

What happens if the healthcare professional doesn't phone?

- If the healthcare professional doesn't phone within an hour of your appointment time, please contact the hospital Department using the number on your appointment letter.

What happens if I need an interpreter?

We can arrange for an interpreter to be on the phone call with your health professional.

- Please ask a family member or friend to phone the hospital department at least 3 days before your appointment and tell us what language is needed if you have not already done this.

What should I do if I think that a phone clinic appointment is not appropriate for me?

If you have difficulty communicating by phone, because, for example, you are deaf or hard of hearing, or have a learning difficulty, please ask a friend or relative to phone your hospital department for you. They will discuss alternative options with you.

Patient Advice and Liaison Services (PALS)

PALS can provide information, advice and support to patients and relatives and will listen to and act on your concerns, suggestions or queries.

020 8934 3993

khft.pals@nhs.net

Pastoral & Spiritual Support Services

We offer a multi-cultural approach serving people of all faiths and life philosophies. A Duty Chaplain is available 24/7. You can request to speak to a Church of England or Roman Catholic Priest, the Rabbi or Imam.

Please call the hospital switchboard on **020 8546 7711** and ask to speak to the Duty Chaplain.

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Outpatients

Information about your telephone appointment with a health professional

Kingston Hospital is taking sensible steps to limit the spread of the Coronavirus (Covid-19).

Where possible, outpatient appointments will now take place over the phone.

A telephone appointment is the same as your normal face to face appointment, conducted over the phone instead of at the hospital or community clinic.

This leaflet explains what this means for you.

If you have been given a phone appointment, please do not come to the hospital as you will not be seen.

Living our values *every day*



Why am I having a phone appointment?

As part of our work to improve outpatient services we are increasing the number of clinic appointments delivered by phone. This is to improve patients' experience by reducing the need to take time off work, travel to and park in the hospital. It is also to limit the spread of Covid-19.

Your health professional has reviewed your condition and decided that it is safe for your hospital appointment to take place over the phone.

What will happen?

- Your hospital appointment letter gives you the appointment time.
- The health professional delivering the appointment will call you as close as possible to your appointment time. The number might appear as 'no caller ID' or a number you do not recognise.
- ➔ The health professional may call before or up to 1 hour after your appointment time, if preceding appointments have over-run, so please prepare for this.

How should I prepare? Please make sure that:-

- You are available to speak to the health professional and that your phone is loud enough to hear when it rings.
- You have a list of your current medication and any documentation relevant to your condition or appointment.
- You have pen and paper ready to write down any notes.
- You are somewhere quiet where you can talk privately.
- You are in a location that has a good mobile phone signal if we are calling your mobile phone.

If a family member, friend or carer usually comes with you to your hospital appointments and they are not self-isolating, please ask

them to be with you for your phone appointment. If you have a speaker phone facility on your phone, please use this.

Which phone number will I be called on?

The hospital department may have called you to confirm your phone clinic appointment and the phone number you prefer to be called on.

- ➔ If you are unsure which number the health professional will call you on, please call the hospital department. Their number is on your hospital appointment letter.

It's very important that you do not call or text the number that the health professional has called you on during your phone appointment. The number you are called from is for phone clinic appointments. You will not be able to contact your health professional on this number. You must call your hospital department if you have any questions.

What happens if I can't hear the health professional clearly?

Please tell the health professional straight away.

- If there is a different number they can call you on, please tell them.
- The health professional may offer to call you at a different time.

What happens if I miss my appointment?

The healthcare professional will attempt to call you up to three times and then, if possible, leave a message saying that they have phoned you.

They will then decide on the next step, which could include re booking your appointment or discharging you back to your GP. Please contact the team if you have any concerns about this.