

First outpatient appointment

Introduction

This leaflet will help you prepare for your visit to our hospitals and outlines information available on our website here:

www.leicestershospitals.nhs.uk/patients/preparing-for-your-visit/outpatients/

Your appointment

Your appointment letter will say where and when your appointment will be held. Please read it carefully to make sure you go the right clinic at the right hospital. You should also receive information specific to your condition and your appointment with this letter; some of this information has been published on the [My Planned Care](#) platform and is also available on our own website here: www.leicestershospitals.nhs.uk/patients/patient-information-publications/

Details of how to find our hospitals and maps of our sites are available on our website here:

www.leicestershospitals.nhs.uk/aboutus/our-hospitals/

Before you come for your appointment, please:

- Prepare your medical history if you are a new patient (i.e. list previous illnesses, known allergies etc)
- Bring a list of medicines you are currently taking. If you bring these with you, please do so in the original container provided by the pharmacy – it is important that the hospital doctor knows exactly which medicines you are taking.
- Wear clothing that can easily be removed for your examination or tests
- Bring any samples that you have been asked for in your appointment letter

Please arrive 10 minutes before your appointment time, unless told to do so in your appointment letter. It is best not to bring young children with you if possible. We only have limited play facilities in adult clinics. If you bring your children, please come prepared with things to meet their needs and keep them amused.

Patients arriving late for their appointment are likely to cause delays to other people waiting for their appointment and may find they have to wait longer.

My Planned Care Patient Information Platform

Our staff always do their best to keep waiting times as short as possible and we aim to see you within 30 minutes of your appointment time. From time to time we are unable to do this – particularly if clinicians are called to support an emergency case in the Emergency Department.

While you are waiting for your appointment it may look like people arriving after you are being seen before you. We run multiple consultant clinics at the same time. If you feel you have been waiting for an unduly long time, please check with the reception desk or nursing staff.

Cancelling or changing your appointment

If you are unable to make your appointment or need to change it for any reason, **please phone the number on your appointment letter in the first instance.**

Or, contact our booking centre on [0300 303 1563](tel:03003031563); the centre is open Monday to Friday 08:00am to 5:00pm, excluding bank holidays. An on-line form is also available on our website here: www.leicestershospitals.nhs.uk/patients/preparing-for-your-visit/outpatients/your-appointment/booking-centre/

If you do not keep your appointment without telling us, you will not be given another appointment automatically and will be referred back to your GP.

Guidance for patients

Further information about your condition and procedure is available on both this and our local website (www.leicestershospitals.nhs.uk/patients/)

If you are concerned that your condition is getting worse, please use the contact details we have sent you to discuss these with the team looking after you. If you cannot find these details in your letter or the guidance published on our website, please use the contact details below.

Contact Us

Booking Centre: [0300 303 1563](tel:03003031563) (open Monday-Friday 8am to 5pm excluding bank holidays)

Booking Centre Email: bookingcentre@uhl-tr.nhs.uk

Switchboard: [0300 303 1573](tel:03003031573)