

**Patient
Information**

Going to Outpatients



What is Outpatients?



Outpatients is a big part of the hospital made up of lots of different clinics



It is called Outpatients because you don't stay in the hospital over night

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Department

**Patient
Experience**

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You might go to Outpatients to be seen by a doctor or nurse

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You might have treatment like physiotherapy to help you move your body



Or you could go to Outpatients to have an X-ray or other tests

Getting ready to go to Outpatients



Things you might be asked to bring with you to your appointment:

- A urine sample
- A list of the medicines that you take



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- Your traffic light assessment if you have one as it tells us all about you



- Something to look at while you are waiting like a book or a magazine

When you get to Outpatients



When you get to Outpatients go to the reception desk and tell the person your name



Tell the person at the reception desk if you need anything



The person at the reception desk will tell you where to wait for your appointment

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There might be lots of waiting rooms, so ask to be told again if you are not sure



The waiting room might be quite busy



You might have to wait for some time before you are called for your appointment



You might like to bring something to look at while you wait like a book or magazine



If you find it hard to wait tell the person at the reception desk



A nurse will call your name when it is your turn to go into the clinic room

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Seeing the doctor or nurse



You might not want to see the doctor or nurse on your own



You can have someone with you like a carer or support worker



Or you might want to bring a friend or someone from your family



They can be with you and sit quietly while you talk with doctor or nurse



The nurse might ask you to stand on the scales to find out what you weigh

Patient Information



The nurse might do other checks like find out your temperature or your blood pressure



Then you will see the doctor who will talk to you about why you are there

You can talk to the doctor about any problems or worries you have about your health



You may have some treatment or be asked to go somewhere else in the hospital

More information



If you want more information you can talk to one of our PALS team



PALS can give you information about anything to do with care and treatment in the hospital



You can call PALS on a Freephone number: **0800 019 3282**

Patient Information



You can talk to one of our Learning Disability Hospital Liaison Nurses by calling this number:



0300 422 4953

Thank you to Photosymbols for the pictures

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