



Putting **patients**
at the **HEART**
of everything we do



London North West
University Healthcare
NHS Trust

Coming to outpatients



Information for patients

Outpatients is for people who are not staying overnight in the hospital.

Northwick Park & St. Marks Hospital



Central Middlesex



Ealing Hospital



Clayponds Hospital



Willesden Hospital



This booklet tells you:

- What to bring to your appointment.
- What happens when you come to outpatients.
- Who will be helping you.

What is Outpatients?



Outpatients is part of the hospital or clinic.



You go to outpatients to see someone from the healthcare team, like a doctor or nurse.

Getting ready to come to come to outpatients

Things you need to bring:



A health passport if you have one.



Your medication or
A list of your medication or
your medication passport.

When you get to outpatients:



When you arrive tell the person at the reception your name.

Give them your health passport, so they can put a learning disability sticker on your notes.

Tell them everything you might need help with.



You will be asked to sit in the waiting area.



It is usually very busy.

You might have to wait for a while.



Tell the person at the reception or nurse if you find it hard to wait.

Seeing the nurse or doctor



Your name will be called out when it is your turn.



You can come with someone if you like.



You may stand on scales to find out your weight.

You may also be measured to check your height.



You might have a urine test.



You might need a blood test.



After this you will see your doctor.

You can talk to your doctor about any problems or worries you have.

For more information on help while attending outpatients please contact:

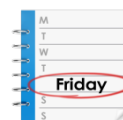


The Acute Learning Disability Specialist Service

Working Hours:



to



to



chloe.donovan@nhs.net or
lnwh.tr-acutelearningdisabilities@nhs.net



020 8869 5834 / 07388857770



@lnwh chloe

General Trust information

Patient Advice and Liaison Service (PALS)

PALS is a confidential service for people who would like information, help or advice about the services provided by any of our hospitals. Please call 0208 869 5118 between 9.30am and 4.30pm or e-mail LNWH-tr.PALS@nhs.net

Please note that this service does not provide clinical advice so please contact the relevant department directly to discuss any concerns or queries about your upcoming test, examination or operation.

If you would like this information in large print, braille, different format or language, please contact the PALS team on 020 8869 5118 or email lnwh-tr.PALS@nhs.net We will do our best to meet your needs.

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