

Outpatient services

	<p>Some outpatient appointments are cancelled.</p>
	<p>There are 3 ways your appointment will happen:</p> <ol style="list-style-type: none"> 1. Face to face at hospital 2. Telephone call 3. Video (click for instructions)
	<p>If you need an interpreter let your doctor/nurse know as soon as possible.</p> <p>If your appointment is by video, please call 020 3311 7697 or email imperial.interpreter.bookings@nhs.net to let them know your needs.</p>
	<p>If you need a British Sign Language (BSL) interpreter please call 020 3311 7697 or email imperial.interpreter.bookings@nhs.net</p>

	<p>Many of the hospital areas have disabled access and disabled accessible toilets.</p> <p>Please view the maps/location information for each of our sites for more information.</p>
	<p>If you need a wheelchair, ask at the reception.</p>
	<p>Hearing loop system available in the main outpatient departments and the audiology and ear nose and throat (ENT) clinics.</p>
	<p>Patients with learning disabilities and autism can bring a carer or friend with them to their appointment.</p>
	<p>You can get support through:</p> <p>Patient Advice and Liaison Service (PALS) at St Mary's and Western Eye hospitals: 020 3312 7777</p> <p>PALS Charing Cross, Hammersmith and Queen Charlotte & Chelsea hospitals: 020 3313 0088</p> <p>Learning disabilities and autism team: 020 3312 2272 / 07909 998 375 / 07787 891 829</p>