

Helping you with your Outpatient Visit

Welcome to our Outpatient Department, and thank you for choosing Tameside and Glossop Integrated Care 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 into 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 your appointment, please ask an appropriate family member to contact our central booking office between **Monday to Friday 8am to 5pm** on **0161 922 6991** to arrange this for you.

語言翻譯及病者支持服務 (LIPS):

如果閣下需要翻譯員在您的預約當日幫助您的話 請找一名合適的家庭成員 **0161 922 6991** 聯絡本中

央預約辦事處來您您安排 我們的辦公時間是星期一至星期五 上午 8 時至下午 5 時

Językowo Tłumaczeniowa Usługa Pomocy dla Pacjenta (*Language, Interpretation and Patient Support Service* LIPS):

Jeśli potrzebujesz pomocy tłumacza w trakcie swojej wizyty, proszę poprosić odpowiedniego członka rodziny o skontaktowanie się z Centralnym Biurem Zamówień (*Central Booking Office*), w celu zorganizowania tłumacza pomiędzy poniedziałkiem a piątkiem w godzinach od **08:00 - 17:00** pod numerem **0161 922 6991**.

لینگویج، انٹرنیشنل اینڈپیشنٹ سپورٹ سروس (Lips)

اگر آپ کو اپنی اپائنٹمنٹ کے لئے مترجم کی مدد کی ضرورت ہو تو براہ مہربانی اپنے خاندان کے کسی موزوں فرد سے کہیں کہ وہ ہمارے سنٹرل بنگ آفس سے پیر سے جمعہ 8.00 بجے صبح سے 5.00 بجے شام کے دوران 0161 922 6991 پر فون کر کے اس کا بندوبست کریں۔

Help us to help you

It is important that we keep your 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 change your GP/Dentist, address or telephone number, please contact us as soon as possible. Please provide a mobile number where possible as we operate an appointment reminder service via text message.

We are a no smoking hospital

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 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.

It is essential that you carefully read all enclosed documentation paying particular attention to the date, time and location of your appointments.

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

There are 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, you become unwell or you feel you no longer require your appointment.

Please noted that your appointment may be with a clinician of the opposite sex. Please contact us if you wish to discuss this.

Help to reduce wasted Outpatient appointments

Please contact our Central Booking Office as soon as you know you are unable to attend your appointment on **0161 922 6991**

Missed appointments cost your hospital £3 million per year

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 noted that you may be asked to complete a pre-operative health questionnaire. This will take roughly 10-20 minutes following your appointment and we would ask that you bear this in mind.

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 Etherow 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-storey car park

Bus services: 217, 218, 220, 231, 239, 350, 387, 389, s50. 408

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

Travelling by train: There are two train stations within 2 miles 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:

1 hour – £2.00

1–2 hours – £3.00

2–4 hours – £4.30

4-24 hours – £6.00

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. When leaving the hospital, take your Blue Badge and ticket to the nearest pay station and follow the operator's instructions via the 'Info' button.

Any driver experiencing problems, or requiring guidance or assistance should contact the Car Parking Office, located in the Hartshead South entrance (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 made to the Car Parking Office, Hartshead South - Telephone: 0161 922 6899

If you have booked an ambulance, please be aware that if you are an ambulance patient, you should inform the Transport Team on 0161 335 2700 of your appointment time. Please also enquire what time you should 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 the 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. A list of your medication and dosage
3. Money for prescriptions or your exemption certificate/card
4. Money for car parking

Where do I report?

When you arrive, please register at either the self-check-in kiosks which are in the entrance of both Hartshead North and South, or at the main reception, which is in Hartshead South. You will then be directed to the correct clinic area where you can take a seat. Nursing and Reception staff will be present within the clinic areas. Please do not hesitate to liaise with the staff should you have any concerns.

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). A chaperone 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 appointment.

Research

Tameside Hospital is a research active trust and you may be approached to consider participating in a research study during your visit.

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 outpatient 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 outpatient department in 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. The scooter service is open Monday to Wednesday 09:00 – 19:30 and Thursday to Friday 09:00 – 16:00. Please enquire at the Information desk located in the Hartshead South reception.

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 needs 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, relative, 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 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 922 4466** or by emailing pals@tgh.nhs.uk

Health Information Centre

Located in the main entrance of the Hartshead North Building, the centre provides a wide range of information leaflets and services available to our community. It is open 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 on **0161 922 5333**, or you can email us: 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.

Adult Learning Disability Clinical Psychology Service

This service works with people aged 18 or over who have a Tameside or Glossop GP, and have a global Learning Disability, and either a Psychology need, or who are at high risk of developing Dementia. For the Dementia Service, generally people aged 30 years or over are accepted. If you feel you require access to this service, please contact the team between 9am and 5pm, Monday to Friday on **0161 355 2748**

