

**NHS****Herefordshire and
Worcestershire**

Preparing for your Outpatient Journey



This leaflet will help you to prepare for your hospital appointment. It explains some appointment options that may be available to you. You may want to look at this leaflet with a family member, friend or carer.

It is always okay to ask questions about your health, care, and wellbeing. You can make notes to look at during your hospital appointment. More information will be included in your appointment letters.

To help you to get ready for your appointment, feel free to fill out the 'Making the most of your appointment' sheet and have it with you for your appointment.

Making contact

- Make sure the hospital always has your current address, telephone numbers and email address.
- You may receive text message reminders about your appointments, you can say no if you don't want them.



Please let us know if you cannot make your appointment or if you no longer need it. We can offer it to somebody else. Refer to your appointment letter for contact details.



IT'S OKAY TO ASK

- It's okay to ask questions if there is anything you are unsure about.
- Make sure that you understand the benefits and risks of the options available so you can make the right decision for you.
- We want you to feel in control of your care and for your appointments to work best for you.
- Taking an active role in decisions about your care will help you to get the most out of your appointment.

Your appointment options

Telephone / video appointments:

- We offer telephone, video, or face to face appointments.
- You can join telephone and video calls using your smartphone, tablet, laptop, or computer.
- You can ask a family member, friend, or carer to join.



Watch this video to help you prepare for your telephone/ video appointment: [youtube.com/watch?v=OWJCIp5xOv8](https://www.youtube.com/watch?v=OWJCIp5xOv8)

Face to face appointments:

We'll try to do everything we need to when we see you, this may mean:

- You see different members of your healthcare team.
- You have different tests or investigations.
- You need to attend any one of our hospital sites.
- You have a longer appointment.

Follow up appointments:

We want follow up appointments to work best for you, there are three options:

1. No follow up appointment at all.
2. Agreeing with your clinician how and when to access your appointment if needed (this is called patient initiated follow up).
3. A follow up appointment booked in the future.



Watch this video to help you manage your follow up appointment: <https://youtu.be/ZRA902rZKTs>

Looking after your health at home:

- Technology may be available to help you record information about your health. If this is an option, this will be explained in your appointment.
- Monitoring your health at home can help you and your health care team understand more about your condition. This means we can support you between appointments.

Your health and wellbeing

It is important to look after your health and wellbeing, this includes:

- Being active
- Eating a healthy diet
- Stopping or reducing smoking and alcohol intake
- Socialising
- Sleeping well



Help and support resources

NHS Live Well

For NHS advice on living a healthy lifestyle, visit www.nhs.uk/live-well

NHS Better Health

For free resources for support with quitting smoking, drinking less, losing weight and getting active, visit www.nhs.uk

Herefordshire and Worcestershire Healthy Minds

For advice and support with your emotional wellbeing and mental health (including stress, anxiety and depression), visit www.healthyminds.whct.nhs.uk OR for Herefordshire call 01432 220507 and for Worcestershire call 0300 0135 727.

Social prescribing and lifestyle advice/training

For one to one support with all your wellbeing and lifestyle needs, access via your GP practice.

Community support

Connecting you to local services, groups, activities/events, and information to help you live well. For Herefordshire, visit www.talkcommunity.org or call 01432 260027 and for Worcestershire, visit www.worcestershire.gov.uk/here2help or call 01905 768053 (Option 3).

For information relating to the service you are waiting for, visit: www.myplannedcare.nhs.uk

Making the most of your appointment

Before your appointment it might be helpful to think about the following questions:

- What is my main concern?
- What else is important in my life right now?
- What do I want to get out of my appointment?
- Has anything changed since my last appointment?
- What do my friends and/or family think about my health and wellbeing at the moment?

Other reminders:

- Have with you a list of any tablets or medication that you take.
- Have a list of any other treatments you are having.

When talking with your healthcare professional make sure you find out about all of the options available to you. Make sure you ask about the benefits and risks of each option.

You might also want to ask:

- What should I expect to happen next?
- How quickly should I expect to see an improvement?
- Who should I contact if I have questions after my appointment?
- Is there anything that I can do to help myself?
- Where can I go to get more information? A leaflet or support group?
- What lifestyle changes could I make to improve my health and wellbeing?

Remember you can always ask the healthcare professional to explain things differently, explain things again, or to write down information for you.

Making the most of your appointment

You can use the table below to make any notes you may wish to have with you during your appointment.

My Notes