

Post appointment

After discussion you may be referred to see someone else in the team or be given advice on another service that may be able to help you.

If you are going to be discharged from the service following your appointment this will be discussed with you.

Contact us

Pembroke Centre (North)

90 Pembroke Road
Ruislip
HA4 8NX

Telephone: 01895 485536

Email: hillcmht.north@nhs.net

Mead House (East and West)

Mead House Lane
Hayes
UB4 8EW

Telephone: 01895 485600

Email: meadeastandwest.
cnwl@nhs.net

How to feedback

Tell us, we're listening

Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback then we'll know what we have to do.

Patient, Feedback and Complaints Service

Telephone: 0300 013 4799

Email: feedback.cnwl@nhs.net

For urgent medical advice, please contact 111 or 999.



This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish

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Your outpatient appointment

Information for patients



Information on your outpatient appointment

This leaflet has been co-produced with service users, carers and staff. It has been designed to help answer questions you may have about your appointment and to make the best use of the time you will have with the doctor.

Why have you been referred?

You will have been referred to the service by your General Practitioner (GP) or another health professional. The appointment will be longer than your usual GP appointment. A detailed report will be sent to you and your GP.

Preparation for the appointment

You can bring someone with you to the appointment, a relative, friend or someone you trust. They can also ask questions with your permission.

It is your choice if you want to bring your relative/friend to the whole appointment.

Please bring details of any medication you are taking – including the dose, and how long you have been taking the medication, make sure to include any physical health medication.

If you require an interpreter please let us know in advance so we can make arrangements.

If the gender of the doctor you are due to see is important please let us know in advance and we will make every attempt to accommodate your request if possible.

Please arrive on time for your appointment.

Please let us know as soon as possible if you are not able to attend (even on the day). Make sure to allow plenty of time for parking as some sites there is pay and display only.

What to expect at your appointment?

If you have ongoing appointments at the service you may not see the same doctor each time. They will tell you if your appointment will be with someone else next time.

You will be listened to and you will get support and advice. Take your time.

Be honest with how you feel and the difficulties you have been having. **This will be heard in a non-judgemental way.**

It is your chance to say how you feel and what has been happening in your life. Please think about any questions you may have beforehand. You may want to write them down or have them on your phone.

It is often very difficult to remember exactly what was said to you. To help you, you can record the consultation on your phone to help you remember what was said.

You do not need to tell the doctor you are doing this but it would be helpful if they knew.

This recording can only be for your personal use and can't be shared on social media. However it can be shared with your family or carer if you want to. Alternatively, you may want to make written notes.

Your GP may have started you on medication already. This will be discussed with you. Please let the doctor know if you have any side effects, if there are any, and if there are changes at all in your physical wellbeing or functioning.

Your physical health needs will also be discussed, as this can impact on your mental wellbeing.

Please let us know if you are seeing any other specialists for your physical and/or mental health. Please bring details including clinic letters with you.

You may be prescribed medication in the appointment or your current medication may be adjusted. If so, you will be given information. This will include any side effects and you can ask for this information.

You will also be able to get further advice from the pharmacists on the CNWL medicines helpline: **020 33317 5090** between 9am and 5pm. You can also visit the website **www.choiceandmedication.org/cnwl/**

The types of questions you may be asked

- Why have you come to see me today?
- Can you tell me about your problems/issues and when they started?
- Do you have any particular concerns or worries about anything happening in your life at this moment?
- Do you feel safe?
- Your personal circumstances and your home situation
- Details about your family life and those who support you
- What or who do you find helpful for you?
- Are you taking any non-prescribed or over the counter medication or supplements?
- Any alcohol or illicit drug use
- Whether you smoke
- Your physical health and other health professionals involved in your care
- You will also be asked about whether you are currently driving

