

Further information

Contact us

For further information contact the clinic on

020 7188 2641 (Monday, Tuesday, Thursday, Friday
9am – 6pm; Wednesday 12.30pm – 7.30pm).

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

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch: **t:** 020 7188 8815

e: languagesupport@gstt.nhs.uk

The Harrison Wing

Guy's Hospital

www.gsttsexualhealth.org.uk

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Welcome to the Harrison Wing

The Harrison Wing provides specialist outpatient services for people who are HIV positive. We aim to provide accessible, high-quality patient care and education while respecting your privacy and autonomy. You can see doctors, nurses, pharmacists, dietitians, midwives and a physiotherapist at the clinic. You can also access community and voluntary services from the clinic. Our goal is to empower you to make good decisions about your own care that will promote your health and well-being.

New patients

Most of our new patients are newly diagnosed and referred from the Burrell Street clinic. However, we welcome self-referrals and referrals from general practitioners (GPs), and other treatment centres or agencies working with HIV-positive individuals. Please call 020 7188 2641 to discuss referrals with one of our nurses.

Clinic hours

Monday, Tuesday, Thursday, Friday
8.30am – 6pm

Wednesday 12.30pm – 7.30pm

For all enquiries please telephone 020 7188 2641

We work on an appointment basis. Some doctors may only be available on specific days. To book or change an appointment please call our reception team on **020 7188 2815**. We would appreciate it if you would notify us at least 48 hours in advance if you need to cancel your appointment so that someone else can benefit from the time.

Please arrive on time for your appointment; **it may not be possible to see you if you are late**. Most consultations are for 20 minutes. Please allow extra time for blood tests to be done or prescriptions to be processed by pharmacy.

When the clinic is closed

If you experience an urgent problem, we recommend that you contact your GP, or call the on-call HIV doctor via the main hospital switchboard (**020 7188 7188**). Either will be able to advise you on what to do. In the event of an emergency you should go (or be taken) directly to the nearest A&E department.

Emergency prescriptions

If you need an emergency prescription for medication that we have prescribed, please call our pharmacy (see opening times above) on **020 7188 2618**, giving at least 24 hours' notice. All emergency prescriptions are issued for a maximum of one month.

It is very important that you do not miss doses of your medications, so please keep an eye on how many tablets you have left. Where possible you should get your prescription from your doctor at your routine appointment.

Information for new patients

What you should bring

- **GP details** – You should be registered with a GP as they can deal effectively with non-HIV related complaints, and manage urgent medical problems. They also offer other services such as home visits and district nurses.
- **List of medications** including prescription medications, medicines you have bought, or alternative medicines such as herbal remedies.
- **Details of your referring doctor** (if transferring care from another clinic).
- **Next of kin details** that we keep on file for emergency use.

Confidentiality

Maintaining your confidentiality is highly important to everyone working in the clinic. Please let us know if there are any special concerns you have around confidentiality so that we can respond appropriately.

First visit

Please arrive on time. The first visit usually lasts for one hour. We recognise the initial visit may be a stressful time, and the length of assessment is to ensure we have time to listen to your concerns.

The following will happen at your first visit:

- You will be registered (this will involve some paperwork).
- A nurse will then:
 - take a brief medical history
 - do a basic health assessment (height, weight, pulse and blood pressure)
 - show you around the clinic and explain our services.
- Blood tests – We will take (with your consent) some blood samples that will indicate how much virus you currently have in your blood (viral load), and how well your body's immune system is functioning (CD4 count).
- We will arrange your first doctor's appointment at your initial visit. We will give you an appointment with one of our HIV specialist doctors for approximately two weeks later to discuss your initial blood results (we do not give blood results over the telephone), and have an initial physical examination. We realise the importance of developing a good relationship with your HIV specialist and, where possible, encourage you to see the same doctor at every consultation.

Harrison Wing Pharmacy services

Opening hours

Monday, Tuesday, Thursday, Friday

9am – 6.30pm

Wednesday

1.30pm – 8.30pm

The Harrison Wing has its own pharmacy team in the clinic. The HIV specialist pharmacists offer information and advice about your medicines. Your Harrison Wing prescriptions will also be checked by an HIV specialist pharmacist before you take it to the Outpatient Pharmacy, 2nd Floor, Southwark Wing, Guy's Hospital (Next to Harrison Wing Clinic) to be dispensed.

Outpatient Pharmacy (2nd Floor Southwark Wing, Next to Harrison Wing Clinic) Telephone: 020 7403 2984

Opening hours

Monday, Tuesday, Thursday, Friday

9am – 6.30pm

Wednesday

12.30pm – 8.30pm

CLOSED Saturday and Sunday

Clinical nurse specialists provide nurse-led clinics for patients who are stable on or off treatment. If you are well and have no complications, you may be seen on alternate visits by a clinical nurse specialist who will review your blood results, monitor your progress and prescribe medication.

Research

The Clinical Trials Unit and the Academic Research Unit conduct a variety of drug trials and observational studies in the Harrison Wing. The aim of these studies is to enhance our understanding of the disease and discover better treatments. Participation in research is entirely voluntary. If you would like to find out more, speak to your doctor or a research nurse.

What happens next?

We would like you to come in to the clinic for a routine consultation with your HIV specialist doctor, usually every three to six months, to monitor your health and to discuss any medical issues or problems that you may have. We will arrange for you to have a series of blood tests (taken by the nurse) a couple of weeks before each visit. This means we will have your latest results for your consultation.

When to use the clinic at other times

The Harrison Wing is a specialist hospital clinic for the management of HIV infection and its associated problems. It is also for HIV treatments and check-ups.

Since HIV infection can cause a variety of complications, there may be times when you need to attend the clinic outside your routine schedule of appointments. If you have an urgent medical problem, which cannot wait until your next appointment with your regular clinic doctor, you may attend our emergency clinic (open Monday to Friday, 1.30 – 3.30pm).

However, you should ask your GP to assess any new medical problems to determine when it is appropriate to involve our clinic.

If you are still unclear about a problem, our nursing staff can assist you over the telephone to determine where and when it would be best to receive treatment. The emergency clinic doctors should not be used as a replacement for your regular HIV doctor or the routine services which your GP provides.

Nurses are available on the telephone, during normal clinic hours to offer support and advice on dealing with any problems relating to your HIV.

Services

Our clinic aims to have lots of services on one site, reducing the need for you to visit different departments. Our services include:

- specialist HIV doctors – for general HIV medical management
- women's clinic
- antenatal clinic with specialist midwife
- referrals to ophthalmology (eye) clinic
- metabolic clinic for people with changes to the amount of fat they have in their bodies
- TB clinic for patients with both TB and HIV
- Academic Research Unit (for more information see page 8)
- Clinical Trials Unit (for more information see page 8)
- health advisers
- hepatitis co-infection clinics

- memory disorders clinic
- pharmacy services
- dietitian
- referral to mental health team (including community psychiatric nurses and psychologists)
- referral to community-based clinical nurse specialists
- advice sessions from voluntary organisations
- referral to sexual health services
- patient representative.

A patient advocate is available for all patients for:

- advice and help with accessing services
- referral to and liaison with voluntary and statutory services as appropriate.

Clinical nurse specialists and specialist pharmacists are also available to support patients on anti-HIV medication (highly active anti-retroviral therapy or HAART). They help ensure you take the treatment exactly as prescribed, at the correct time and following any food advice. Sometimes patients have difficulty sticking to their treatment plan, for example due to side effects or social circumstances. But it is important that you stick to your plan as failure to adhere to it may result in the treatment failing, and options for future treatment becoming limited due to resistance to the drugs.