

What you need to know about your referral and outpatient appointment

Outpatient Department

Booking your outpatient appointment

Your appointment may be booked by either the Electronic Referral System or through the Hospital Booking Centre.

Electronic Referral System:

Your GP will book your appointment while you are at the Surgery, or send you an appointment request letter so you can book a suitable time online or by phone.

If you are unable to attend please follow the instructions on your letter, or

- **Telephone:** 0345 608 8888

Hospital Booking Centre:

Your GP will refer you to the hospital. You will be contacted usually by phone to arrange an appointment.

If you do not hear from us or you are unable to attend please telephone Monday to Friday 8am to 8pm:

Barrow & Ulverston:

01229 403800

Kendal:

01539 716998

Lancaster & Morecambe:

01524 511966

Transport services

If you require transport please phone Patient Transport Services at least 48 hours in advance of your appointment on **0800 032 3240** and have your NHS number ready. You will be asked a series of questions to assess your suitability for transport.

On the day

Please bring with you:

- Your appointment letter
- A list of any changes to your regular medications/tablets since you were referred
- A list of questions or issues you may want to discuss with the doctor/nurse
- We are happy for you to bring someone with you to your appointment
- If you are under 16, preferably bring someone with parental responsibility.

There is limited pay and display parking at each of the hospitals. Please allow plenty of time to find a space. Maps showing the location of our car parks and links to local bus times are available on our website

www.uhmb.nhs.uk

On arrival please report to reception. If you have changed your address or contact details please let the reception team know.

We work hard to keep to your appointment time. Occasionally there may be a delay as other appointments may overrun, or the clinician may be called away to an emergency. You should therefore allow plenty of time for your visit.

During your consultation

The following things should be discussed:

- What might be wrong
- Whether you need any tests
- What treatment is best for you
- What happens next
- Any other information you may need.

If you need a follow up appointment, please let us know if you have any holidays booked so we can avoid those dates.

The person who sees you may use a computer instead of paper case notes to see your clinical record. Please ask if you would like a copy of the letter that is sent to your GP following your appointment.

As this is a teaching hospital, students may be present in clinic. The Trust is also involved in research to improve treatment for our patients. If applicable, your clinician will discuss this with you.

After your consultation

If you:

- are discharged to your GP for follow up care your treatment plan will be sent there
- need a follow up appointment this will be arranged by the hospital
- need tests, these will be booked by the department where they will be done
- need to come into hospital for tests or an operation you will be contacted by the inpatient team to arrange this.
- Following your appointment you may receive a request on your mobile phone or landline asking for feedback about your recent experience. This national Friends and Family test is one quick and easy question and you can leave comments too.

Treatment times

As part of the NHS Constitution you have the right:

- to start non-emergency, consultant-led treatment within 18 weeks of referral

- where cancer is suspected to be seen by a consultant within 2 weeks of referral

If you are unable to attend

It is important that you attend your appointment. If you can't, please tell us in advance so we can try and reallocate your appointment time to someone else.

Leaflet Details

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Other formats

If you would like to receive this information in an alternative format, then please contact: 01539 715577.

Travelling to our hospitals

For the best way to plan your journey visit our website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS): 01539 715577.

Useful Contact Details

NHS 111 (for 24 hour urgent health advice): telephone 111

Your Information

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS) on 01539 715577.

Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer at 01524 512476.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS on 01539 715577.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad - 0800 328 6297

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who are offers 1-2-1 support and nicotine replacement therapy.

University Hospitals of Morecambe Bay Trust: a great place to be cared for; a great place to work.