Helping you with your Out-patient Visit

Welcome to our Out-patient Department, and thank you for choosing Tameside Hospital NHS Foundation Trust for your treatment. We hope that the information in this leaflet will assist you prior to your visit to the hospital. We aim to treat everyone in a professional manner and recognise the needs of each individual. We appreciate that coming to hospital can be a stressful experience, and we want to do everything we can to make your visit as comfortable as possible.

Language, Interpretation and Patient Support Service (LIPS):
If you require an interpreter to assist you at your appointment, please ask an appropriate family member to contact our Central Booking Office between Monday to Friday 8am till 5pm on 0161 922 6991 to arrange this for you.

Help us to help you
It is important that we keep our records up-to-date. If the information about you is incorrect we may be unable to contact you should we need to inform you about any changes to your appointment. Therefore, if you

We are a no smoking hospital
As a health promoting organisation we do not allow patients or visitors to smoke anywhere on the hospital grounds, inside or outside, during any visit to the hospital.
Managing Your Appointment

It is **vital (important)** that once patients are given an appointment for any type of care, they keep the appointment or give the hospital clear advance notice if they are unable to attend. As well as the financial cost, missed appointments are a waste of staff and equipment time, and force other patients to wait longer for medical treatment.

Patients who fail to attend an appointment also **compromise (risk)** their own health, as they may miss out on vital treatment or an important diagnosis, causing long-term health problems.

There are numerous (many) reasons why patients do not attend their appointments. It is important that you ring and cancel your appointment if you are unable to attend.

Please contact our Central Booking Office as soon as you know you are unable to attend your appointment on **0161 922 6991**. Alternatively, you can cancel any upcoming Outpatient appointment online by visiting us at: [www.tamesidehospital.nhs.uk](http://www.tamesidehospital.nhs.uk)

Important Information

*Help to reduce wasted Outpatient appointments at your local NHS hospital*

By following the instructions below you are helping to reduce the number of lost outpatient appointments and you are making a valuable contribution to the health and well being of all our patients.

- It is essential that you carefully read all enclosed documentation paying particular attention to the date, time and location of your appointments
- If you feel your condition has resolved and you no longer require your appointment, please inform the Central Booking Office as soon as possible
- Should you become unwell before your appointment, or if you are unable to attend due to personal or social reasons, please contact the Central Booking Office on **0161 922 6991**

*It is important to note that the hospital reserves the right to discharge patients and refer them back to their General Practitioner (GP) if;*

- They fail to attend an appointment without giving the hospital prior notice
- They cancel or refuse more than 2 reasonable offers of an appointment

Providing Consent

If you wish for a family member or carer to book or rearrange your hospital appointment for you Please let us know and we can record this information on our computer system, this is for your own protection and to ensure confidential information is not shared without your consent.

If you require a surgical procedure

If a decision for surgery is made at your clinic appointment, please note that you may be asked to complete a pre-operative health questionnaire. This will take roughly 10-20 minutes following your appointment.
Getting to the Hospital

We are situated on the outskirts of Ashton-under-Lyne, 1.6 miles from the town centre.

**Travelling by car:** To access the hospital by car using a sat nav, the address is Mellor Road via Darnton Road, with the postcode **OL6 6RW**. If coming by car, take exit 23 off the M60 Manchester Ring Road and follow the A635 towards Ashton-under-Lyne. Once in the centre of Ashton-under-Lyne take the A670, (Mossley Road). Tameside Hospital is situated on Mellor Road, off Darnton Road and is clearly sign posted.

**Travelling by bus:** There are currently two bus stops on the hospital site:

- **Hartshead South** Location: facing the Ethero building near the main Hartshead South entrance.
  
  Bus services: 217, 218 & 231

- **Hartshead North** (stop C) Location: near the Hartshead North entrance, opposite the multi-story car park

  Bus services: 217, 218, 220, 231, 239, 350, 387, 389, 50, 408

Contact GMPTE Travel Line Passenger Enquiry Unit on 0161 228 7811 for further information.

**Travelling by train:** There are two train stations within reasonable distance of the hospital. Ashton-under-Lyne station is accessible via Manchester Victoria, and Stalybridge station is accessible from Manchester Piccadilly, Manchester Victoria and Manchester Oxford Road stations. For details of train times please contact Network Rail on 08457 484950

Car Parking Facilities and Charges

As a busy 24/7 hospital, car parking is always in great demand, so please make sure you leave plenty of time to find a space if you’re arriving by car.

When you get here signs will direct you to the main visitors’ car park, found at the back of the Hospital. There is also a multi-storey car park on Fountain Street. To improve security, most car parks have automatic barriers.

You will need to take a ticket on entry, keep it with you and pay for your parking using one of the five pay stations before you return to your vehicle.

**Current parking charges:**

<table>
<thead>
<tr>
<th>Duration</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>£2.00</td>
</tr>
<tr>
<td>1 – 2 hours</td>
<td>£3.00</td>
</tr>
<tr>
<td>2 – 4 hours</td>
<td>£4.30</td>
</tr>
<tr>
<td>Over 4 hours</td>
<td>£6.00</td>
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</tbody>
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**Blue Badge Holders**

As from **1st May 2012** Blue Badge holders will no longer be exempt from parking charges at Tameside Hospital. Blue badge holders will receive an additional hour parking following the purchase of a pay and display ticket. Take your blue badge and ticket with you, then when leaving go to Paystation. Press the ‘Info’ button and follow the instruction from the operator.

Any driver experiencing problems, or requiring guidance or assistance should contact the Car Parking Office (Tel: 0161 922 6899).

**Travelling expenses:** If you or your partner receives income support, family credit or disability working allowance you can claim a refund on your travelling costs from the hospital. To claim any expenses you will need to provide receipts/tickets plus details of your benefit.

**All claims should be sent to Finance Department, Mellor House. Tel: 0161 922 6033**

If you have booked an ambulance: Please be aware that if you are an ambulance patient and are booking your transport you can please ensure that you inform transport not only your appointment time but please also enquire what time you need to be ready as the ambulance may pick you up early due to their planned route.
**What do I need to bring?**

There are 4 key items that you need to bring with you to your appointment:

1. Your appointment letter.  This contains your NHS number and also a bar code to be used with the self check-in kiosks
2. Your medication or a list of your medication
3. Money for prescriptions or your exemption certificate / card
4. Money for car parking

**Where do I report to?**

When you arrive, please register at either the Self Check-In Kiosks which are in the entrance of both Hartshead North or South, or at the main reception which is in Hartshead South. Once directed to the correct clinic area, please make the reception staff aware of your attendance.

**Your Consultation**

You will be seen in the clinic by a Consultant or a member of their team, who will discuss your treatment with you. You may also require some tests or investigations and may need to spend a few hours with us, especially if you are attending the Fracture Clinic or any one-stop clinic, e.g. Breast or Cardiology clinics.

You are more than welcome to bring a relative or friend with you when you see the doctor or nurse.

In order to carry out certain tests some patients may be required to undress, and you may be seen by members of staff of the opposite sex or medical students (with your consent) The presence of chaperone during this appointment will be offered to you

If you have any concerns about any of this, please tell staff on your arrival. If you do need to have any tests or investigations, the results will be sent to your GP or discussed with you at another outpatient ap-

**Prescriptions**

The doctor may issue a prescription during your visit, which can only be dispensed at the hospital pharmacy, which is located in Hartshead South entrance. Repeat prescriptions will be provided by your GP.

**Copy Letters to Patients**

It is usual after your visit to the out-patient clinic that your Consultant will write a letter to your GP to confirm the details of your visit, with any recommendations for treatment and future management. It is our routine practice to send a copy of this letter to you. Please notify the receptionist if you do NOT wish to receive a copy.

**Refreshment Facilities**

Refreshment facilities are available in the out-patients department at Hartshead South. In addition, the hospital restaurant is located on the 1st Floor, and is open to visitors as well as our staff.
Hospital Support Services

We provide a range of support services for patients visiting the hospital.

**Scooters:**

Volunteer drivers can escort you to your clinic location using electric scooters.

**Chaplaincy and Spiritual Care:**

Hospital chaplains offer spiritual care to people of all faiths and people of no faith. Our diverse team has representation from a number of the major faiths and visit clinic areas regularly to talk and listen to patients, carers and staff. Chaplains are available for urgent spiritual or religious need 24 hours a day, seven days a week. There is usually a chaplain on site during normal office hours.

Chaplains will always respect your faith and your viewpoint. If you wish to see a chaplain from your own faith group, we will try to facilitate this. To contact the team please call the office on: 0161 922 5333 (answering machine) or call the switchboard on 0161 922 6666

**Patient Advice & Liaison Service (PALS):**

This service offers confidential advice, support and information to patients, relatives, friends and carers. We will do our best to help you to resolve any concerns you may have about the care you have received. We are keen to hear receive both positive and negative feedback about your experiences with the hospital. We also provide information on the services provided by the trust. The PALS team can be contacted on 0161 9224466 or by emailing pals@tgh.nhs.uk

**Health Information Centre:**

Located in the main entrance of the Hartshead South Building. The centre is for patients, their carers and family members whether an inpatient, outpatient or patient of a GP. We are open between 9am and 5pm, Monday to Friday. Outside these hours you can leave a message on the telephone voicemail service, or you can email us.

Tel: 0161 922 5332 Email: healthinfo@tgh.nhs.uk

Please do not forget to leave your contact details so that we can answer your enquiry as soon as possible. The Health Information Centre is a joint service between Tameside Council and Tameside Hospital.