Ashford and St. Peter's Hospitals
NHS Foundation Trust

Outpatient Appointments

Prior to appointment

Please remember to: Check your appointment details and contact us if:

- You cannot make it.
- You need an interpreter or signer
- You have accessibility, communication or cultural needs we should be aware of
- You need to tell us about a change of mobile number so we can text you reminders

You can contact us by using the phone number and email address at the top of your appointment letter.

If you miss your appointment and do not let us know, you may be discharged back to your GP.

At the end of your appointment

Make sure you know:

- What might be wrong
- Whether you need any tests
- What treatment is best for you
- What happens next and who to contact

If can be helpful to write a list of things you want to talk about in your appointment. This could include

- **Your symptoms**
- **Medicines you're taking including prescriptions, medicines you've brought yourself or alternative treatments. You can bring them with you or take a photo of them**
- **Any allergies you have**
- **Any questions or concerns**
- **Anything your GP has recommended you ask**

Face to Face Appointments

Travelling to an appointment

We suggest you look up where the hospital is before your appointment and plan how you'll get there before you travel. There are regular bus services to our hospitals. More information can be found on our website under **Getting Here**.

There are car parks for patients at all hospital sites. Please be aware, sometimes there is limited parking, and you may need to allow extra time to find a space. Please see our website for more information on parking charges, location of car parks and disabled parking. Blue Badge holders are exempt from any car park charges - please scan your badge at the payment machine, it does not need to be displayed in your vehicle.

For transport related queries, please contact our Travel Plan Office on: 01932 723675.

On arrival

Please go to the location written on your appointment letter or your text message reminder. If you're not sure where to go, please ask at the main reception. When you arrive at the location on your letter, the clinic receptionist will book you in and explain what will happen next. Please let the receptionist know if any of your personal details have changed, like your address or phone number. You can also use our kiosks to check-in.

We do our best not to keep you waiting, although delays sometimes happen. We'll tell you if there is likely to be a delay.

Telephone Appointments

Before your appointment, please check we have your correct phone number. This will be the number that we use for text message appointment reminders. Please note the call might come from an unknown number.

If you need to update your details on our system, please contact us using the email or phone number at the top of your appointment letter. We try our best to call you at your appointment time. Occasionally there might be a delay if our clinician needs to spend a little longer with another patient.

If you miss the call, our clinician will move onto the next person and then try to call you again answer. If you were unable to answer, please contact us using the number on your clinic letter so we can rebook your appointment.

Video Appointments

The link to your video appointment can be found on our website.
Please go to https://www.ashfordstpeters.nhs.uk/video-appointments and click on the Attend Anywhere Patient Leaflet for your department at the bottom of the page.

Before joining your appointment, please make sure

1. You are using a device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).
2. A reliable internet connection (wired, Wi-Fi or mobile data). If you can watch a video online, you should be able to make a video call.
3. A private, well-lit area for your consultation, where you will not be disturbed.

Further Information

We endeavour 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 ترجمه دارید، لطفا با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ 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 ज़रूरत 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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Website: **www.ashfordstpeters.nhs.uk**