

## What to expect during your outpatients appointment

This leaflet can be made available  
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式  
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona  
w innych językach/formatach.

Whiston Hospital  
Warrington Road,  
Prescot, Merseyside, L35 5DR  
Telephone: 0151 426 1600

St Helens Hospital  
Marshall Cross Road,  
St Helens, Merseyside, WA9 3DA  
Telephone: 01744 26633

**Please bring your appointment letter with you and report to the clinic reception that is on your appointment letter**

The receptionist will check your personal details, such as:

- Name
- Address
- Date of birth
- The name of your GP
- You will be asked your ethnicity—providing this information helps us ensure people from **all** our local communities are accessing our services
- Telephone/ mobile numbers.

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

If you have been asked to bring your appointment letter or card with you - please give this to the receptionist. If you would like to keep it, please tell the receptionist.

You will be asked to sit in the waiting area where your clinic held.

Before you see the clinician you maybe called by the nurse for one or more of the following tests:

- Height
- Weight
- BMI (Body Mass Index)
- Urine
- Blood
- Blood pressure
- X ray

**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 their 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 an operation / treatment

**Please ask if you would like 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**