

Patient Information

Coming to Outpatients



Your Health, Our Passion

About the Trust

The Great Western Hospitals NHS Foundation Trust provides acute hospital services (at the Great Western Hospital) and community health and maternity services across Wiltshire and parts of Bath and North East Somerset.

These services include community hospitals, community nursing, therapists, children's and young people's services along with hospital based maternity services from the Princess Anne Wing at the Royal United Hospital in Bath.

At the Great Western Hospital we have all of the facilities you would expect to find in a busy general hospital including an Emergency Department, Delivery Suite, a full range of diagnostics tests such as X-ray, MRI and CT scans, outpatient clinics and twenty one inpatient wards. We provide these services in a very modern environment ensuring patients have privacy and dignity throughout their care.

We take a proactive approach to improving the way we provide care, continually looking for ways we can do things better. This means we invest in the latest technology and training for our staff so we keep up with changes in how care and treatment is given.

We have approximately 5,500 staff who pride themselves in delivering an outstanding service to patients and users. We recognise that being cared for well is not just about having the right clinical treatment it is about much more - the way you are spoken to, the quality of the food, the level of privacy, dignity and respect you are treated with and so much more.

We work hard to get these things right and when we fall short of these high standards we welcome your feedback so we can improve how we do things.

Getting to the hospital

By rail: The nearest main line station is Swindon station located in the town centre. An express shuttle bus (number 16) provides a direct non-stop link from the town centre to the hospital. For train timetables, you can visit the [Railtrack website](#) or tel: 08457 48 49 50.

By bus: Services run frequently both from the town centre and surrounding area. For more information please contact [Thamesdown Transport](#) on 01793 428428. Alternatively you can find out further information on [Traveline](#) or tel: 0870 608 2 608.

By cycle: The hospital is linked to the Swindon cycle path network. Cycle parking is available and is available near the main entrance.

By road: The hospital is located to the southeast of Swindon town centre, close to Junction 15 of the M4 motorway.

Car parking at the hospital is limited, as the Trust operates a Green Transport policy and we encourage staff and visitors to use alternatives to driving wherever possible.

From the M4: Exit at Junction 15 and follow signs to Swindon. At the Commonhead roundabout take the first exit left into Marlborough Road A4259. The entrance to the Hospital is 300 metres on the left.

From the North: On approaching Swindon, join the A419 south following signs for the M4. This is the Stratton St Margaret by-pass. Take the fourth exit right at the Commonhead roundabout into Marlborough Road A4259. The entrance to the Hospital is 300 metres on the left.

From the Town centre: Leave the town centre via Fleming Way to the Magic Roundabout and travel straight across into Queens Drive A4259. At the next roundabout take the second exit to remain on Queens Drive. Travel straight ahead (third exit) at the next roundabout into Marlborough Road. The entrance to the hospital is 1,500 metres on the right.

When you arrive

As soon as you arrive please book in at the reception desk. If you need any help, for example a wheelchair, please ask your driver to ask a member of staff for help.

Your visit

You may see a Doctor or another healthcare professional. This will depend on which service you have been referred to. There will be a nurse attached to the clinic who will be able to deal with any queries you may have.

To make best use of your time with the Doctor it is helpful to think of any brief questions you may have before coming to clinic. Keep a note of these to ask during your visit.

Once you have booked in at reception, the Clinic Nurse will collect your notes. The Doctor may have asked for you to have some tests before your appointment. You may be offered minor treatment during your consultation, which you have the right to decline if you wish. You can arrange another appointment for the treatment to be carried out.

Some examinations or treatment carried out in the Outpatients Department **may mean that you will be in the hospital for two-three hours and sometimes even longer.** Please make arrangements for travel, childcare and time off work on this basis.

After seeing the Doctor

If you need a further appointment you will be given a form to take back to the Receptionist **before** you leave.

If you are going home by ambulance or hospital car, please tell the Receptionist that you are ready to leave. **Please be prepared to wait two-three hours or longer in exceptional circumstances.** This is regrettably due to the pressures on the transport system and is beyond the control of the Trust. However, every effort will be made to ensure a swift return journey. If you can organise a lift to and from the hospital yourself this would be appreciated.

Other information:

Interpreters

If you need an interpreter for BSL (British Sign Language) signing, please contact the Booking Centre on: 01793 604080 to confirm that this has been booked.

For language interpreters these will be requested by the Department on the day of the clinic (telephone interpreter). If you have a requirement to bring an interpreter with you, please discuss this with your GP who can share this information with the hospital.

Help with travel costs

If you receive Disabled Persons and Family Tax Credit, Income Support or Job Seekers Allowance, you will be automatically entitled to have refunds for public transport fares (buses or trains) or petrol/parking costs. Taxi fares will be paid only where the consultant confirms that there is a clinical need and other transport is not available.

Please ask a Receptionist how to make a claim and bring with you any tickets or receipts as well as proof of entitlement, such as your benefit book.

Shops/Restaurant and cash point

The Great Western Hospital has a restaurant, shop and cash point near the main entrance. There is a cafe serving Starbucks coffee at the entrance of the Brunel Treatment Centre. There are also vending machines throughout the site.

Mobile phones

There are some areas where mobile phones may be used but please check with the department first.



Smoking

For the health and safety of all patients and staff, smoking is not allowed on the hospital site.

Membership

Because we are a Foundation Trust hospital, we are accountable to you, our users. We want to hear your views on how you think our service is and what you would like to see in the future.

You can obtain a hard copy of the membership application form by sending an email: foundation.trust@gwh.nhs.uk to the Membership Officer or telephoning 01793 604185.

Contacts

We welcome your views on the care you have received in our hospital. Please ask your Nurse for a patient feedback form, or visit <http://www.gwh.nhs.uk/contact-us/> to tell us what you think.

The Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. Staff will help with any queries or concerns. You can contact PALS Monday-Friday, 9am-5pm or email pals.team@gwh.nhs.uk



Charitable Involvement

Patients and families who would like to support or get involved with the work of the Trust are encouraged to visit: www.gwh.nhs.uk/support-us/

Keep your details up to date

In order to ensure we hold accurate information about you, please can you complete this page and **hand it to the Receptionist upon arrival.**

SURNAME:							
FIRST NAME:		MIDDLE NAME:					
DATE OF BIRTH:		SEX:	<table border="1"> <tr> <td>FEMALE</td> <td><input type="checkbox"/></td> </tr> <tr> <td>MALE</td> <td><input type="checkbox"/></td> </tr> </table>	FEMALE	<input type="checkbox"/>	MALE	<input type="checkbox"/>
FEMALE	<input type="checkbox"/>						
MALE	<input type="checkbox"/>						
HOSPITAL NUMBER: <i>if known</i>		NHS NUMBER: <i>if known</i>					
HOME ADDRESS:			<p>By confirming these contact details, you are agreeing to us using these as a means of communicating with you. (Email is not used at present but may be used in future.)</p>				
POSTCODE:							
HOME PHONE:							
WORK PHONE:							
MOBILE PHONE:							
E-MAIL ADDRESS:							
EMERGENCY CONTACT NAME:							
ADDRESS: <i>if different to next of kin details above</i>							
POSTCODE:							
HOME PHONE:							
WORK PHONE:							
MOBILE PHONE:							
RELATIONSHIP:							

Please note that your personal data will be held in accordance with the Data Protection Act 1998. If you would like to find out more about how your information is used by the Trust, please ask for the leaflet "How we handle your information".

How to rearrange or cancel your appointment

Telephone us on: 01793 604080

Contact us via our website:

Visit www.gwh.nhs.uk and select the option to '**Confirm, cancel or change appointments**'

Contact us by post:

Please tick as appropriate and return this sheet of paper to the **FREEPOST** address below:

**Great Western Hospital
Freepost NAT5259
SWINDON
SN3 6BR**

Full name.....
Date of birth.....
Hospital number.....
NHS number.....
Date and time of the appointment to be cancelled.....

Please change this appointment, I am unable to attend on this date

If possible, please book me an appointment in the morning

If possible, please book me an appointment in the afternoon

I am unable to attend on the following dates:

.....

Please cancel this appointment, it is no longer required

Please be aware that the Trust reserves the right to discharge you from our care if you do not attend your hospital appointment.

Author / Location: Sue Corp
Contact Tel: 01793 604991
Leaflet number: Pil - 0577