



Information for  
patients and  
carers

## Telephone Outpatient Appointments

Information about your telephone appointment

## What do telephone appointments mean for you?

Lancashire Teaching Hospitals NHS Foundation Trust are taking sensible and necessary steps to limit the spread of Covid-19.

Where possible, outpatient appointments will now take place over the phone.

A telephone appointment is similar to a normal face to face appointment but is conducted over the telephone instead of at the hospital or community clinic.

This leaflet explains what this means for you.

**If you have been given a phone appointment, please do not come to the hospital as you will not be seen.**

## Why am I having a telephone appointment?

As part of our work to improve outpatient services we are increasing the number of clinic appointments delivered by phone. This is to improve patients' experience by reducing the need to take time off work, travel to and park in the hospital. It is also to limit the spread of Covid-19.

Your health professional has reviewed your condition and decided that it is safe for your hospital appointment to take place over the phone.

## What will happen?

Your hospital appointment letter gives you the appointment time.

The clinician delivering the appointment will call you as close as possible to your appointment time. The number might appear as 'no caller ID' or a number you do not recognise.

## How should I prepare? Please make sure that

- You have a list of your current medication with you
- You have pen and paper ready to write down any notes
- You are somewhere quiet where you can talk privately
- You are in a location that has a good mobile phone signal if we are calling your mobile phone

If a family member, friend or carer usually comes with you to your hospital appointments and they are not self-isolating, please ask them to be with you for your phone appointment. If you have a speaker phone facility on your phone, please use this.

If you cannot hear the caller clearly, please tell them straight away.

## What happens if I miss my appointment?

The clinician will attempt three calls on or around the time of your appointment. Failure to contact you may result in rebooking an appointment or discharging you back to your GP.

## What happens if the healthcare professional doesn't phone?

If the healthcare professional doesn't phone within an hour of your appointment time, please contact the relevant hospital department using the number on your appointment letter.

## What happens if I need an interpreter?

We can arrange for an interpreter to be on the phone call during your appointment. Please ask a family member or friend to phone the hospital department at least 3 days before your appointment and tell us what language is needed if you have not already done this.

## What should I do if I think that a phone clinic appointment is not appropriate for me?

If you have difficulty communicating by phone, because, for example, you are deaf or hard of hearing, or have a learning difficulty, please ask a friend or relative to phone your hospital department for you. They will discuss alternative options with you.

## Contact details

Should you require further advice or information please contact the outpatient booking team using the phone number on your appointment letter.

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

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

[www.patient.co.uk](http://www.patient.co.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

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### **Lancashire Teaching Hospitals is a smoke-free site.**

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal. If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

**Cantonese:**

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

**Gujarati:**

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઇચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

**Hungarian:**

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

**Polish:**

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

**Punjabi:**

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

**Urdu:**

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔

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