

# Outpatient information

## Getting to the hospital

Please take public transport, if possible. Parking is very limited. Find our hospitals here [www.imperial.nhs.uk/](http://www.imperial.nhs.uk/) and plan your journey at: <https://tfl.gov.uk/plan-a-journey/>

If you feel you need support getting to and from hospital, call our transport assessment team on **0330 678 1245** (08.00 to 20.00 Monday-Friday; 10.00 to 13.00 weekends)

## Before you come to your appointment

Your appointment letter explains what to do before your visit. Please also bring:

- your email address, if you want us to use it
- any questions you would like to ask
- a friend or relative, if you would like someone with you during your appointment

## Care Information Exchange (CIE)

Check in at one of our kiosks, providing your email address and mobile number, and you will get an invitation to access your personal health record. This includes your blood test results, x-ray and scan reports, appointment and doctors' letters, and discharge summaries.

## Supporting medical teaching

We are a teaching hospital and our doctors often provide training to medical students during their clinics. If you do not want students to be present during your consultation please let us know on the day.

## Consenting to treatment

We want to ensure that you fully understand your condition and the different treatment and care options available to you. Before you receive treatment, your doctor will explain the benefits, risks and alternatives, and ask you to sign a consent form. No treatment can be given without your consent.

## Confidentiality

Everyone working for the NHS has a legal duty to maintain patient confidentiality. Information about you and your care is kept strictly confidential. Find out more about your health records and how we protect your information by visiting:

[www.imperial.nhs.uk/patients-and-visitors/patient-information/my-records](http://www.imperial.nhs.uk/patients-and-visitors/patient-information/my-records)

## Expenses

If you qualify for having your travel expenses refunded, please speak to one of our receptionists. They will complete a form for you and direct you to the cashier's office.

## Participate in a clinical trial

We may invite you to take part in a clinical trial. It is your decision whether to participate and if you decide not to, it will not affect your care in any way. To find out more visit:

[www.imperial.nhs.uk/research](http://www.imperial.nhs.uk/research)

## Waiting times

You have the right to start your treatment within 18 weeks, unless you choose to wait longer or there are clinical reasons why you need more time. We work hard to ensure as short a waiting time as possible.

## Advice and support

Clinic staff should be able to answer most of the questions you may have. If not, you can contact the patient advice and liaison service (PALS). Call PALS on **020 3313 0088** (Charing Cross and Hammersmith hospitals) or **020 3312 7777** (St Mary's and Western Eye hospitals). Email PALS at: [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net)

For more information about your appointment visit: [www.imperial.nhs.uk/patients-and-visitors/patient-information/outpatients](http://www.imperial.nhs.uk/patients-and-visitors/patient-information/outpatients)

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## **Missed appointments cost money**

If you need to cancel your appointment please call or email us as soon as possible using the contact details on your appointment letter. We can then give your appointment to someone else. If you don't contact us and don't come, you may not be sent another appointment.

Over the last six months, approximately 57,000 appointments were missed by patients at Imperial College Healthcare NHS Trust. That equates to around £6 million, which could have been spent on employing one of the following:

- 155 nurses
- 123 midwives
- 43 doctors

Please help us efficiently treat as many patients as possible by:

- letting us know as soon as possible if you can't attend your appointment
- sharing your email address so we can send your appointments by email rather than post
- giving us your mobile number so we can remind you about your appointment
- telling us if you did not receive your appointment letter, so we can investigate this administrative error.

Thank you for your help – this will benefit you and the NHS.