

# Attending your appointments for the hand therapy service

Welcome to the hand therapy department. Having therapy on a regular basis after your hand injury or surgery will speed up and maximise your recovery. You will generally need to have therapy for three months or longer, depending on the severity of your injury or surgery. To help us give patients the best possible care, please follow our appointment procedures.

## **Please arrive promptly for appointments**

Appointments run in 30-minute time slots. Arriving on time will make sure you get the maximum possible benefit out of your therapy.

If you are 15 minutes late or more for your appointment, please expect it to be cancelled and re-booked. We need to start the next patient's appointment on time, so that their treatment is not affected.

## **Cancelling your appointments**

If you cannot keep your appointment, or you need to change the time or date, please let us know as soon as possible or at least 24–48 hours before your appointment. This allows us time to rearrange your appointment and give your original appointment to someone else. This reduces the overall waiting times for patients.

You can request to cancel or reschedule your appointment via the text reminder sent to your mobile, online via the appointments section at [www.guysandstthomas.nhs.uk/appointments](http://www.guysandstthomas.nhs.uk/appointments) or by calling the department on the telephone number given in the contact us section of this leaflet.

## **Non-attendance without informing us**

If you do not attend one appointment, we will either call you to arrange another appointment, or we will send a 'Did Not Attend' (DNA) letter to inform you of an impending discharge from the service if you do not contact to arrange another appointment. If you miss your therapy appointment and do not respond to our letters or calls, we will discharge you from our service. You would then need to be referred again by your consultant to re-start your therapy.

**Please note that if you attend some appointments, but continually fail to attend/cancel others (not necessarily two in a row), you may also be discharged. If you are discharged, we will tell your referring consultant in writing that you have not attended your appointments and that we have discontinued your treatment.**

## Contact us

If you have any questions or concerns about your appointment, please contact the **hand therapy department** on **020 7188 4172** Monday to Friday 8am to 5pm.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

### 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](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints) **e:** [complaints2@gstt.nhs.uk](mailto: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](mailto: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](http://www.nhs.uk)

### Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

**t:** 0800 731 0319 **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk) **w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)