.**

For more information, please see our website: www.sfh-tr.nhs.uk/for-patients-visitors/your-medical-record/

Getting to your appointment

For more information on how to find any of our hospital sites please visit www.sfh-tr.nhs.uk/about-us/contact-us/find-us/

Hospital transport

You may qualify for hospital transport. This can be offered to patients who cannot physically make their way via any other means. To book transport please call the numbers below.

Please be aware that you will need to be ready two hours before your appointment and may have to wait up to two hours after your appointment.

For Nottinghamshire patients call: 0330 3800 570.

For Derbyshire patients call: 0300 300 3434.

For Lincolnshire patients call: 0808 164 4586.

What happens when you arrive?

Please arrive 10 minutes before your appointment time. You'll either be seen by the consultant or one of their doctors. Each doctor will see patients in order of their appointment time, although there may be occasions where some patients need to be seen out of turn. These are usually patients who need hospital transport to get home, children, or people in need of emergency treatment.

We try to see everyone as soon as possible, but clinic staff will advise you of any known delays. Please ask if you have any concerns.

Let the nursing staff know if you wish to be accompanied by a friend or relative when seeing the doctor. If you are to undergo an intimate examination and you require a chaperone, then please discuss this with the nursing staff.

Medical and nursing students receive valuable training in outpatient clinics. If you would prefer students not to be present, then please let a member of staff know. Nobody will mind, and your treatment will not be affected.

Prescriptions

When seen in clinic the doctor may give you a green prescription, please take it to your local community pharmacy for dispensing.

What should I do if my health is deteriorating?

If your health is deteriorating, you need to be seen by your GP for review and further assessment and management. If it needs urgent attention, please contact NHS 111.

Contact us about your appointment

Please let us know if you cannot attend an appointment so we can offer it to someone else who needs it.

To cancel or change your appointment please call 01623 672383. Opening hours are Monday to Friday from 8am to 8pm and Saturdays from 8am to 1pm.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references (if relevant) for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.