Acute Services Division

NHS
Greater Glasgow and Clyde

Information for Outpatients Attending Hospital



Appointment Changes

To cancel or change your appointment please contact us on the telephone number or the email address on your

appointment letter. This may allow us to give your appointment to another patient.

If you fail to attend without telling the clinic in advance, we may return you back to the care of your GP. This is in line with NHS Greater Glasgow and Clyde's Access Policy.

Appointment Reminder Call

This hospital uses an automated voice and text messaging system to remind you about your appointments.

This system asks if you will be attending your appointment. Please let us know if you cannot attend so that we can give your appointment to another patient.

Help with Specific Needs 

If you need help with any of the following please telephone the number on your appointment letter: sight, hearing, mobility, specialised equipment or any other needs.

If you need interpreting support our staff will have booked this for you. We may use telephone interpreting or on line British Sign Language (BSL) communications.

Deaf people can use contact Scotland to make a call to the NHS free and NHS staff can call Deaf people using a relay interpreter. Contact Scotland details can be found here:

Deaf Patients: https://contactscotland-bsl.org/deafcallers/
NHS Staff: https://contactscotland-bsl.org/hearingcallers/

Travel to the hospital

If you want to find out how to travel to the hospital please call Traveline on: ☎ **0871 200 2233**
or see: 🌐 **www.travelinescotland.com**

Patient Transport

(Ambulance or Ambulance Car)

A hospital or clinic appointment does not mean that you qualify for patient transport.

If for medical reasons, you need this form of transport, you or your carer should arrange this.

Please call the Scottish Ambulance Service on:
☎ 0300 123 1236.

They will ask you a series of assessment questions to determine your need. Or please go to: 🌐 **https://www.scottishambulance.com/contact-us/requesting-an-ambulance/**

If you **no longer need** the ambulance or car please call **☎ 0800 389 1333**, as soon as possible, before your appointment date and tell them your name, address, phone number, date of appointment and hospital clinic you are attending. This phone number is an automatic answer machine. The Ambulance Service will not cancel your appointment at the hospital. It is your responsibility to cancel your appointment using the telephone number on the appointment letter if you are not attending. If you cannot find your appointment letter please call switchboard and advise them of the department you are attending.

Please note the **Ambulance Service** only transport your escort or companion if absolutely necessary for your medical need.

What to Bring with You

- Your appointment letter.
- A note of all medicines you currently take including any vitamins, herbal, homeopathic or alternative remedies.
- Repeat prescription list (if any).
- Any questions you may have for the doctor, nurse or other health professional you will see at the clinic. (You may want to write these down).

What to Expect at the Clinic

- Appointments can be face to face, by video or by telephone. Your appointment letter will include details about the type of appointment.
- Face to Face Consultations will take place in a hospital or clinical location.
- Video Consultation: Your appointment letter will include details of the secure link which you should use to join the consultation.
- Telephone appointments: You will receive a telephone call from ☎ 0141 232 4000 number at or around the time of your allocated appointment. Your appointment letter will include confirmation of the telephone number we will use to contact you.
- Multiple clinics may run at the same time and may have different timings. This doesn't mean you are taken out of turn. If clinics are running late we will tell you and give you an update.
- The length of an appointment can vary so please make sure you have time to wait in case of delays. At your appointment you may have tests carried out. If surgery

is part of your treatment plan, your appointment may include a pre-operative assessment (a health check for your surgery) on the same day.

- You will see a consultant or a member of their team. Some appointments are with a nurse or other health professionals such as physiotherapist or dietician.
- If you need further appointments, we will discuss this with you.
- Where tests or scans are undertaken by the hospital team the results will come back directly to them and they will arrange for you to get your results. Hospital teams may have arranged to give you results at a clinic appointment and they may also contact you by phone or in writing. Hospital teams will also share all relevant test information with your GP.
- You have a right to a second opinion. If you feel this is necessary please ask the consultant in charge of your care.
- If you wish, you can **request** to access your health records. A senior member of staff will be able to advise you of what to do.

Car parking is free but there is a four hour maximum stay in operation Monday to Friday (from 7:30am to 4:30pm). Please allow time to find a car parking space. Disabled parking spaces are available in the main car parks.

No Smoking 

The hospital operates a Smokefree Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park.

You can use e-cigarettes in hospital grounds but not within buildings, around entrances and doorways.

Courtesy to Staff

At your appointment you can expect staff to treat you with dignity and respect. Equally we expect our staff to be treated the same. Abusive or violent behaviour will not be tolerated and we will consider prosecuting any person whose behaviour is unacceptable.

Student Teaching

An important part of our work in hospital is the teaching and training of students in medical, nursing and other professions.

You have a right to decide whether or not you wish to take part in student teaching or medical research. We will ask you about this before your consultation.

Confidentiality of Health Information

Please see our guidance leaflet enclosed.

Travel Costs

Patients can claim their travel costs if they receive; Income support, Universal Credit, Income related Employment and Support Allowance, Income based Job Seekers Allowance, Guaranteed Pension Credit, named on a valid NHS Tax Credit Exemption Certificate, named on a valid NHS Exemption Certificate (HC2) or an Asylum Registration Card

- Patients must bring proof of entitlement dated within 3 months of the appointment, (or most recent appropriate letter)
- We need the tickets for all your journeys as evidence.
- We can reimburse a mileage rate for patients using their car.
- In some cases the traveling costs of an escort can be claimed.

- We will not reimburse taxi fares.
- Only the cheapest form of transport can be paid.
- All patients traveling from the Highlands and are entitled to claim some or all of their travel costs.
- Please ask staff for further information or directions to the cash office.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital. Please speak with a member of staff or you can use our on line feedback system.
🌐 **https:// www.nhsggc.scot/online-feedback-form/**

You can also comment on Care Opinion:

🌐 **www.careopinion.org.uk**

Complaints

If you wish to complain then in the first instance speak with a senior member of staff. 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: ✉ **complaints@ggc.scot. nhs.uk**

Its OK to Ask Questions

To help make sure you have all the information you need, to make the right decision about your care today.

Below are the NHS Inform 'BRAN' questions which you may want to think about when asking your clinician about any proposed tests or treatment.

Please ask your clinician.



What are the **B**enefits?



What are the **R**isks?



What are the **A**lternatives?



What if I do **N**othing?



- Scan here for more information:
  https://www.nhsinform.scot/campaigns/its-ok-to-ask

You may find it helpful to write your questions in the space below: