



# What to expect at your outpatient consultation.





We are here to answer any questions you have about surgery. We listen to you and guide you through every part of your treatment.

## Getting you back to good health.

Meeting your Consultant is your first step back to good health and a better quality of life for you and your family.

It's quite natural to have questions. You may be worried about something in particular or feel nervous because you're not sure about what is going to happen.

That's why we are here. We listen to you and guide you through every part of your treatment.

**We're here to help.**

## Some of the terms we use

- **Outpatient** – being an outpatient simply means you are coming in to see us for an appointment. You don't stay overnight at this stage.
- **Consultant** – this is the highly trained doctor who will guide you through the process and advise you about your condition. You can talk to your Consultant about the treatment you will receive, and any concerns you may have.
- **Consultation** – an in-depth discussion between you and the Consultant about your medical symptoms or condition.



## Preparing to visit us.

At your outpatient visit, you will meet with the Consultant who will look after you throughout your treatment and, if necessary, your hospital stay. He or she can discuss options with you, and help ease any worries you have.

You may want to think about what you want to say before your visit. You can then jot down a few questions on the page at the back of this booklet, or simply ask us anything that springs to mind on the day. Think about your symptoms and when they started.

If you are using your PMI (private medical insurance) please ensure that you have contacted your insurer prior to your first outpatient appointment. They will supply you with an authorisation code which you should bring with you when you first visit the hospital.

We will also need you to advise us of your NHS number and will request a swipe of your credit card on your first visit, even if you are using your medical insurance. No money will be taken from your card.

We want to make sure that you are fully informed before deciding whether to go ahead with treatment or surgery. If you have a question, we'll answer it. If certain medical terms aren't clear, we'll explain them. If you'd like to bring a friend for support when we talk, no problem.

Your appointment can take from 15 to 45 minutes, depending on your needs. We sometimes need to carry out further tests on the same day, or we may ask you to come back another day. But we will always fully explain why we need to do any extra tests and any associated costs.

## Your plan on the day.

You will meet your Consultant and, depending on your particular needs, other medical staff.

Our staff are friendly, approachable and supportive and all play a part in getting you back to good health.

If you're having surgery, the thought of it can seem worrying. That's why we discuss every aspect of your treatment with you, so you know exactly what to expect.

If you're not having surgery, we'll discuss all medical and non-surgical treatment options available to you. We'll let you know what you can expect during treatment and what the results might mean for you.





**We are here to help and care for you. If you have any concerns, do let us know and we will help you.**

## Arriving at the hospital.

We suggest you go to the main reception when you arrive at the hospital. If you use or require a wheelchair, and need assistance with it, you can also ask here. The reception staff will then direct you to the outpatient area.

When you get to the outpatient area, it's best to let a member of staff know you have arrived before you take a seat. We will need to make sure we are up-to-date with all your details, and you may need to complete a registration form, if you haven't already done so.

It's normal to feel a bit anxious or unsure. We are here to help and care for you. If you have any concerns, do let us know and we will help you.

## Meeting your Consultant.

Our Consultants are here to listen, answer any questions and tell you all about the treatment or procedure you are considering. They are highly experienced – you can trust in the care and attention you will receive from them.

You will have the same Consultant all the way through. He or she will meet you at your outpatient consultation appointment, and throughout your treatment.

Your Consultant will continue to look after you until you return home from hospital, and also during any aftercare that may be necessary for your treatment.

You'll first meet your Consultant for a talk in the consulting room of the outpatient department. The room has a desk, comfortable chairs and an examination couch.

Your Consultant will discuss your medical history and symptoms with you. These will be looked at in detail and will help us to give you the best and most appropriate level of care.

The Consultant will then talk to you about the best form of treatment for you and, if required, the variety of procedures available, any risks involved, and the type of anaesthetic to be used. We always make sure we recommend the best treatment for you.

At any time, if you're not sure of any information, don't hesitate to ask for a clearer explanation in simpler terms. We want you to feel reassured and to understand what's involved.

A normal part of your consultation may be a physical examination, including listening to your heart. You may have to undress and change into a gown or be covered by a blanket.

If your visit is relating specifically to women's health or men's health issues, there may also be an intimate examination. Don't hesitate to ask for someone to be with you during your examination, if you'd prefer.

You may get some written information about your condition to take away and read. If you are unsure about anything that is written down, you can call **0330 311 1791** and ask us for help.





## Tests or scans.

You may need to have a test or scan at your outpatient appointment, or we may need to arrange for you to come back on another day for a test or scan.

Your Consultant will explain what needs to happen in your particular case. The test or scan will help the Consultant in recommending the best course of treatment.

Tests will be carried out by trained clinical staff, who will be able to explain what's happening, and answer any questions you may have about the tests.

## May we have your permission?

When a Consultant, nurse or therapist asks you to agree to any form of examination or treatment, you always have a choice.

It's quite acceptable for you to say no or ask for more information.

Your consent is most important. So, when having any treatment, therapy or operation, we ask you to sign a consent form to show that you agree to the procedure and fully understand what will happen.



## You've made a decision. What next?

You can take as much time as you want to make a decision; we know there's a lot to think about, and we won't pressure you. If you would like to go ahead with treatment or surgery with us, we can discuss dates that suit you. And we'll advise you of the costs and terms of your stay or surgery, if applicable. Remember, we are here to support you.

If you decide with your Consultant that surgery is the best option, you will be invited back for a pre-assessment appointment with a specialist nurse. This is an important appointment where we can ensure that everything is prepared for your visit to the hospital.

Please remember to bring a list of any medication you take to this outpatient appointment. This should include medication that is on prescription or that you buy over the counter, including herbal, homeopathic or complimentary medicines.

If you've got any questions, worries or concerns about your operation, feel free to call us on **0330 311 1791**.

We want to help you get back to enjoying life to the full as soon as possible.

## Keeping the hospital spotless.

You can be assured that we take infection prevention very seriously. We train our people to maintain a clean environment, and Consultants, nurses and other healthcare staff wash their hands or use the alcohol rub before they treat you. You can expect to find that all areas of the hospital are clean and tidy.



## Questions? Call us.

Before you come in, you may have some concerns or queries. Please feel free to call us on **0330 311 1791**, so we can help put your mind at ease. We're here to help.

# What questions might you want to ask?

## About your lifestyle:

- How will my life change?
- What are the benefits and will they last?
- Do I need to tell my work that I am having an operation?
- Should I stop smoking?

## About your condition:

- What is my diagnosis?
- Do I need to have an operation?
- How is it going to help my condition?
- Are there different types of treatment for my condition?
- Are they surgical or non-surgical?

## About your operation:

- How long does the surgery take and what does it involve?
- What sort of anaesthetic will I have?
- Will I have stitches or any scarring?
- How much pain will I have after my operation?
- What are the risks?
- What are the success rates?
- Are there any other issues I need to consider?

## About your hospital visit:

- How long will I be in hospital?
- How long will it take me to recover?
- Will I need much time off work?
- Can my friends and family visit me?
- How much will I need to pay and what is included?
- How and when do I pay?

# Your Notes.

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## The Nuffield Health Promise

Our prices are  
all-inclusive.\*

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We will equal any  
comparable price.\*\*

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There are no time limits  
on your aftercare.\*\*\*

## Don't wait. Contact us now.

☎ **0330 311 1791**

🌐 [nuffieldhealth.com](http://nuffieldhealth.com)

Regulated by



All Nuffield Health Hospitals in  
England are regulated by CQC

\* Initial consultation(s), diagnostic scans/tests and investigations required to establish a diagnosis are not part of your procedure price.

\*\* Not including Private Patient Units at NHS hospitals. Local area defined as within 15 miles of your chosen Nuffield Health hospital. We will match against written quotes only.

\*\*\* Where necessary, we promise to assist you to receive any follow up advice, treatment or care that is clinically required. Where a prosthesis is required for your procedure, this is guaranteed for the manufacturer's expected prosthesis lifetime. Clinically required indicates where further intervention and/or monitoring of your condition is deemed necessary as a direct result of your procedure. The Nuffield Health Promise applies for patients paying for themselves and excludes fertility services.

HSPCS039 JUNE16