



Saint Mary's Hospital

Gynaecology Service

Useful information about your forthcoming out-patient appointment



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Welcome to Saint Mary's Hospital.

This information is designed to make your forthcoming out-patient appointment as straightforward as possible.

What if I cannot attend an appointment?

Your letter will give the time, date and location of your appointment. It is very important that you attend the appointment. If, for any reason, you are not able to attend at the date and time allocated, please tell us as soon as possible, so that the appointment can be offered to another patient.

If you need to cancel or rearrange your appointment, please use the contact number provided on your letter between the following times:

Monday to Thursday 8.30 am – 4.30 pm

Friday 8.30 am – 12.00 pm

Alternatively, you can e-mail us at:

gynae.appointments@cmft.nhs.uk

Please note that we require 24 hours' notice if you choose to cancel/rearrange by e-mail. You will receive an automated response to your e-mail.

Please provide your hospital number, name and date of birth with all communications.

If you have not phoned or e-mailed to cancel your appointment and you do not attend, please note that you **will not be automatically issued with another appointment and may be discharged back to the care of your GP.**

Cancellations by the hospital

Whilst we make every effort to ensure appointments are not cancelled, there are occasions when, due to the unavailability of clinical staff, your appointment may have to be cancelled. If this happens we will arrange a new appointment for you as soon as possible.

What if I have special requirements?

If you have special requirements please telephone us using the contact number on your letter before your appointment.

How do I get there?

If you are travelling by public transport, timetable information can be obtained by telephoning Transport for Greater Manchester (TfGM) on **0871 200 2233** or you can visit their website: www.tfgm.com

The 147 bus travels from Manchester Piccadilly Rail Station via the Universities to our hospitals every 10 minutes throughout the day and acts as a Shuttle Bus around the site.

If you are travelling by car, the closest car park to the Hospital is the Hathersage Road multi-storey car park. This car park is situated on Hathersage Road by the junction with Upper Brook Street. There is disabled parking on the ground floor of the car park.

There are also 'drop off' parking bays which are time-limited (30 minutes) to the front and side of the hospital. There is limited parking available for patients who are blue badge holders (disabled) in marked parking bays at the front of the hospital; a portion of these bays are for ramped vehicles only. These areas are barrier controlled and accessed from the Hathersage Road entrance, which is signed 'Access for Drop Off and Blue Badge Holders only'.

For Satellite Navigation users please use post code M13 0JH.

Car park tariffs

The car park operates a 'pay on foot' system, which means that you pay your parking fees prior to returning to your vehicle and driving to the exit. The tariffs are as follows:

0-30 minutes	Free
30 minutes - 3 hours	£2.50
3-6 hours	£5.00
6-24 hours	£15.00
Weekly Parking Permit	£20.00
Monthly Parking Permit	£40.00

If you have been to an out-patient appointment and your visit has gone over 6 hours, you will be charged the £5.00 rate. Please speak to a member of the security staff at the car park before paying. You will need proof of your appointment or attendance. Alternatively a voucher can be obtained from the department where you have your appointment.

A Fixed Penalty System and wheel clamps are in operation all around the Trust in order to ensure safe parking for all and to ensure that the hospitals maintain full access at all times for emergency vehicles.

Reclaiming travel costs

If you are claiming benefits or are on a low income, you may be entitled to reclaim all or part of your travel costs. Please take your receipts with proof of your entitlement to benefits to the Cashiers' Office. This is open Monday – Friday, 8.45 am–1.00 pm and 1.30 pm–4.00 pm. Please note that taxi fares are not reimbursed. For further information contact the Hospital Travel Cost Scheme Helpline on 0845 850 1166, website: www.nhsbsa.nhs.uk.

Please leave plenty of time to find a parking space as the car parks are busy. A hospital site map is enclosed and route maps are available on our website: www.cmft.nhs.uk

Ambulance transport

If you have medical needs that require ambulance transport, you must contact your GP to arrange this for your first visit.

Prescriptions

If you are given a hospital prescription by the doctor this can only be dispensed by the Hospital Pharmacy, which is located on the ground floor of the Manchester Royal Eye Hospital and is open from 9.00 am until 5.00 pm, Monday – Friday. Delays are possible so please be aware of this when planning your journey.

Alcohol/recreational drugs

Alcohol and recreational drugs are not permitted on hospital premises. Patients or visitors who are considered to be intoxicated or in possession of alcohol or recreational drugs will be asked to leave the hospital.

Infection control

Hand washing is the most effective way of stopping the spread of germs and bacteria. Always wash your own hands and insist that others wash theirs to protect you. You should always wash your hands:

- After visiting a toilet.
- After changing nappies.

You should also use alcohol gel dispensers where available.

Your information

The leaflet 'What You Need to Know' gives details of how your personal information is used within the organisation. If you would like a copy of this leaflet, please contact the Data Protection Manager on 0161 276 4878 or e-mail: foi@cmft.nhs.uk.

The leaflet is also available online at: www.cmft.nhs.uk
(Go to 'Information for Patients' then go to 'Carers' and then 'Patient Leaflets'.)

Teaching and Training

We are involved in teaching medical, nursing and other students and because of this there may be students in the clinic.

Staff will ask you beforehand if you would mind students being present. Although we would appreciate your agreement, we do realise that you may wish to talk with the doctor/nurse privately. We will always respect your wishes and whatever you decide will not affect your treatment in any way.

What will I need to bring?

You will need to bring all medicines, inhalers, creams or other medications that you use in their original packaging (if possible) or any records you may have about your condition. **Please complete the registration form on the reverse of your appointment letter and bring it with you.**

What facilities are available?

A restaurant and coffee shop are available on the ground floor of the hospital and there is also a shop opposite the out-patient department. Breastfeeding/baby changing facilities are available; please ask staff. A multi-faith prayer room is available on the ground floor and first floor of the hospital site. If you wish to speak to a faith leader, please ask a member of staff.

What will happen when I arrive?

You will need to book in at the reception desk **with your appointment letter with the completed registration form on the reverse**. The receptionist will check that your details are correct. You will be advised where to wait.

We would ask you to be patient as appointments vary. Patients are seen in the order of their appointment time. Sometimes it appears patients are seen 'out of turn' but this is normally because they are seeing a different clinician. A member of staff will call your name. You may have your weight, height and blood pressure checked and may need to provide a urine or blood sample. It may be necessary to carry out further tests on the day of the appointment so please allow time for this when planning your visit.

At the end of your visit an appointment sheet will be given to you to hand in at the reception desk. It is important that you do not forget to arrange your next appointment before you leave. If you require an ambulance please let the receptionist know.



Important Reminder

Please arrive 15 minutes before your appointment time for booking in at reception (we understand that this may not be possible if you are arriving by ambulance). Arriving earlier does not mean that you will be seen by the doctor any earlier. Patients are seen in the order of their appointment time, not their arrival time.

Please note that if you are more than 15 minutes late for your appointment you may not be seen and a new appointment may have to be made for you.

Useful websites:

Hospital advice and information:

www.nhs.co.uk

www.cmft.nhs.uk

Travelling to hospital:

www.dh.gov.uk (hospital travel costs)

www.tfgm.info (public transport)

www.cmft.nhs.uk (directions)

Questions

We understand that there may be questions that you would like answering. Most of us forget what we were going to ask the doctor or the nurse.

Please feel free to ask questions. Write your questions in the box below.

Question	Answer

Violence, Aggression and Harassment Control Policy

We are committed to the well-being and safety of our patients and of our staff. Please treat other patients and staff with the courtesy and respect that you expect to receive. Verbal abuse, harassment and physical violence are unacceptable and will lead to prosecutions.

Suggestions, Concerns and Complaints

If you would like to provide feedback you can:

- Ask to speak to the ward or department manager.
- Write to us: Patient Advice and Liaison Services, 1st Floor, Cobbett House, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL
- Log onto the NHS Choices website www.nhs.uk - click on 'Comments'.

If you would like to discuss a concern or make a complaint:

- Ask to speak to the ward or department manager – they may be able to help straight away.
- Contact our Patient Advice and Liaison Service (PALS) – Tel: 0161 276 8686 e-mail: pals@cmft.nhs.uk. Ask for our information leaflet.

We welcome your feedback so we can continue to improve our services.

No Smoking Policy

The NHS has a responsibility for the nation's health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

اذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفينا ترتيب ذلك لك

اگر آپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو برائے کرم ہمارے عملے کے کسی رکن سے کہیں کہ وہ آپ کے لیے اس کا انتظام کرے۔

আপনার যদি একজন দোভাষী, অথবা অনুবাদের প্রয়োজন হয়, দয়া করে আমাদের একজন কর্মীকে বলুন আপনার জন্য ইহা ব্যবস্থা করতে।

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排



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