

Your Appointment with the Dietitian

Information for Adults, Parents and Children

You have been referred to see a Dietitian by your doctor, nurse, or another healthcare professional. Dietitians are experts in food and nutrition who help people of all ages with their diet and health. They specialise in the assessment and treatment of a wide range of dietary issues. This leaflet provides you with information about your appointment with the dietitian and what you can expect.



What will happen at your appointment with the dietitian?

Your first appointment will last approximately 30 - 60 minutes. The dietitian will talk to you (and your parent or carer if you're a child) about:

- What you usually eat and drink
- Any symptoms or health concerns
- Your lifestyle and daily routine.

If your appointment is via telephone or video, whilst we will try to call you at your specified appointment time, we may not always be able to contact you at your exact appointment time, so please allow up to 1 hour after your scheduled time for your consultation.

During face-to-face appointments, the dietitian will usually take your weight and height measurements. If you're not seeing them in person, they might ask you to tell them your current weight, if you have scales at home, and confirm your height.

The dietitian will also ask you relevant medical questions about your health and medication etc. The dietitian will use this information to discuss any changes to what you normally eat and drink and agree any aims or targets.

The dietitian may provide a written resource or sign post you to online information to support any verbal advice given.

At the end of your appointment the dietitian will discuss any future follow up and arrange another appointment with you if required.



What do I need for my appointment?

It would be helpful if you could:

- Keep a record of what you have eaten 3 - 4 days before your appointment.
- Remember to bring your glasses (if needed) for reading any information during your consultation.
- If the appointment is for a child under 5 years old, please bring your child with you, if appropriate, along with red book or personal health record.



Do I have to attend on my own?

Some people find it helpful to have someone with them like a partner, friend or carer who helps with the shopping and cooking. This is fine for all types of appointments, whether by telephone, video or in person. **Patients under 16 should always have a parent or guardian with them.**



Help with specific needs

If you have any sight or hearing issues, need an interpreter for your appointment or have any other specific needs or requests, please phone ☎ **0800 592 087** or email: ✉ ggc.appointments.bookingcentre@nhs.scot



To cancel or change your appointment

Please telephone ☎ **0800 592 087** or email: ✉ ggc.appointments.bookingcentre@nhs.scot with as much notice as possible. If you fail to attend any appointment without telling us in advance, or if you cancel at short notice i.e. less than 24 hours on more than two occasions, we will remove you from our list and advise the person who referred you. This is in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.



Student Teaching

An important part of our work is teaching and training students. You have the right to decide whether you wish to take part in student training. The dietitian will ask you about this at the time of your appointment.



Appointment Reminder Call

We use an automated voice and text system to remind you about your appointment. This system will ask you to confirm if you will be attending your appointment. If you advise you will not be attending, your appointment will be given to another patient. If you do not wish to receive the reminder call, please telephone ☎ **0800 592 087** or email: ✉ ggc.appointments.bookingcentre@nhs.scot



What to expect if you require a follow up appointment

The length of your follow up appointment can vary depending on your condition. At this review appointment, the dietitian will discuss your previously agreed aims and targets. The dietitian may weigh you again if your consultation is face-to-face or if you have a telephone or video review, they may request a weight from you if you have access to scales.



Discharge from the Dietetic Service

On completion of treatment, the dietitian will update your digital patient record and advise your referrer on the outcome. All consultations are safely uploaded via our secure NHS platform.



Confidentiality of health information

All staff are legally bound by the NHS code of practice on protecting patient confidentiality.



Zero tolerance for violent or aggressive behaviour

At your appointment you can expect staff to treat you politely and with dignity and respect. Equally, we expect you to treat our staff the same. We do not accept racial, sexual or any other kind of harassment, violent behaviour or abuse.



No Smoking on NHS Grounds

It is an offence to smoke within 15 metres of a NHS building, anyone who smokes in the perimeter may face an on-the-spot penalty of £50.



Fire Safety

NHS Scotland prioritises the safety of patients, visitors and staff. In the event of a fire, please follow the instructions and guidance from staff.



Comments or Suggestions

We welcome comments and suggestions about any aspect of your appointment with the Dietetic Service. Please speak with a member of staff or you can use our online feedback system.

🌐 www.nhsggc.scot/contact-us



Complaints Procedure

If you wish to complain, speak with a senior member of staff in the first instance. You can ask for a guidance leaflet which is available from all clinics. You can also contact the Complaints Office on ☎ **0141 201 4500** or email: ✉ ggc.complaints@nhs.scot



Useful Information

- **Our website is full of information and advice**
🌐 www.nhsggc.scot/dietetics
- **Share your feedback at:**
🌐 www.careopinion.org.uk
- **Plan your journey:**
🌐 www.travelinescotland.com