

First Outpatient Appointment

Introduction

The COVID-19 pandemic has had a significant impact on our ability to provide routine planned care. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when we will be able to see and treat you.

This document provides you with information and guidance around your first outpatient appointment including getting to our hospitals and guidance on what to do if your health is deteriorating.

Once we have received your referral

If your GP has referred you to us, they have used a system called the Electronic Referral Service (ERS) to make the referral into the hospital. Your GP would have selected the service that they feel is most appropriate to investigate your health concerns.

If your GP gave you a letter with an appointment on, this means that you have been booked into an available appointment from those available for that service. They may have also given you a reference number and password so that you can book, change or cancel your appointment online or by phone.

If your GP did not give you a letter with an appointment on, this means that the appointment is still to be booked. When we receive your referral via the Electronic Referral system (ERS), it will be checked by a clinical person, e.g. a Nurse, Consultant or Doctor to decide what the right next step is for you. They will decide who is the best person to see you and if you need a face to face or telephone appointment.

Alternatively you may have been referred to one of our services by other healthcare professionals, where your referral will be checked by a clinical person, e.g. a Nurse, Consultant or Doctor to decide what the right next step is for you. They will decide who is the best person to see you and if you need a face to face or telephone appointment.

Getting your appointment date

Our teams will book you into the most appropriate date and time based on what is available. Please do not be alarmed if your appointment is not for several weeks. Currently due to the very high demand for our services, patients are waiting longer than we would all like and it is not always possible to identify how long it will be for your first appointment.

When booked, you will be sent a letter confirming your appointment Date, Time and Department. It may also include information around what to do to prepare for your appointment and what will happen in the appointment. Please read this carefully to ensure that you are fully prepared for your appointment and we can make the most out of your visit.

If you are not able to attend your appointment

Please contact us as soon as possible if you cannot make the date or time of your appointment. This is really important to ensure that we do not waste any appointments and can find a new appointment date for you. Please contact the following:

For appointments at QMC, City Hospital, Ropewalk house or Paediatric community appointments:

Dial **0115 9249924** or **0115 9691169** followed by the extension number if provided on your appointment letter. If you do not have an extension number, you can speak to a member of the switchboard team who will then transfer your call to the department you require.

Please note: Appointments for all Children are booked through the Queens Medical Centre site.

For appointments at the Nottingham Treatment Centre:

Dial **0115 9194477**, followed by the extension number if provided on your appointment letter. If you do not have an extension number, you can speak to a member of the switchboard team who will then transfer your call to the department you require.

Interpreters

To arrange a language interpreter or sign language interpreter for your appointment please inform the department via the contact number on your appointment letter. They will then arrange this for you.

All outpatient areas have access to hearing loops if required.

How do I get to the hospital?

The addresses of all our hospital sites are provided on our website: <https://www.nuh.nhs.uk/contact-and-find-us-contact>. Here you will find all the information regarding how to travel to our hospitals. Please see the links below to find the information you require.

For paediatric community clinics, please refer to your appointment letter for the address of where you need to go.

Hospital Site	By Tram	By Bus	By Car	By Park and Ride/Medilink
Queens Medical Centre	https://www.nuh.nhs.uk/travel-by-tram-qmc	https://www.nuh.nhs.uk/travel-by-bus-qmc	https://www.nuh.nhs.uk/travel-by-car-and-parking-qmc	https://www.nuh.nhs.uk/medilink-and-park-and-ride-qmc
Children's Hospital	https://www.nuh.nhs.uk/travel-by-tram-childrens-hospital	https://www.nuh.nhs.uk/travel-by-bus-childrens-hospital	https://www.nuh.nhs.uk/travel-by-car-and-parking-childrens-hospital	https://www.nuh.nhs.uk/medilink-and-park-and-ride-childrens-hospital
City Hospital <i>Children's Development Centre is here</i>	https://www.nuh.nhs.uk/travel-by-tram-city	https://www.nuh.nhs.uk/travel-by-bus-city	https://www.nuh.nhs.uk/travel-by-car-and-parking-city	https://www.nuh.nhs.uk/medilink-and-park-and-ride-city

Ropewalk House	https://www.nuh.nhs.uk/travel-to-ropewalk-house	https://www.nuh.nhs.uk/travel-to-ropewalk-house	https://www.nuh.nhs.uk/travel-to-ropewalk-house	https://www.nuh.nhs.uk/travel-to-ropewalk-house
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Hospital Transport

You may qualify for hospital transport, which means that a Hospital Transport Vehicle can collect you and take you to your appointment and then return you home after your appointment. Please note, you need to be ready two hours before your appointment time and may have to wait up to two hours after your appointment time.

To arrange hospital transport to QMC, City and Ropewalk:

For Nottingham or Mansfield area call ERS on 0330-3800570

For Derbyshire area call EMAS on 0300-3003434

For Leicestershire or Lincoln area call THAMS (TASL) on 0808-1644586

To arrange hospital transport to the Nottingham Treatment Centre:

Please call 0115 9709900 and input extension number 89708

What happens once I arrive at my first Outpatients Appointment?

Your appointment letter will explain if you need to bring anything to your appointment and what to expect. Therefore please carefully read all the information provided with your appointment letter.

After you have been seen, a letter will be written to your GP to let them know the outcome of the appointment. You will also receive a copy of this letter.

Medication

The hospital will also inform your GP of any medication prescribed or supplied to you following your attendance. This is to ensure that your GP is aware of this medication and can prescribe further medication for you if appropriate.

What should I do if my health is deteriorating?

If your health begins to deteriorate significantly whilst you are waiting to be seen at the first outpatient appointment, please contact your GP or alternatively call 111.

Contact Us

If you need to contact us regarding your appointment and you have an appointment letter, please use the contact numbers provided on the letter.

If you do not have an appointment letter, please use the contact numbers provided on our website below.

<https://www.nuh.nhs.uk/nuh-helpful-contacts>