

## Asking three questions

We want to help you become involved in your healthcare decisions.

If you are asked to make a decision, or you just want to know more information you may have lots of questions you want to ask.

It can help to write a list of the questions you want to ask while you wait for your appointment. Asking questions also helps our staff understand what's important to you.

**Some questions you might want to ask are:**

- **What are my treatment options?**
- **What are the pros and cons of my treatment options?**
- **If I need any more support or advice where can I get it?**

You don't have to use the three questions above; they are only a suggestion

Please use the box on the right to jot down your own questions. You may like to take this leaflet with your list of questions in with you when you see the doctor, nurse or other clinician.

## My questions and notes

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2.

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3.

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## Welcome to the Gassiot House Outpatient Centre Information for patients

This leaflet explains more about your outpatient appointment in the Gassiot House Outpatient Centre.

**If you have any further questions, please speak to a doctor or nurse caring for you.**

## ‘Checking in’ for your appointment

When you come to the Outpatient Centre, please check in at the self check-in kiosks.



Please bring your appointment letter with you as this has a barcode at the top to help you ‘self check-in’

If you self check-in you will not need to queue at reception unless directed to do so by the message on the kiosk screen.

There will be someone near the kiosks to assist you if you need help

## Where should I sit in the waiting room?

You can sit anywhere you like as the seating isn’t allocated to any specific clinic. There is WiFi available in the waiting room. The WiFi Spark network should show up on your device – just click connect and follow the instructions.



## Waiting to see a nurse or doctor

The doctor or nurse will know when you have checked in as they can see this on their screen in the clinic room.

## How do I know which clinic room to go to?

You will be called to the room using an electronic system. **Please watch the screens** located around the waiting room until your name is shown. This will tell you which gate / door to use (**A** **B** or **C**) and which number room to go into (1-41).

If you are unsure of where to go there will be someone there to help you.

## How do I find out about waiting times?

Messages will run along the bottom of the screens updating you on clinic waiting times

Don’t worry about missing your turn; if you don’t come to the room within a reasonable period of time after being called, a member of staff will come to look for you.

If your clinic is running late you will have time to have a drink / snack from our AMT stall in the waiting room

## Having a blood test

After you have seen the doctor or nurse you may need to have a blood test. These can be



done in Gassiot House. Your doctor or nurse will ask you to take a seat back in the waiting area. As soon as someone is free to do your blood test they will alert you using the electronic system. Please watch the screens again for your name to come up. The blood tests are usually done in area **C**.

## Having a ‘pre-operative assessment’ appointment

Most patients needing an operation require a pre-operative assessment before they come into hospital for an operation. These appointments at St Thomas’ are in Gassiot House. If you have one of these pre-operative assessment appointments please look at the screens and wait for your name to come up. You are likely to be called into area **B** or **C**.

## ‘Checking out’ after your appointment

When you have finished your clinic appointment you will need to go back to the reception desk and ‘check out’.

Please hand in the form given to you by your clinician. The receptionist will book any further appointments that you may need, or inform you whether to expect an appointment from another department by post.

If you have any questions about your outpatient appointment, please ask a member of staff.