

Patient Access

Patient Information – Information about your outpatient consultation

Large Print Appointment Letters and Information

Most appointment letters are available in large print. If you need this service please call the phone number written in large print on the bottom of your appointment letter.

COVID -19 Information

- Where medically appropriate, we have changed some face-to-face appointments to telephone or video appointments. If this is applicable to you, you may initially be contacted by phone or text message, followed up with a letter. All instructions will be on your appointment letter for telephone appointment or email for a video appointment.
- If you are symptomatic of coronavirus, i.e. Fever/high temperature, sudden reduction of sense of smell or taste, cough **do not** attend your appointment. Please notify us by contacting our Central Booking Office on 01908 997050 in order for us to reschedule your appointment and offer your appointment to another patient.
- We are working hard to ensure that social distancing measures are in place for face-to-face appointments. For example, we are ensuring a maximum number of patients in waiting areas at any one time. You may be asked to wait in an alternative waiting area or return to your car whilst waiting to be seen. Please do not arrive more than 10 minutes before your appointment time and only bring someone with you to your appointment if it is absolutely essential. Please limit this one person.
- You are required to wear a face covering whilst you attend your appointment. If you do not have a covering you will be supplied with a face mask to wear whilst you are on the hospital site.

Patient rights – The NHS Constitution

If your GP refers you for consultant-led treatment, for non-urgent conditions you should start your treatment within a maximum of 18 weeks from referral. For urgent referrals where cancer is suspected, you should be seen by a cancer specialist within a maximum of two weeks from GP referral. If this isn't possible, the NHS must take all reasonable steps to offer you alternatives.

To avoid unnecessary delays to your treatment, if you do not attend your appointment without cancelling beforehand, or you reschedule more than twice, you may be discharged back to your GP.

Call Reminders

You may be contacted by a call reminder service or receive a text message to remind you of your appointment.

Telephone and Video appointments

Please be available by the phone or logged in at the appointment time although the clinician may be delayed due to overrunning commitments.

Hospital and Public Transport

If it has been agreed that you will be coming by hospital transport. Please call 0300 100 0015.

MyCare – patient portal

MyCare is a dedicated hospital website that you can connect to using a Smartphone or PC. You will be

invited to register via text message. It currently provides on-line access to your appointment information and will be developed to include other clinical correspondence related to your care.

Car Parking

There is ample patient car parking, free for Blue Badge Holders, at the hospital. **Charges apply:** Please take your ticket to the nearest payment kiosk after your appointment and before returning to your car.

Interpreter/Sign Language

If you need an interpreter or British Sign Language facilitator, please contact the phone number or email address on your appointment letter, giving at least 7 days' notice.

Smoking

Smoking, including electronic cigarettes, is not allowed anywhere on site.

When You Arrive

Your appointment letter should tell you which Outpatients entrance number to use, so you are as close as possible to your clinic. Our reception staff will help you check in. You'll be asked for some details to ensure we keep our records up to date. Please ensure we have your current mobile phone number and email address.

What to Bring With You

- Your appointment letter, plus any specific items requested in the letter
- Any medications you're taking (prescribed, over the counter or herbal)
- Hearing aids/glasses if you wear them
- Money for prescriptions, or proof that you do not have to pay (eg. exemption certificate)
- Proof of UK residency (eg. medical card, passport, UK driving licence, pension book, utility bill, student ID) if appropriate

At Your Appointment

- Portable Hearing Loops are available from most reception area if you need one to take into your appointment
- Wheelchairs are available near main entrances

- To use them you'll need a (refundable) £1 coin
- Drinking water is available, and there are several places to buy refreshments.
 - If you would like to have a chaperone, please ask a member of the nursing team or clinical staff.

Friends and Family Survey

While you're here you'll be asked to fill in a very short survey. Please fill the survey in before you leave so we can understand what we are doing well and how we can improve our services.

Teaching and Research

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Speak to your doctor or nurse if you have any concerns.

Patient Advice & Liaison Service (PALS)

Should you have any cause for concern or issues please tell us during your visit, so that, where possible, we can try to do something right away.

If you have a problem that you have not been able to sort during your visit, PALS is there to provide patient friendly support and assistance. They can be contacted via the telephone **01908 995954**, or email **pals@mkhospital.nhs.uk** or our receptionists can direct you to the office, which is open from Monday to Friday (except on Bank Holidays) from 9.00 am to 5.00 pm

General Data Protection

Regulations

We ask for information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the provisions of the Data Protection Act 2018/GDPR. Further guidance can be found within our privacy notice at www.mkhospital.nhs.uk