

Contact us

For more information about our services visit the Trust website

www.guysandstthomas.nhs.uk

Guy's and St Thomas' NHS Foundation Trust

St Thomas' Hospital
Westminster Bridge Road
London SE1 7EH

Guy's Hospital
Great Maze Pond
London SR1 9RT

Switchboard: 020 7188 7188

Further information

Patient Advice and Liaison Service (PALS)

– To make comments or raise concerns about the Trust's services, please contact PALS.

t: 020 7188 8801 at St Thomas'

t: 020 7188 8803 at Guy's

e: pals@gstt.nhs.uk

Language support services – If you need an interpreter or information about the care you are receiving in the language or format of your choice, please get in touch using the following contact details:

t: 020 7188 8815 f: 020 7188 5953

e: languagesupport@gstt.nhs.uk

NHS 111 – Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.
t: 111

NHS Choices – Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.
w: www.nhs.uk

Welcome to the new Dermatology (Bermondsey) reception

Information for patients

This leaflet explains more about attending your appointment at the new Dermatology (Bermondsey) reception, Guy's Hospital.

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

Finding us



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The Dermatology clinic (Bermondsey) reception has now moved to Atrium 3, Guy's Hospital. The move is part of our wider transformation of Dermatology, Rheumatology and Lupus services at Guy's Hospital which includes building new purpose built clinical facilities, designed using patient feedback to give you an improved experience.

Key features of the new reception are the self check-in kiosks and calling screens, which will be in place from May 2015.

Checking in

When you arrive for your appointment in the new reception please check in at the self check-in kiosks, making the process quicker for you.

You will not need to queue at reception unless directed to by a message on the kiosk screen.



To check in, please bring your appointment letter with you and simply scan the barcode at the self check-in kiosk.

Alternatively you may wish to check-in by entering your details into the kiosk when prompted, or by going to the reception desk.

There will be someone at reception happy to help you with the kiosks if needed.

Waiting to see a nurse or doctor

We have a new way of signposting you to the correct clinic room. When the doctor or nurse is ready for you, our electronic 'call forward' system will display your name and the clinic room you should go to on TV screens.

Please watch the TV screens located around the waiting area for your name to be shown.



These screens are rather like airport flight screens or screens at your GP surgery. If you miss your first call, your name will flash as a reminder of where you need to go.

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

There will be someone at reception to help you if you are unsure of where to go.

Checking out

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 doctor or nurse. The receptionist will then book any

further appointments needed.

What you can do to help

- Please bring your appointment letter with you.
- Please arrive on time but not more than 15 minutes before your appointment time. We will see patients in order of appointment time, not in order of arrival.
- Please do not bring more than one relative / friend to accompany you to your appointment.

We hope you find that these new facilities improve your visit. If you have any questions about your appointment, please use the contact details on your appointment letter.

Tell us what you think

If you would like to offer any general feedback, please visit our website at **www.guysandstthomas.nhs.uk** and complete a confidential patient survey online.

Your experiences help us to improve our services and develop future plans.