

## Outpatients Department

# What to expect during your appointment

- Please report to the clinic reception that is named on your letter / card
- The receptionist will check your personal details

**If you have hearing difficulties, please tell the receptionist when you book in.**

- You will be asked to sit in the waiting area where your clinic is held
- Before you see the clinician you may be called by the nurse for tests

**The results will be given to the clinician you will be seeing**

- You will be asked to return to the clinic waiting area
- Patients will be seen in order of appointment time
- A nurse will call your name when the clinician is ready to see you

**During your consultation, please feel free to ask any questions you feel necessary regarding your condition or treatment. The clinician will be pleased to answer your questions.**

During your appointment time you may:

- Have treatment / a procedure
- Be sent for further tests
- Be put on a waiting list for operation / treatments

**Please ask if you would like to have a chaperone in attendance**

- At the end of your consultation please report back to the reception desk with the clinic sheet given to you by the clinician
- A further appointment will be made if necessary.

**If you would like a copy of letters sent to your GP (not results) please tell the receptionist.**

**Author:** Matron  
**Department:** Outpatients  
**Document Number:** STHK1287  
**Version:** 002  
**Review Date:** 30/11/2022