

**Patient  
Information**

**Your outpatient appointment  
at the Great Western Hospital**

**If you have not been well your GP may ask  
a doctor at the hospital to see you.**



**An easy read leaflet to help you get ready  
for your visit to the hospital.**

**This information sheet is available in other languages and  
formats. If you would like a copy, please contact us on  
01793 604031 or email [pals.team@gwh.nhs.uk](mailto:pals.team@gwh.nhs.uk)**



# Your outpatient appointment

## Organising your hospital appointment



**We will write to you** to tell you when to come for your appointment.



If you have a problem with the date or time of your appointment please call the number on the letter. **We can arrange a new time for you.**



If you do not come for your appointment without letting us know, you may have to go back to your GP before we can see you.



# Your outpatient appointment

## Before you come to the hospital



Before you come to the hospital **please read your appointment letter carefully.**

It will tell you if you need to do anything before your appointment.

If you need help to do this please ask your family or friend for help.



Your letter will tell you where you need to go.



Please **call the hospital on 01793 604020** before you come to hospital if you need help or support during your visit.



# Your outpatient appointment

## Getting to the hospital



You may like to ask a friend or family member to come with you. **You should allow two hours for your appointment.**



There are several sign posted public parking areas. You will need to pay to park your car.



There are also disabled parking spaces. Disabled parking is free.



**Buses 16, 12 and 70a go from Swindon bus station to the hospital.** Please call Thamesdown Buses on 01793 428428 for details of other buses to the hospital.



# Your outpatient appointment

## Your outpatient appointment



There are two entrances to the hospital. Your letter will tell you which one to use.



When you get to the outpatient department **tell the receptionist** at the desk you have arrived.

The receptionist will check your details and ask you to sit in the waiting area.



Sometimes you may have to **wait** to be seen.





# Your outpatient appointment



When it is time for you to see the doctor you will be called by a nurse or your doctor into a clinic room.

The **doctor will ask you questions.** You may be asked to remove some of your clothes to be examined.

Please **ask if you are not sure** about anything.



After your appointment you may be asked to visit other departments for some tests such as blood tests or an x-ray.

The nurse will explain and direct you to where you need to go.



# Your outpatient appointment

Write your questions down here

## TO DO LIST

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

If you have **any questions you would like to ask the doctor** please don't hesitate to ask. You can **write them down here before your appointment.**



You may also want to think about what it is **you want to tell the doctor about how you are feeling.**

You can write this down here so you don't forget.

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# Your outpatient appointment

## Your check list



Bring your appointment letter with you to your appointment.



Bring any medication you are taking.



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

### TO DO LIST

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Bring your list of questions you want to ask the doctor.





# Your outpatient appointment

## Contacting the hospital



If you have any questions about your appointment, **you can call the hospital on 01793 604020.**



If you have **any worries or concerns** about your appointment, you can also contact the **Patient Advice and Liaison Service (PALS).**



PALS listen to patients' concerns and will be happy to help you. You can **phone PALS on 01793 604031.**

The **hospital also has a website** where you can find information about the hospital. The website address is [www.gwh.nhs.uk](http://www.gwh.nhs.uk)



# Your outpatient appointment



From all the team here, **we look forward to meeting you soon.**



**Here is where you can find us:**

Great Western Hospital  
Marlborough Road  
Swindon  
SN3 6BB

The hospital has lots of different outpatient departments. If you would like **a map of the hospital before your appointment**, please phone **PALS** on **01793 604031**.

You can also **look at a map of the hospital on the hospital website**. The website address is [www.gwh.nhs.uk](http://www.gwh.nhs.uk)