

Outpatient information sheet



Information for you

Before your appointment

We may check your hospital records, Emergency Care Summary or family doctor (GP) summary records before your appointment. This is to make sure we have your latest up-to-date clinical information.

Special arrangements

Please contact the Referral Management Service as soon as possible if you need us to arrange support for your appointment.

This might be:

- A language interpreter, or someone to sign if you are deaf.
- Assistance if you are visually impaired.
- Lifting equipment if you have difficulty standing, or transferring from a wheelchair.

Guide and hearing dogs are permitted within the outpatient department.

You can help by

- Attending your agreed appointment. If you can't attend; or, if you are going to be unavailable for a period of time, you should contact us as detailed in your appointment letter.
- Following any instructions to prepare for your appointment as detailed in your letter.
- Please bring the letter or card with you.

Travel information

Full details of the public transport services can be obtained from Traveline on 0871 200 22 33 or www.travelinescotland.com.

Disabled parking facilities are available at all NHS Ayrshire and Arran Hospitals.

Car parking

Please note that our car parks in the main hospital sites are extremely busy so please ensure you allow time for parking.

Facilities

Toilet facilities, including wheelchair access are available within the outpatient departments, as are baby changing facilities and breastfeeding facilities.

Wheelchairs

Wheelchairs are available. If you need a wheelchair please speak to staff when you arrive.

Smoking policy


Smoking or use of electronic cigarettes is not allowed at or around doorways or anywhere on hospital grounds. If you feel you need to smoke please allow extra time for your visit and smoke away from the entrances and completely off the hospital grounds before arriving and after you leave.

Mobile phones

Please comply with any signs displayed in the department you are visiting and switch your phone off before your appointment. Please be respectful of the confidentiality of other patients and members of the public attending our services and do not take photographs or videos whilst within our premises.

Your appointment

Please arrive at the department on time for your appointment so that you can book in. If you need to have tests such as an x-ray, you may need to go to other departments before or after seeing the clinician. If this is the case, your clinic visit may take longer.

 All our publications are available in other formats

On arrival in the department you may be approached by nursing or administrative staff to ask questions in relation to respiratory conditions. This is to enable our service to progress patients safely through our out-patient department. Please follow any instructions that are given regarding seating whilst waiting or progressing through the department.

After your appointment

If the clinician asks you to make another appointment, please arrange this with the receptionist before you leave the department. Your GP will receive a letter about your outpatient visit. In some instances the letter may not be sent until investigations have been carried out and the results received. In some instances the clinician may write directly to you advising of findings and next steps or may send a copy of the letter that has been sent to your GP.

Expenses

If you think you may be entitled to travel expenses, please go to the hospital cashier at University Hospital Crosshouse or University Hospital Ayr. Take any relevant benefit documents with you, along with your travel tickets.

If your appointment is out with the hours the cashier's office is open or at acute clinics that are held at other sites where no cashier function is provided, you can fill out an HC5 NHS Scotland Refund Claim Form. The receptionist at the clinic will be able to provide you with this form.

Confidentiality and the use of patient information

NHS Ayrshire and Arran take care to ensure your personal information is only accessible to authorised people. Our staff have a legal, ethical and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at:

<https://www.nhs.uk/healthcare-professionals/data-protection-notice/>

Or ask a member of staff for a copy of our Data Protection Notice.

It's ok to ask questions

We encourage you to ask questions about your condition, your treatment and care options.

Shared Decision Making is about moving away from "the doctor knows best" culture. This means your doctor or health professional should understand **what matters to you** personally and what your goals are.

Here are the NHS Inform "BRAN" questions which you may want to think about when asking your clinician about any proposed tests.

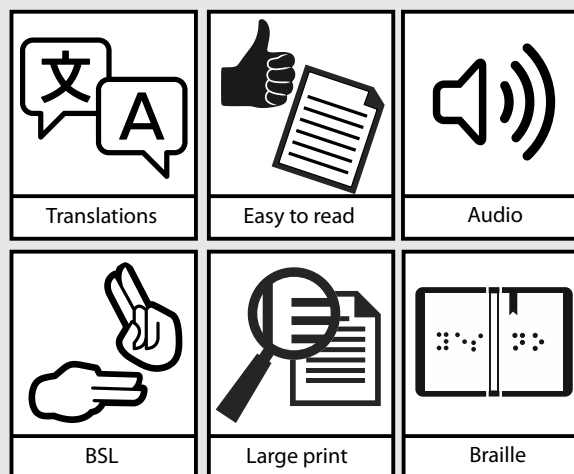
- B** What are the **Benefits**?
- R** What are the **Risks**?
- A** What are the **Alternatives**?
- N** What if I do **Nothing**?



Scan here (with your camera) for more Information from NHS Inform website:



We are happy to consider requests for this publication in other languages or formats such as large print.



Tell us what you think...

If you would like to comment on any issues raised by this document, please complete this form and return it to our Feedback and Complaints team: PO Box 13, Eglinton House, Ailsa Hospital, Dalmellington Road, Ayr KA6 6AB. Alternatively, you can call free on **0800 169 1441** or email complaintsteam@aapct.scot.nhs.uk

Name

Address

Comment

Last reviewed: June 2022

Leaflet reference: MIS22-050-GD

PIL code: PIL22-0037