

## Clinical haematology

# Telephone clinic appointments for people with inherited bleeding disorders

## Information for patients, families and carers

### Introduction

To make sure we have regular contact with you, we have set up a nurse-led telephone clinic service for patients with mild bleeding disorders. The clinics are available across the North London Haemophilia Network which includes the haemophilia centres at:

- The Royal London Hospital
- The Royal Free Hospital
- Hammersmith Hospital

The clinics are designed to be more convenient for you and to make sure we support your healthcare needs by reviewing you every year.

This leaflet explains how the telephone clinic works and what to expect from the service.

### How does a telephone clinic appointment work?

A telephone clinic is like any other clinic appointment in that we give you a specific time slot to discuss your care. At your appointment time, your centre's clinical nurse specialist (CNS) will phone you and ask a series of questions, similar to those you're asked when you attend your hospital appointment.

If the nurse has any concerns relating to your bleeding disorder, they may recommend that you attend your centre for a face-to-face appointment, to be reviewed by a doctor.

### Who can have a telephone clinic appointment?

The nurse-led telephone clinic is for patients with milder bleeding disorders who do not necessarily need to be seen in a consultant-led outpatient clinic.

If you do not have any major medical issues you can be reviewed by the telephone clinic for two years. After that we will ask you to come in to see a consultant in the outpatient clinic.

Unfortunately, if you have a severe bleeding disorder telephone clinic appointments will not be appropriate as our consultants need to see you face-to-face on a more regular basis.

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## How do I make my telephone appointment?

You should receive a letter with the date and time of your telephone clinic appointment and your preferred telephone number. For most patients this is their home telephone number. If this is not the number you would like us to use or if your telephone number has changed, please contact your centre as soon as possible to update your details so you do not miss the call.

If you need to change your telephone clinic appointment or a face-to-face outpatient appointment please call your haemophilia centre.

## How should I prepare for my telephone appointment?

Please make sure you have:

- a quiet and private place to speak freely to your nurse
- a list of your medications and their doses
- the details of any upcoming procedures or surgery appointments with you
- a list of any questions you want to ask written down, so you don't forget them on the day

## What happens after my appointment?

After your telephone clinic appointment we will send a letter summing up your review to both you and your GP. We will also send you any other information to be discussed such as information leaflets.

If there are any questions or concerns about your care or treatments, the nurse may discuss these with one of the haemophilia doctors.

## Do I have to have a telephone appointment?

If you would prefer to be seen face-to-face in a clinic on a yearly basis you can still do that. Just let your consultant or specialist nurse know so they can book you into the appropriate clinic.

## Contact details

Hammersmith Hospital  
Haemophilia centre  
Second floor, Garry Weston centre  
Du Cane Road  
London W12 0HS

Telephone: 020 3313 4345 (09.00 – 17.00, Monday to Friday)

If you need support outside of these hours please call 020 3311 7755 to speak to the on-call haemophilia registrar.

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## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at **imperial.pals@nhs.net** The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department  
Fourth floor  
Salton House  
St Mary's Hospital  
Praed Street  
London W2 1NY

Email: **ICHC-tr.Complaints@nhs.net**

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: **imperial.patient.information@nhs.net**

## Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK\_FREE or WiFiSPARK\_PREMIUM