

Your visit to the McNair Centre for gynaecology outpatients at Guy's Hospital

This leaflet offers information and advice on the things you need to do before your hospital appointment. It should be read alongside your appointment letter.

We look forward to welcoming you to our department, which is located on the Ground Floor of Southwark Wing (blue zone) at Guy's Hospital. We are open Monday to Friday, 9am to 5pm.

As soon as you can, after receiving your appointment letter, you should:

1. Check the appointment details and contact us if you can't make the date. If you don't attend and don't let us know, you may be discharged from our care back to your GP.
2. Make sure we have your mobile number so we can text you with appointment reminders.
3. Read the checklist on page 2 so that you can start planning for your hospital visit.
4. Call **020 7188 8815** or email **languagesupport@gstt.nhs.uk** if you need an interpreter or signer, and this wasn't booked when you arranged your appointment.
5. Read any other information you receive from us.

About your visit

We strive to offer you the best possible treatment in a clean and safe environment. Our staff are here to help and should treat you with dignity and respect at all times. We will always offer a chaperone if an intimate area of your body needs examining. Please feel free to request a chaperone at any time during your visit.

Guy's Hospital is a teaching hospital and so we may have students working in the clinic under close supervision. If you do not want to be seen by students, please tell us. Your decision will not affect your care in any way.

You may bring a relative or friend with you to the appointment. Please note that we do not have child care facilities.

We aim to complete as many investigations as we can in the one visit. This may require visits to other departments to have tests performed on the day of your appointment or on another day.

Your appointment may take up to three hours, dependant on the tests/investigations you need. You should allow plenty of time for your appointment and, if necessary, make suitable arrangements before you come to hospital. You may wish to bring something to read or do while you are waiting. For your convenience, we have vending machines, toilets and free WiFi within the clinic. If you need help accessing the WiFi, please see posters or ask a member of staff.

We will make every effort to see you as near to your appointment time as possible, although delays are sometimes unavoidable. Patients are seen in the order of their appointment time. We have multiple clinics running side by side, so the number of people in the waiting room is not necessarily an indication of how many people will be seen before you. We aim to keep you updated every 30 to 60 minutes on waiting times for your clinic. If you have a special request (to see a particular doctor, or female doctor, for example) this may lead to a longer waiting time.

Please tell us if there is anything we can do to make your visit better by completing an outpatient survey when you visit us.

Your outpatient team

We run a variety of specialised clinics within gynaecology. Some of these are led by nurses and others by doctors. Your appointment letter will tell you which team you are seeing and our website (www.guysandstthomas.nhs.uk/our-services/gynaecology/overview.aspx) gives further details about each clinic.

Involving you in your care

We want to involve you in all decisions about your treatment and care. If you decide to go ahead with a procedure or treatment, you will be asked to sign a consent form. This confirms that you agree to have the procedure or treatment, and that you understand what it involves. If you have any questions or concerns during your visit please speak to a member of staff.

To make sure we give the most effective treatment and care, we hold records on all of our patients, including their names, addresses, telephone number and medical history. Your information is shared only with those who need to provide your care, including your GP (unless you ask us not to do so). Please speak to a member of staff if you would like to see, or have copies of, your health records.

Checklist

Before you leave home, please check that you have with you:

- ☐ your appointment letter and any other information we have sent you.
- ☐ all of the medicines that you are currently taking or using, including those you get from your doctor on prescription, medicines you have bought yourself which were not prescribed by your doctor, and any alternative medicines, such as herbal remedies. In addition to oral medicines (tablets, capsules, liquids), please bring any inhalers, sprays, patches, creams/ointments, eye/ear/nose drops, or injections that you use.
- ☐ a small amount of money in case you need to buy a drink, snack or something to read.
- ☐ information about any change in your personal details, for example if you have a new address or a new GP.
- ☐ proof of entitlement to free prescriptions (if applicable).
- ☐ proof of entitlement to free travel (see the **Help with travel costs** section on our website)
- ☐ a list of questions you would like to ask during your appointment – there is space for notes on page 3.
- ☐ any samples requested by your doctor or nurse.
- ☐ any reports or results relating to your current medical complaint.

Your medicines

If you need to start new medicines we will give you a letter to give to your GP explaining what needs to be prescribed. If you need new medicines urgently you will be asked to collect these from the hospital pharmacy. We will give you directions to the pharmacy. For further information about your medicines, you can call the Pharmacy Medicines Helpline on **020 7188 8748**.



Questions to ask

Before you leave your appointment make sure you know the following:

What might be wrong? You could ask the following questions:

- Can I check that I've understood what you said? What you're saying is...
- Can you explain it again? I still don't understand.
- Can I have a copy of any letters written about me?

What about any further tests, such as blood tests, scans and so on?

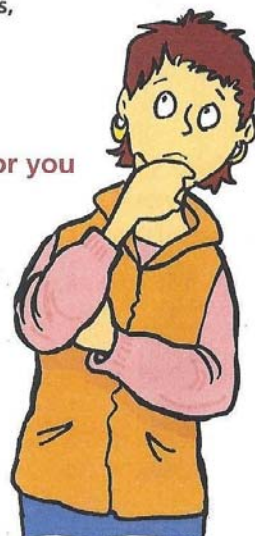
- What are the tests for?
- How and when will I get the results?
- Who do I contact if I don't get the results?

About what treatment, if any, is best for you

- Are there other ways to treat my condition?
- What do you recommend?
- Are there any side effects or risks?
- How long will I need treatment for?
- How will I know if the treatment is working?
- How effective is this treatment?
- What will happen if I don't have any treatment?
- Is there anything I should stop or avoid doing?
- Is there anything else I can do to help myself?

What happens next and who to contact

- What happens next? Do I come back and see you?
- Who do I contact if things get worse?
- Do you have any written information?
- Where can I go for more information, a support group or more help?



Planning your journey

There are good public transport links to the hospital. For more information see the final page of this leaflet and our website at www.guysandstthomas.nhs.uk/travel

The nearest station is London Bridge.



Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

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 your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 fax: 020 7188 5953

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