

St Peter's Outpatient Department

Patient Information

Telephone 01932 722497



Welcome to our Department.

We are an outpatient area with 20–35 multi-speciality clinics running daily. We currently see around 700 patients a week.

What to expect on arrival?

Your appointment will be in Area 3 or Area 5.

On arrival you will be able to use the self-check in the reception area, or one of our friendly reception team can check you in and direct you to the waiting area.

If you are here for a **blood test**, please follow the signs for **Blood Tests** and use the self-check-in, in the waiting room.

If you are having trouble checking in, please ask a member of staff for assistance.

Depending on which clinic you are attending, you may be seen in the first instance by one of the nursing team which includes our highly experienced Health Care Support Workers for routine diagnostic tests in preparation for your consultation with the Clinician.

Some of the routine diagnostic tests that are carried out in Outpatients are:

- Recording your BMI. This is calculated using your weight and height.
- Carrying out your observations i.e., Blood pressure, Pulse, Temperature, Respiratory rate, oxygen level.
- Electrocardiogram (ECG), which is a painless procedure. You will have some electrodes placed on your chest and limbs to monitor and record your heart rhythm.

If you have questions or concerns about diagnostic testing, please speak to one of the team,

Will my appointment be on time?

Whilst every effort will be made to keep to your appointment time, delays can occur if the doctor is called to an emergency or if the workload is unexpectedly larger than normal. There are screens in each waiting room advising of any delays.

Sometimes you may be offered treatment on the day of your appointment, rather than bringing you back another day. If you agree to this, you may have a further wait for the treatment.

If you are travelling by hospital transport or are diabetic, it is advisable to bring a snack, drink, and any medication you may need with you. Please inform a member of staff if you are diabetic.



Please use the QR code or the Viewpoint machine to leave us feedback or a compliment. We are always trying to improve our service and would appreciate your comments to help us achieve this.

Further Information

We endeavor to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

You can use Text Relay to turn telephone communications into text.
Use the Relay UK app on your phone, tablet or PC.
You can also use Relay UK via Minicom or Uniphone.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

ने बुगठु उतनमे सी लेर वै उं विरपा कवरे इस निसर उे देन कवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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