



PATIENT INFORMATION

Coming to Outpatients at Torbay Hospital



Main Outpatients Level 2



Heart and Lung Unit



Breastcare



Women's Health Unit



TAIRU

Before You Come to Outpatients

The hospital will send you a letter about coming to the outpatients department at the hospital.



There are lots of different outpatient areas so look at your letter to tell you which one to go to.



It will tell you where to go when you arrive.



There will be a telephone number on the letter to ring if you wish to cancel or change the appointment.



Tell a friend, carer or relative you will be going to the outpatients department at Torbay Hospital.

Ask them to come with you if you want support.



If you have an assistance dog, it is ok to bring them with you.



If you need an interpreter please call the telephone number on your appointment letter as soon as possible.



If you need support from the learning disability nurse, please contact her as soon as you have the appointment letter.

Coming to Outpatients checklist



Bring your letter about your appointment.

☐

Bring any medication you are taking.

☐

Ask a friend, family member or carer to come with you to your appointment if you would like.

☐

Your home address, ☎ Telephone number and GP Address.

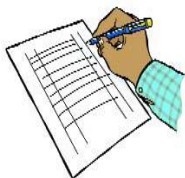
☐

A small amount of money.

☐



You may also want to bring a book or some magazines.



A list of questions you want to ask the doctor.



Write down your symptoms. Symptoms are rashes or something different from the way you normally look or feel.



Write down when you symptoms started and what make them

better  or worse 



Bring any specimens the doctor has asked for in the appointment letter.



If you have any questions before you come to outpatients please ring the number on your appointment letter.

Please do not bring



Cigarettes or tobacco as the hospital has a "No Smoking Policy"



Alcoholic Drinks



Lots of Money



Valuables Such as Jewellery

Getting to the hospital



Ask a friend or carer to bring you to the hospital

Coming by Car



There are 2 entrances to the hospital; Cadewell Lane and Lawes Bridge.

The main Car Parks are signposted as soon as you come onto the site and are pay and display.



Parking spaces for disabled drivers are near each of the main hospital entrances.

If you use these please remember to display your "blue badge".



Tell the nurse if you leave your car in the car park while you are in hospital. Special arrangements can be made in these circumstances.

Patient Transport



If you need transport please call Patient Transport ☎ 01803 656782 between 9.30am and 4.30pm Monday to Friday before your appointment. You may have to pay towards it.

Buses



Lots of buses come to the hospital

Babbacombe 33, 65	Brixham 12, 66	Churston 12, 66
Kingskerswell 12, 66	Marldon 66, 149	Newton Abbot 12, 66
Plainmoor 65	Shiphay 32, 66, SB6, 149	St Marychurch 32, 33, 65, SB5
Teignmouth 32 (Hourly)	Totnes 149	Torquay Centre 12, 32, 33, 64, 65, 149
Teignmouth, Chudleigh, Newton Abbot 40		Teignmouth, Torquay 11

When you arrive at the outpatient clinic



Tell the receptionist you have arrived and give them your appointment letter.

Some reception areas will look different.



The receptionist will ask you a few questions;

- Your name
- Your home address
- Your telephone number
- Your GP address
- Your ethnic category
- Have you lived in UK in last 12 months?



The receptionist will then ask you to sit in the waiting area.

Some waiting areas will look different.



We will try not to keep you waiting and if we do we will let you know.



A nurse will call your name when the doctor is ready to see you.

When you see the nurse



The nurse may ask you to have some tests before seeing the doctor.

These may be:



Blood Pressure



Hearing Test



Weight/Height



Heart Monitor



If you would like a copy of the letter the doctor sends to your GP please tell the nurse or doctor



Tell the nurse if you have a problem with your

eyes



or ears



How do you like to communicate? Do you need help to communicate?



If you need to use the toilet ask the nurse to show you where they are

When you see the doctor



Ask the doctor any questions
you wish to ask



If you do not understand any words the
doctor has said ask them to explain.

You could also ask the doctor to write
down any difficult words so you can
look them up later



You may be asked to sign a 'consent'
form that allows a doctor or nurse to
carry out a procedure or treatment.

If you do not understand the information
ask if you can have more support to
help you make the choice. A doctor
may sign the form for you this is called
'best interest'.



Some doctors may have another person
in the room, they are there to learn, but
if you do not want them in the room you
can say you do not want them in there
with you.



There is possibility you might be asked to
attend 'pre-assessment clinic' for your
treatment. This could take up to 2 hours.
You are likely to be asked to have some
tests.



Weight/
Height



Heart
Monitor



Blood
Pressure



Hearing Test



If you find this too distressing please tell the nurse who will make other arrangements.

Questions you could ask are:



- What happens next?
 - Will I need any treatment?
 - How will I know treatment is working?
 - Will I need to come back to hospital again?
 - Is there anything I should stop doing to get better?
 - Who should I talk to if my symptoms are worse?
 - Do you have any information I can read about my illness or treatment?
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Contact Numbers - Health

These people can give you information about your visit to the hospital. They will help you if you have any questions and provide information and support about your hospital visit and help you if you have any concerns.



Roz Erskine-Gray

Learning Disability Liaison Nurse
Torbay Hospital

Telephone ☎ 01803 654994

e-mail: roz.erskine-gray@nhs.net



Patient advice and Liaison Service (PALS)

Telephone ☎ 0800 02 82 037

Text Phone ☎ 01803 654742

e-mail: pals.sdhc@nhs.net



Maggie Douglas Dunbar

Dementia Specialist Nurse

Telephone ☎ 01803 655859

e-mail: maggi.douglas-dunbar@nhs.net
