

# *Being an Outpatient*

## *Easy English*



**An outpatient is when you do not stay in hospital overnight.**



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## Being an Outpatient

Please try to arrive early for your appointment.



If you think you will be late or cannot keep the appointment please let the hospital know as soon as possible.



When you arrive, please go to reception or tell a member of staff.



Some appointments might take a long time. You might have to wait at the hospital for test results.



## If you miss your appointment

You must tell the hospital if you cannot come to your appointment. If you cancel your appointment twice, or miss an appointment without telling us, you may be taken off the waiting list.



# Stopping Infection

Hand washing is very important to stop infection (getting ill).



Many areas have hand gel at the entrance - please use this.



If you have diarrhoea or sickness please check with the hospital if it is safe for you to come.



## Keeping safe

It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title.



If you feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.



## Fire

If you hear the fire alarm, please do what the staff tell you.

If you find a fire, tell a member of staff. Do not try and put out the fire yourself.



## Smoking

Smoking is not allowed inside or outside the hospital.



## Packages

If you see a package you are worried about, tell a member of staff.



# Arriving at hospital

## Reception desks

The main hospital reception desk is at the main entrance. At all out-patient areas you will find a reception desk where a member of staff will help.



## Wheelchairs

Wheelchairs can be found in the main In-patient and Out-patient entrances.



If one is not available, please ask a member of staff. You might need a £1 coin which you will get back when you return the chair.



## Meet and Greet volunteers

Some hospitals have Meet and Greet volunteers.

They are there to help you find the department you need.



# Hospital Services

## Accessible toilets / baby changing

The hospital has toilets in all the public areas. There are accessible toilets for disabled people.



There are also baby-changing rooms.

## Hospital staff

If you have any questions please ask the nurse in charge or a manager.



## Payphones / postboxes / cash machine

There are payphones in the hospital. You can make a free phone call to a taxi.



There are also postboxes and a cash machine on the hospital site.



## Special needs

If you have any special needs please let a member of staff know.



- Each ward has accessible bathrooms and toilets.
- Some areas have a loop system.



## Translation into other languages

We can offer a translation service.

If you need help to understand, please let us know.



## Allergies

If you have any allergies, please let us know.

If you do have any allergies you will be asked to wear a red band so staff know about them.





## Students

There may be students at the hospital who might want to talk to you. Sometimes they will be there to watch while you have your appointment.



If you do not want a student to be in the room, tell a member of staff.

## Patient health and safety

If you do have any special needs, staff may make a care plan for you.



This will let other staff know your needs.

## Medicine

Please bring with you any medicine, tablets or inhalers that you are taking.



Please show them to the staff when you arrive on the ward.

## What care should I expect?

Patients must be in control of their care plans.

You should see a doctor once every twenty four hours.

You must agree with any treatment.

You must be told about the results and meaning of any tests.



## If something goes wrong

Sometimes mistakes are made in hospital. If something goes wrong and you are hurt:



- We will do all we can to treat any mistake.
- We will tell you what has happened and what is being done.
- We will report the incident.
- We will investigate to find out what went wrong.
- We will tell you about the investigation and how we will make things better.
- We will share the lessons learnt with the rest of the National Health Service to make patient safety better.



## **Patient Advice and Liaison Service (PALS)**

PALS is a confidential service.  
This means they must not tell anyone else what you tell them.



You can speak to PALS if the staff cannot help with your questions or if you feel happier speaking to somebody else.

## **Complaints or Comments**

If you do have any comments or complaints we want to know about them.



You can find out more on  
[www.pals.nhs.uk](http://www.pals.nhs.uk)



Produced by Bath and North East Somerset People First  
Pictures by Photosymbols

