Appointment Changes
To cancel or change your appointment please telephone the number on your appointment letter. This may allow us to give your appointment time to another patient. We need your help to run an efficient service.

Directions to the Hospital
Please see the enclosed leaflet, “Directions to the Hospital”.

Ambulance or Ambulance Car
If for medical reasons, you require this form of transport:

• Hospital staff shall arrange transport for your first and future appointments if this is necessary. This will be regularly reviewed.

Please note escorts may only be transported if they are required for medical reasons.

If you no longer require the Ambulance or car, as soon as possible please call:

0800 389 1333 and tell them your name, address, phone number and date of appointment.

What to Bring with You
• Your appointment letter.
• A note of any prescribed drugs presently being taken.
• Repeat prescription list (if any).
• Any questions you may have for the doctor.

Arrival at the Clinic
Please hand your appointment letter to the receptionist, who will direct you to the waiting area.

If you have not been seen within thirty minutes of your appointment time, we will give you a reason for the delay, and an indication of when you will be seen.

What to Expect
• The length of appointment can vary so please have no other immediate commitments. At your appointment you may have investigations carried out. If surgery is part of your treatment plan, your appointment will include a pre-operative assessment (a specific health check for your surgery).

• Your friend or relative may be present when you see the doctor.

• You will be seen by a consultant or a member of their team.

• If you are required to remove clothing you will be given time to do this in private.

• If further appointments are necessary your doctor will give you a note to take to the receptionist at your clinic who will make the necessary arrangements for you.

• Within 7 days, or as soon as test results are known, we will notify your GP regarding the outcome of your visit. Please check with your GP practice before you arrange an appointment to see them.

• You have a right to a second opinion. If you feel this is necessary please ask the consultant in charge of your care.

• You have a right to access your Health Records. The Senior Charge Nurse will be able to advise you of what to do.

Student Teaching
An important part of our work is clinical teaching and training of students in medical, nursing and other professions.

You have a right to decide whether or not you wish to participate in student teaching or medical research. You should be asked about this before your consultation.
No Smoking
The hospital operates a No Smoking Policy. No smoking means no smoking in any NHS building, entrance, doorway, grounds or car park.

Fire Safety
In the event of the fire alarm ringing the staff will advise you what to do.

Confidentiality of Health Information
All staff are legally bound by the NHS Code of Practice on Protecting Patient Confidentiality. If you wish to know more about how we protect your health information, please contact the Health Records Manager at the hospital you are attending or ask for a copy of our guidance leaflet.

Courtesy to Staff
Abusive or violent behaviour will not be tolerated and the hospital will consider prosecuting any person whose behaviour is unacceptable.

Comments and Suggestions
We welcome comments and suggestions about any aspect of your attendance at the hospital.

Complaints
If you wish to complain then a guidance leaflet is available from all clinics. Please ask for one if you require it.

Mobile Phones
Switch off mobile phones - only use in designated safe areas.

Site Specific Information

Help with Specific Needs
If you require help with any of the following please telephone the number on your appointment letter:
• site, hearing or require an interpreter
• mobility, specialised equipment or any other need.

Health Information Leaflets
Leaflets are available on treatment, condition specific and Health Improvement within the hospital.

The Sanctuary
The Sanctuary is a place of peace, meditation and prayer. Everyone is invited and welcome to use it. It is on the ground floor.

Chaplaincy
The Hospital Chaplains offer spiritual and religious care to everyone, regardless of faith or belief. A Hospital Chaplain is always available, please ask a member of staff to arrange this.

Travel Costs
All patients travelling from the Highlands & Islands are entitled to claim some or all of their public transport costs of travel.

The following only applies to patients on Family Credit, Income Support or Low Income:
• Patients are required to bring proof of entitlement e.g. a letter confirming entitlement to benefit, HC2 certificate, NHS Tax Credit Exemption Card, Asylum Registration Card (ARC).
• Bus or rail tickets will be required as evidence.
• We can reimburse the cost of petrol for patients using their car.
• In some cases the travelling costs of an escort can be claimed.
• Taxi fares will not be reimbursed.

Please ask at the reception desk for further information or ask at the cash office on the ground floor.

Services Available
There is a café on the ground floor.

If you require this information in an alternative format please contact: 0141 201 1340