



**University Hospitals Bristol**  
NHS Foundation Trust

Patient Information Service  
**Trustwide**

# Welcome to University Hospitals Bristol

## Information for outpatients



Respecting everyone  
Embracing change  
Recognising success  
Working together  
**Our hospitals.**

**Above  
& Beyond**  
Fundraising for Bristol city centre hospitals

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If you require an interpreter for your appointment, please let our staff know in advance and they will book one for you. Please telephone the number on your appointment letter.

## Bengali

আপনার অ্যাপয়েন্টমেন্টের জন্য অনুবাদকের প্রয়োজন হলে আমাদের কর্মচারীদের আগে জানিয়ে দেবেন এবং তারা আপনার জন্য একজনকে বুক করে রাখবে। আপনার অ্যাপয়েন্টমেন্টের চিঠিতে দেওয়া নম্বরে ফোন করুন।

যদি আপনি আপনার অ্যাপয়েন্টমেন্টে নিজস্ব অনুবাদক আনতে চান তা আপনাদের নিজস্ব ব্যবস্থা হবে এবং UHB সেসবের খবর বহন করবে না।

## Urdu

اگر آپ کو اپنے اپائنٹمنٹ کے لیے کسی ترجمان کی ضرورت ہو تو براہ کرم ہمارے عملے کو پہلے سے اطلاع دیں اور وہ کسی ترجمان کا پیشگی انتظام کریں گے۔ براہ کرم اپنے اپائنٹمنٹ لیٹر پر دیے گئے نمبر پر ٹیلیفون کریں۔

اگر آپ اپنے اپائنٹمنٹ میں اپنا ذاتی ترجمان ساتھ لانا چاہیں تو یہ خود آپ اور اس کے درمیان نجی انتظام ہوگا اور UHB ان اخراجات کی ادائیگی نہیں کرے گی۔

## Hindi

यदि आपको अपनी मुलाकात के लिए अनुवादक (दुभाषिए) की आवश्यकता है तो कृपया हमारे कर्मचारियों को पहले से ही बता दें ताकि हम आपके लिए एक अनुवादक बुक करवा दें। इसके लिए आप अपनी मुलाकात संबंधित पत्र पर दिए नंबर पर फोन कर दें।

यदि आप अपनी मुलाकात के लिए अपना निजी अनुवादक लाना चाहते हैं तो यह आपका निजी मामला है तथा यू बी एच टी इसका खर्चा नहीं भरेगा।

## Chinese

如果在就诊时需要口译服务，请提前通知我们的工作人员，他们会为您安排一位口译人员。请拨打预约信上的电话号码。

如果您希望自己选择口译人员陪同就诊，则需您与口译人员个人之间进行联系协调，布里斯托联合医疗保健 NHS 基金组织 (UHB) 将不承担相关费用。

## Somali

Haddii aad turjubaan ugu baahan tahay ballantaada, fadlan hore ugu soo sheeg shaqaalahayaga waxana ay kuu ballamin doonaan turjubaan. Fadlan wac lambarka ku yaala warqaddaada ballanta.

Haddii aad doonaysid inaad turjubaan kuu gaar ah ballantaada u soo kaxeysatid, taasi waa heshin gaar ah oo ka dhexeeya labadiina sidaa daraadeed UHB ma bixin doonto wax lacag ah.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਮੁਲਾਕਾਤ ਲਈ ਅਨੁਵਾਦਕ (ਦੁਭਾਸ਼ੀਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ ਨੂੰ ਇਸ ਬਾਰੇ ਪਹਿਲਾਂ ਹੀ ਦੱਸ ਦਿਉ ਤਾਂਕਿ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦਕ ਬੁਕ ਕਰਾ ਸਕੀਏ। ਇਸ ਵਾਸਤੇ ਤੁਸੀਂ ਆਪਣੀ ਮੁਲਾਕਾਤ ਬਾਬਤ ਚਿੱਠੀ ਤੇ ਦਿੱਤੇ ਹੋਏ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ।

ਜੇ ਤੁਸੀਂ ਆਪਣੀ ਮੁਲਾਕਾਤ ਲਈ ਆਪਣਾ ਨਿੱਜੀ ਅਨੁਵਾਦਕ ਲਿਆਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਇਹ ਤੁਹਾਡਾ ਪ੍ਰਾਈਵੇਟ ਮਾਮਲਾ ਹੈ ਅਤੇ ਯੂ ਬੀ ਐਚ ਟੀ ਇਸ ਦਾ ਖਰਚਾ ਨਹੀਂ ਭਰੇਗੀ।

## Polish

W razie potrzeby skorzystania z pomocy tłumacza lub z informacji szpitalnych w innym formacie (np. w postaci druku dużą czcionką lub alfabetem Braille'a) należy zwrócić się do członka personelu.

## Romanian

Dacă aveți nevoie de un interpret pentru orice limbă sau dacă aveți nevoie de informații despre spitalizare într-un format alternativ precum Braille tipărit mare, informați un membru al personalului.

# Welcome

We hope the following information will help you, your family and your friends during your visit to University Hospitals Bristol NHS Foundation Trust. Further information for patients and visitors can be found at [www.uhbristol.nhs.uk/patients-and-visitors/](http://www.uhbristol.nhs.uk/patients-and-visitors/).

The staff in all our hospitals are dedicated to providing you with the highest quality treatment and care. You come first in every respect and we will involve you as much as possible in decisions about your care.

Please note, although your appointment is with University Hospitals Bristol, we do, on occasion, use facilities at other sites such as Southmead Hospital. For more information about Southmead Hospital please visit [www.nbt.nhs.uk](http://www.nbt.nhs.uk).

## Our hospitals

Please see the enclosed map of our hospitals and the 'zones', which help you to find your way around. Further details can be found on our website: <http://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/>

## Transport information

For full information on hospital related transport, maps and parking, please ask a member of staff for a copy of the leaflet titled 'How to get to our hospitals', or go to

[www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/](http://www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/) for the latest transport and travel information.

**You will need to arrange your own transport to hospital (family, friend, taxi etc.).** If you think you need the support of the patient transport service you should contact your local patient transport advice centre to be assessed for eligibility. The numbers for each local transport service are available online: [www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/](http://www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/).

### Travel by car

All patients and visitors are encouraged to use public transport or nearby public car parks wherever possible as the onsite parking is very limited.

### Bristol Dial-a-Ride

Bristol Dial-a-Ride is a door to door minibus service for any person who cannot use public transport because of mobility or communication impairment, or because they are older. For further information please visit [www.bristoldialaride.org.uk](http://www.bristoldialaride.org.uk) or contact the Dial-a-Ride office on **0845 130 1875**.

### Free hospital shuttle bus

A free shuttle bus service is provided for patients, visitors and staff from Monday to Friday. The circular route includes Bristol Temple Meads railway station and our city centre hospital sites. The timetable can be found online: [www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/](http://www.uhbristol.nhs.uk/patients-and-visitors/travelling-to-and-from-our-hospitals/).



## Travel by bus

First Bus provides a number of buses, including from park and ride facilities, which stop at or near all our hospital sites. Bristol Bus and Coach Station, located in Malborough Street, is a few minutes' walk from our city centre sites and provides regular services for people travelling from further away. South Bristol Community Hospital can be reached with bus services available to Hengrove Park. Visit [www.firstgroup.com](http://www.firstgroup.com) for details.

## Park and ride schemes

There are three park and ride schemes in Bristol. Visit [www.travelwest.info/park-ride/bristol](http://www.travelwest.info/park-ride/bristol) for details.

## **Before your appointment**

Your appointment letter is included with this information leaflet and it contains instructions specific to your clinic. Please read it carefully.

Please contact your GP if your condition gets worse, or if you feel you no longer need an outpatient appointment.

You are welcome to bring a relative or friend to your appointment for support.

## **Changing your appointment**

You may receive an appointment reminder text before your appointment. If you cannot make the appointment, or you no longer need it, please contact the hospital using the number on your letter. Missed appointments cost the NHS an average of £146 per appointment. So please let us know if you can't attend and we can give your appointment to another patient.



# On the day of your appointment

What to bring:

- any letters from your GP, district nurse, physiotherapist or other health worker
- money for prescriptions, refreshments, etc. If you are exempt from prescription charges or have a prepayment certificate, please bring evidence of this with you
- a list of any questions you'd like to ask
- a list of current medication, obtained from your GP
- if you are a maternity patient, please bring your yellow hand held notes to the appointment.

## When you arrive

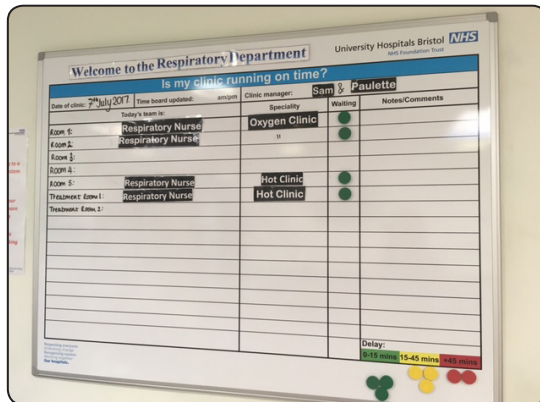
Most department waiting areas have a self-check-in kiosk. These can be used when arriving for your appointment by using the barcode on the top left hand side of your appointment letter or by entering personal data. The display is clear and easy to follow. However, if you need help, please ask.

If your waiting area does not have a self-check-in kiosk please speak to a receptionist who will check you in.



There are clinic status and information notice boards on the walls of most waiting areas within our hospitals. These boards will inform you of the following:

- information about hospital services
- updates on clinic running times
- details of patients' comments and hospital responses.



If you have any queries regarding your clinic whilst you are waiting, or if your waiting area does not have a board, please do not hesitate to talk to a member of our outpatient team.

You will be called into an examination room where you will be seen by the clinician. The clinician may need to examine you, so please be prepared to undress for this. It is helpful to wear clothes that are easy to remove.

## How long will it take?

We try to make sure that you are seen within half an hour of your appointment time. If there are delays, we will make every effort to keep you informed.

Before and after you see the clinician, you may be sent for treatment or an investigation elsewhere in the hospital, such as for an X-ray or blood tests. You may need to spend two or three hours in some of these clinics or departments. Please tell the clinic nurse if delays will cause you a particular problem.

## **Who will you see?**

Each consultant specialist or lead professional has a multi-disciplinary team working under their supervision. You may not see the consultant or lead professional personally. Do not worry if you do not always see the same clinician on each visit, as the clinician you see will have all the medical records and case notes needed.

## **What examinations might you have?**

Depending on the nature of your appointment, the clinician may want to examine you internally as well as externally. After your examination, the doctor will discuss the findings and talk about possible tests and treatments. This is where your prepared list of questions is useful.

## **Getting information**

If you are unsure about any aspect of your care, do not be afraid to say so. The doctor or nurse will be happy to explain. We have a large selection of leaflets, some of which will tell you about your condition. Please ask the clinic staff for leaflets linked to your condition if you cannot see what you want on display.

# Useful information

## Information for carers

Do you look after someone who could not live alone without your support? The Carers Liaison Service can help you if you or the person you care for goes into hospital. Please call us on **0755 744 1613** or visit [www.carerssupportcentre.org.uk/our-services/hospital-team](http://www.carerssupportcentre.org.uk/our-services/hospital-team) for more information.

## Overseas visitors

An Overseas Visitor is someone who is not 'ordinarily resident' in the UK. This is regardless of whether or not they are a British Citizen, or if they have lived or worked in the UK in the past.

The Department of Health regulations requires that all NHS Hospitals in England identify Overseas Visitors, and where charges apply, are legally obliged to make and recover them.

All patients that come to our hospitals are asked questions regarding residency and may be asked to provide evidence of it. Patients who cannot prove that they are 'ordinarily resident' may be required to pay for certain NHS hospital treatments. Some patients will be exempt from paying i.e. people visiting from a European Economic Area (EEA) country with which the UK holds a reciprocal agreement.

If you have any questions please contact the Non NHS Patient Team who will be able to help on [ubt-tr.osvt@uhbristol.nhs.net](mailto:ubt-tr.osvt@uhbristol.nhs.net).

## Hospital services

Our hospitals have the following services and facilities:

- A team of "meet and greet" volunteers to offer a friendly guide service. They work in the BRI Welcome Centre, Bristol

Eye Hospital, Bristol Heart Institute and at South Bristol Community Hospital.

- Boots Pharmacy is located near the main BRI entrance.
- A number of cafes and restaurants are available by the main entrances to most of our hospitals, and on level 9 of the BRI.
- Shops selling sandwiches, snacks, hot and cold drinks, newspapers, magazines, together with a small supply of toiletries and gifts can be found at the main entrance to the BRI.
- Wheelchairs are available to borrow, and will need to be returned when you finish using them. Ask at main reception or speak to the nurse in charge of your clinic.
- Accessible facilities include toilets in public areas across the hospitals, as well as baby changing and feeding facilities at each hospital. Ring the clinic if you need advice on facilities and services for disabled people.

## **Smokefree policy (including the use of e-cigarettes or smokeless products)**

Smoking is not permitted in any of our premises or within the white painted line outside our buildings. This includes e-cigarettes.

## **Mobile phones**

Mobile phones may be used by staff, patients and visitors in most areas of the hospitals. There will be 'no mobile phones' signs in areas where use is prohibited. The use of cameras on mobile phones is strictly prohibited in all areas.

## Wi-Fi (internet access)

We provide free Wi-Fi in some areas. Patients will need to connect to 'UHB-Guest' from their device, open a browser to access any web page, login using your email address, click on 'I accept the trust terms and conditions'. Internet access will then be granted.

## Fire safety

In the event of a fire alarm, please stay calm and follow the instructions provided by a member of staff. Following an evacuation you will be told when it is safe for you to return to the building.

## Security

All staff wear a name badge or identity badge. You are asked to seek confirmation of identity if you are approached by any member of staff without a name badge. The hospital employs its own security staff who patrol the hospital and its grounds. They wear a navy blue uniform.

## Infection control

Meticillin-resistant Staphylococcus aureus (MRSA) is a type of bacteria that is resistant to the more common antibiotics that are used to treat infections. We will screen patients who may be at a higher risk of getting MRSA. This could be before they come into hospital or on the day of admission. This reduces risks to you and other patients. To read our screening policy and protocol, go to: [www.uhbristol.nhs.uk/patients-and-visitors/about-your-stay](http://www.uhbristol.nhs.uk/patients-and-visitors/about-your-stay).

Norovirus is the most common cause of infectious gastroenteritis. Symptoms include nausea, vomiting, diarrhoea, abdominal pain, headache and a temperature. If you have

been unwell with diarrhoea or vomiting, please do not visit the hospital until you have been free from diarrhoea and vomiting for at least 48 hours. Please call the number at the top of your letter if you are due to attend the hospital.

The most common way that germs can spread and cause infection is by being carried on people's hands. Effective hand hygiene is the single most important way to reduce spread of bacteria and viruses that can cause infection. When entering and leaving hospital departments, we ask that you clean your hands with the gel from wall-mounted dispensers which are situated inside the department. Please advise a member of staff immediately if a bottle is empty, so it can be replaced.

## **Patient support and complaints team**

The team is able to assist with problems and can speak with staff on your behalf. They can provide:

- non-clinical information and advice
- a contact point for patients who wish to make suggestions about how services can be improved
- support for patients and their relatives/carers, including signposting to other appropriate services and/or organisations
- complaints management.

You can visit the team at their office in the Welcome Centre at the front of the Bristol Royal Infirmary (BRI) or phone them on **0117 342 1050** (they have an answer service out of hours or when the department is busy). You can also email the team at [psct@uhbristol.nhs.uk](mailto:psct@uhbristol.nhs.uk).

## **How to contact the patient support and complaints team**

Telephone: **0117 342 1050** to access our 24-hour confidential message service. We will return your call within two working days.

If you wish to make a formal complaint, please write to the Chief Executive, University Hospitals Bristol NHS Foundation Trust, Trust Headquarters, Marlborough Street, Bristol BS1 3NU. Alternatively, phone the patient support and complaints team on the number above.

## **The NHS Constitution gives you the right to start treatment within a maximum of 18 weeks**

As long as you choose to have treatment, and it is appropriate for you, you have the right to start your non-emergency treatment within a maximum of 18 weeks from when you are referred by your GP. Most patients can expect to start treatment much sooner. You can ask the NHS to take all reasonable steps to offer you a range of alternatives if this is not possible.

Your rights around waiting times, and anything else about your NHS are set out in the NHS Constitution, which bring together what we can all expect from the NHS and what is expected from us in return.

To read the NHS Constitution or to find out how you can access the NHS, please email: [18weeks@uhbristol.nhs.uk](mailto:18weeks@uhbristol.nhs.uk) or ask your GP.

## **NHS 111**

For 24 hour NHS help and advice, phone **111**.



## **Voluntary organisations**

The voluntary service co-ordinator can help you contact many voluntary organisations, and can be reached on **0117 342 1530**. Many volunteers help patients in a variety of ways. If you would like to join the volunteers, please contact the voluntary service co-ordinator.

## **Asking you for feedback about your experience**

We value feedback from everyone who uses our services, to help us identify the things we are doing well and anything we could improve.

You are likely to see comments cards in outpatient clinics along with other opportunities to give feedback throughout our hospitals.

You may receive a text message, automated phone call, or postal questionnaire after your appointment to ask about your experience. Choosing to give us feedback is entirely voluntary, but we very much hope you will find the time to do so.

# Medical training and research

## Medical training

University Hospitals Bristol is a teaching hospital, and student doctors, nurses and other professionals such as physiotherapists train here. Your permission will always be asked beforehand if your treatment is used as part of student training.

## Work experience

Work experience students from schools and colleges who are considering a future career in the NHS may also be present during your clinical care. You have the right to request that they are not present during any aspect of your care.

## Research and clinical trials

We are committed to providing excellent patient care, and improving patient health, through world-class health research and our culture of innovation. Many of our staff carry out and support research; this is essential if we are to improve patient care and provide the best treatments. Last year, around 600 research studies took place in the Trust, with over 5,000 people taking part.

While under our care, you may be invited to take part in research. Participation in research is always voluntary, and if you decide not to get involved, it won't affect your care or normal treatment. If you decide to take part, you can withdraw from the study at any time.

You may be asked to consider joining a study by your GP or doctor. There are different types of research you could get involved in, for example, being interviewed about your condition, or testing a new treatment.

## Taking part in research

If you are invited to take part in research, you will be given information about:

- What the research is and why it is needed
- What's involved for you
- The potential benefits and any risks
- Compensation arrangements if something unexpected happens e.g. an injury related to the research
- Whether expenses and reimbursement will be paid
- How your identity will be protected and information about you kept confidential and secure by the research team
- Who will have access to the information collected

You should ask questions and talk to family and friends before deciding whether to take part. If you decide to take part, you will be asked to sign a **research consent form** to say that you are happy to be involved. No information that could identify you will be made public without your consent.

## Want to find out more?

You can find out more information about our research and how to get involved on our website [www.uhbristol.nhs.uk/research-innovation](http://www.uhbristol.nhs.uk/research-innovation) or by phoning **0117 342 0233**.

Please note that if for any reason you would value a second opinion concerning your diagnosis or treatment, you are entirely within your rights to request this.

The first step would usually be to discuss this with the doctor or other lead clinician who is responsible for your care.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **Smokefree Bristol** on **0117 922 2255**.

### Hospital and ward contact details

Where available, contact details for our hospitals, wards and departments can be found on the individual hospital websites via [www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk) under 'Your hospitals'. Click on the relevant hospital, then click on 'Contact details'.

Alternatively, you can phone the switchboard on:

**0117 923 0000.**

For access to other patient leaflets and information please go to the following address:

[www.uhbristol.nhs.uk/patients-and-visitors/information-for-patients/](http://www.uhbristol.nhs.uk/patients-and-visitors/information-for-patients/)

**Hospital switchboard: 0117 923 0000**

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



For an interpreter please contact the telephone number on your appointment letter.



For this leaflet in large print, audio or PDF format, please email [patientleaflets@uhbristol.nhs.uk](mailto:patientleaflets@uhbristol.nhs.uk).

