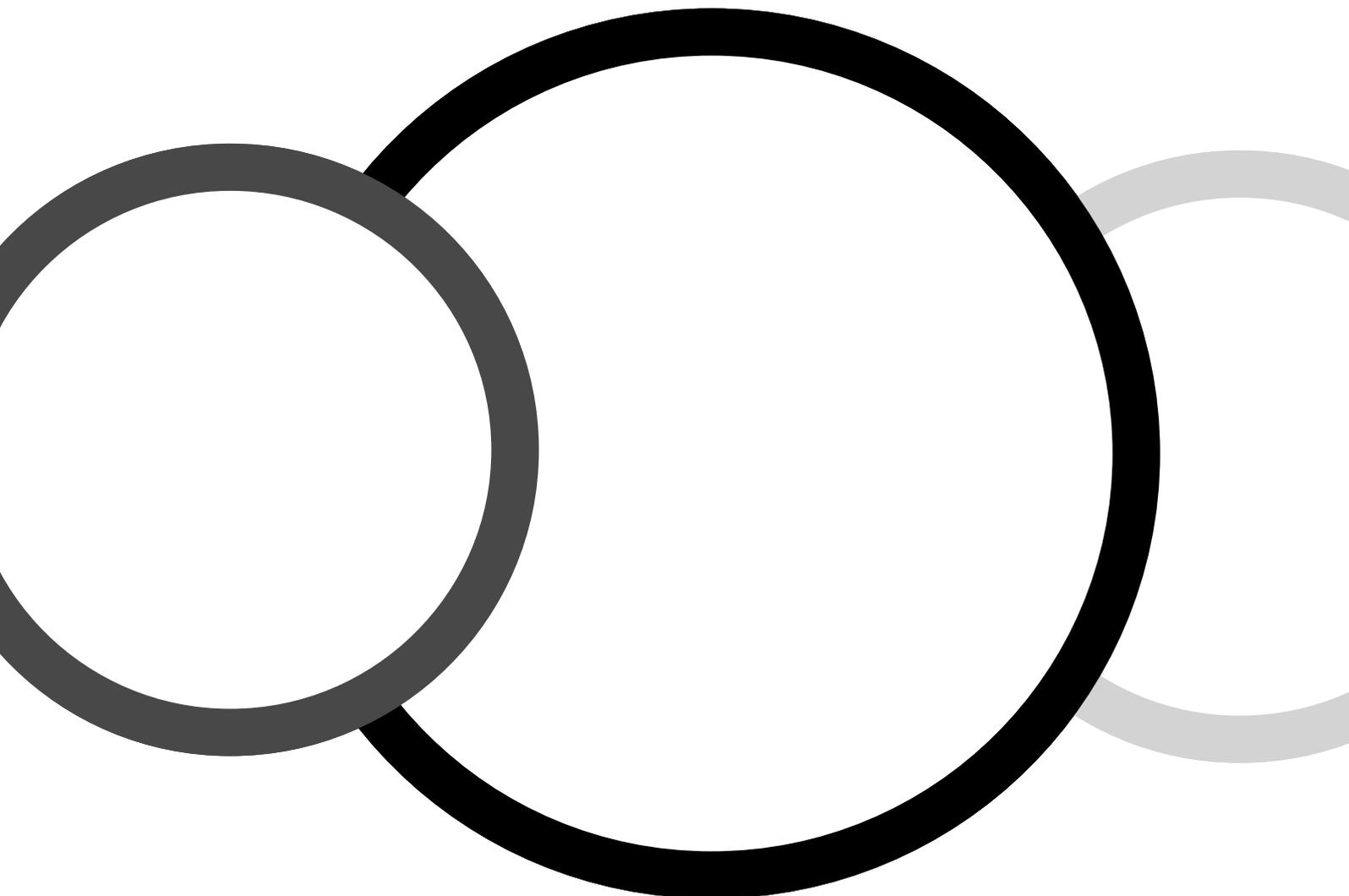


Patient Information

Welcome to Outpatients



Welcome to Basildon and Orsett Hospitals

Basildon and Thurrock University Hospitals NHS Foundation Trust is committed to providing high quality clinical and nursing care for our patients. We will make every effort to ensure you receive the very best treatment, care and attention.

A visit to the Outpatient Department is for many people their first contact with a hospital. This leaflet tells you more about the department and explains some of the procedures that may be part of your treatment.

The Outpatient Departments

Basildon University Hospital and Orsett Hospital have large Outpatient Departments. More than 100 clinics are held every week and around 260,000 patients attend each year for outpatient consultations and treatment.

Outpatient clinics

Each clinic is staffed by a consultant, who is in charge of patients' care, and a team of doctors and nurses. You will be seen by the consultant, another doctor or a nurse.

Unable to attend

If you are unable to attend your appointment please let us know as soon as possible. The phone number is on your letter or appointment card. We will then be able to offer the appointment to another patient.

Patient Transport Services

The Trust is unable to provide transport for patients and their carers.

If you need transport and are eligible based on medical need, this can be arranged when you telephone to book your appointment and should be booked within 24 hours of your appointment.

Usually the ambulance service is not able to provide transport for anyone accompanying you, unless there are special circumstances.

If transport has been arranged for you and you need to change it, please contact the Appointments Centre on 01268 524900 ext 2900.

Coming to Outpatients

There are several designated areas for outpatient clinics. Please check your letter or appointment card to ensure you attend the appropriate clinic area for your appointment. Please also check that you go to the correct hospital.

When you arrive at the Outpatient Department, you will be greeted by one of our receptionists. They will take your details or appointment card and ask you to take a seat in the waiting area. Self check-in kiosks are also available opposite the reception desk.

Every effort will be made for you to be seen at your appointed time, but unfortunately there may be occasions when delays occur. Estimated waiting times are displayed outside the consulting room and in waiting areas.

If you are unable to wait, the receptionist can make another appointment for you.

If you leave the waiting area, please inform a member of staff to ensure you do not miss your appointment.

Please help yourself to any of the information leaflets in the department.

Please note that patients are seen in the order of appointment time, and not on a first-come-first-served basis.

Paediatrics

Most children and babies are seen in a designated Children's Outpatient Clinic at Orsett Hospital.

It is normal procedure for them to be weighed and their height/ length measured on each visit. This is so that the doctors can assess whether they are growing and developing normally. Parents are encouraged to be involved in their child's care and are invited to stay with their child at all times. Toys, books and colouring materials are provided to help make your child's visit less stressful.

Seeing the doctor

Your doctor will ask you some questions about your medical history and may need to perform an examination. The doctor may decide investigations or tests are needed. If so, a member of the nursing staff will direct you to the relevant department and give you the appropriate form to hand in.

Medical students

You may be asked if a medical student can be present during your appointment with the doctor. This forms an important part of their training. You can refuse without this affecting your treatment in any way.

Before leaving

Before leaving the Outpatient Department, please remember to return to the Outpatient Desk to complete your appointment.

You can also hand completed 'Friends and Family test' cards to the receptionist.

Investigations and tests

There are many different clinics in the Outpatient Department. These are some of the most common tests and investigations you may have.

● Blood test

A blood test is a very routine procedure, usually performed on the day that you visit the clinic. Alternatively, you can make an appointment for a blood test on a date which is more convenient for you.

A sample of your blood is taken so we can look for any

abnormalities. This is usually done by a Phlebotomist (a person specially trained to take blood). The sample is then sent to the laboratory to be analysed. A ticket system is in use within this department, so patients are seen in the order they arrive.

● X-Rays

An x-ray is a painless test used to obtain an image of a part of your body. Most x-rays can normally be performed on the day you visit the clinic.

● Scans

For a CT (Computerised Tomography) scan or MRI (Magnetic Resonance Imaging) you will need to make an appointment to come back at a later date.

● Ultrasound

This harmless procedure uses high frequency sound waves to form an image. The technician applies a lubricating gel to the skin and rolls a probe over the relevant area. You will need to make an appointment to come back at a later date.

● ECG (Electrocardiogram)

An ECG is a recording of the electrical activity of the heart on a moving paper strip. This test

helps to diagnose heart disease. This is usually performed on the day of your appointment.

● **Urinalysis**

This is an extremely common test. You will be asked to provide a urine sample for analysis. This can usually be done instantly. However some samples may need to go to the laboratory for more extensive testing.

Any scans, x-rays or interventional tests or investigations that may be requested during your consultation will need to be booked either after you have seen the doctor, or by the hospital.

If you are told you will hear from the hospital regarding a date for tests/investigation, and you do not receive an appointment within 2-3 weeks, please call the Imaging Department on 01268 524900 ext 4968.

If you have any concerns regarding any other test/investigation, please ring Basildon Hospital 01268 524900 and ask for your designated consultant's secretary.

Clinics are held in the following specialties at Basildon and Orsett Hospitals:

- Breast care
- Cardiology
- Colorectal surgery
- Diabetes
- Ear, nose and throat
- Medicine for the elderly
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Gynaecology
- Haematology
- Nephrology
- Neurology
- Oncology
- Oral surgery
- Orthodontics
- Paediatrics
- Pain clinics
- Plastic surgery
- Respiratory
- Rheumatology
- TRUS Clinic
- Urology

During your visit

Smoking

For the health, comfort and safety of all our patients, visitors and staff, our Trust is smokefree.

This means that smoking is not allowed in any of our hospital buildings or grounds. This includes electronic cigarettes.

Telephones

Pay phones are located in most areas including main reception.

The Trust acknowledges that you may wish to use your mobile phone whilst you are in the hospital.

However, use of mobile phones is not permitted in high risk technical areas. Staff will ask you to stop using your mobile phone if they feel it is inappropriate, or affecting equipment and other patients.

Please ensure:

- Your mobile phone is set on its lowest ring tone setting/silent or vibrate.
- The ring tone used does not cause offense to those around you.
- You do not use your mobile phone to record any conversation or take photos/moving images within the hospital.

Refreshments

● **Basildon University Hospital**

Refreshments can be purchased from the League of Friends tea bar in the Outpatients Department, or in the restaurant by the main entrance. There is also a small coffee shop in The Essex Cardiothoracic Centre reception area.

- There is a WRVS shop in the main reception of the hospital and a small shop in the CTC reception area.

● **Orsett Hospital**

Refreshments can be purchased in the tea bar in Outpatient Department reception.

- The closest shop is in Orsett Village.

Our standards of care

We are constantly working to improve the service we provide to our patients and welcome your views on the service you have received. Please ask the nursing or reception staff who can put you in contact with our Patient Advice and Liaison Service (PALS). They will be happy to discuss any particular points of concern, or offer help and advice.

PALS can be contacted on 01268 394440.

Before leaving the outpatient department, please complete a 'Friends and Family test' card.

These are available from boxes on the wall or from reception/nursing staff. Completed cards can be placed in boxes provided or handed to a member of staff. We want to provide excellent services for our patients – your comments will help us to do so.

Hospital travel costs

To assist patients on low income, or claiming benefits, the NHS provides financial reimbursement to those who qualify under the Hospital Travel Costs Scheme, for travel to their hospital appointment.

Patients entitled to reimbursement of hospital travel costs

If you are in receipt of Income Support, Income Based Jobseeker's Allowance, Pension Credit Guarantee Credit, Working Tax Credit and/or Child Tax Credit, you may be entitled to a refund of your travel costs to hospital.

You will need to bring your documents with you to obtain a refund for travel costs. The types of documents to bring with you include:

- **Income Support:** Form FF260 or FF260A, or request a letter from your local Jobcentre Plus office confirming receipt of Income Support
- **Income Based Jobseekers Allowance:** Patients should ask their local Jobcentre Plus office for a letter confirming receipt of benefit
- **Tax Credits:** Please bring your NHS Tax Credit Exemption Certificate with you when you attend your appointment
- **Pension Credits:** You will need to produce your award notice

How do I claim?

If you are eligible to claim for travel expenses, please ask a member of staff at reception for a claim reimbursement form. You will need to complete this and take it to the Cashiers Office to be reimbursed. Please ring the Cashier's Office on 01268 524900 ext 3606 for further information.

Not to be photocopied

Car parking

Parking is available at both Basildon and Orsett Hospitals. A charge is made for car parking; proceeds are directed to patient care.

Designated bays for blue badge holders are located outside the Outpatient Department, and outside the main entrance at Basildon Hospital and also outside the Outpatient Department at Orsett Hospital.

Parking in these bays is free of charge.

We hope that the information in this leaflet has been useful. Please do not hesitate to contact a member of the nursing staff if you have any queries.

Basildon University Hospital
Nethermayne
Basildon
Essex SS16 5NL
☎ 01268 524900

Minicom
☎ 01268 593190

Patient Advice and
Liaison Service (PALS)
☎ 01268 394440
E pals@btuh.nhs.uk

W www.basildonandthurrock.nhs.uk
safe caring excellent **...together**

The Trust will not tolerate aggression, intimidation or violence directed towards its staff.

This is a smokefree Trust. Smoking is not allowed in any of our hospital buildings or grounds.

This information can be provided in a different language or format (for example, large print or audio version) on request.