

Information about your child's face-to-face appointment with a clinician

Bladder and bowel care

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

Why am I having a face-to-face appointment for my child?

Your clinician has determined that a face-to-face appointment is necessary. They would like to be able to physically see your child, for example if they need to examine them, or require them to undertake some tests.

What will happen?

Your appointment letter will advise you of the date and time.

On your appointment date, please report to the reception desk at the location specified on your appointment letter.

We are keeping the number of patients in our waiting areas to a minimum. Please arrive at the time requested on your appointment letter. If you are early for your appointment and you arrive by car, you may be asked to wait in your car until your appointment time.

The safety of our patients and staff is our top priority and we want to reassure you of the measures we have in place at our hospital sites to keep you safe from coronavirus.

- You will be greeted by clinical staff who will take your temperature and ask you screening questions before they sign you in for your appointment.
- Please bring your own face covering with you wherever possible, but if you do not have one available when you come to the clinical locations, please see a member of staff on arrival and we can provide you with one.
- All of our staff are wearing personal protective equipment to protect both patients and staff.
- **If you have the COVID-19 app** – In line with national guidance we are displaying QR code posters in the areas where you may be waiting. If you have the NHS COVID-19 app, please use your mobile phone to scan the QR code, so that you can be contacted by Test and Trace if needed.

How should I prepare for my child's appointment?

- Make sure you know where you are going for your appointment.
- Please bring a list of all your child's current medication (prescribed and non-prescribed) and any documentation relevant to their condition or appointment.
- You may want to bring a pen and paper to write any notes.
- Write down a list of questions you want to ask and bring this with you, so you don't forget.
- Make sure you use the hand sanitiser as you enter the hospital or wash your hands.

Please contact the department if you require any specific communication support or other relevant assistance for the appointment, such as interpretation, sign language or learning disability support.

Although national guidance has changed regarding isolation following COVID-19 contact, our guidance remains the same. To ensure the safety of our patients, please do not attend your appointment if you or someone in your household has symptoms of Coronavirus or if you have recently had contact with someone with COVID-19. Symptoms include a new, persistent cough, a high temperature (37.8 degrees centigrade or higher) and a loss or change to your sense of smell or taste.

What if I need to change or cancel this appointment?

If you are unable to attend this appointment, please notify us as soon as possible by contacting us using the details on your appointment letter. This will allow us enough time to offer another patient the appointment slot.

What happens if I miss my child's appointment?

Please ensure you make every effort to attend your child's appointment. One missed appointment costs the NHS around £160.

Some of our services have appointment reminders, so you may receive text messages to remind you about this appointment.

If you do miss an appointment, the clinician will decide on the next step, which could include re-booking this appointment or discharging your child back to your GP.

What if I don't want this appointment to be face-to-face?

Please contact the department on the appointment letter to request another form of appointment. Please note that it may not be possible to change the appointment format.

What happens if I need an interpreter?

We can arrange for an interpreter to be present at your child's appointment. Please ask a family member or a friend to phone the number on your appointment letter at least 10 days before your appointment and tell us what language is needed, if you have not already discussed this with us.

Smoking

All Trust sites are smoke-free. Please do not smoke in any clinic buildings, grounds or car parks. Anyone on site using an electronic cigarette (e-cigarette) as a substitute to smoking will also be asked to stop.

How was this appointment?

Your experience of our outpatient services is very important to us. Your feedback helps us to know what is working well, and what we could do better. Please let us know your feedback by completing our online survey which will appear after your appointment, or can be accessed at a convenient time for you at

www.smartsurvey.co.uk/s/OutpatientFeedback or using this QR code



PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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