

Menopause & PMS

This leaflet has been written by staff working in the Menopause & PMS service at Chelsea and Westminster Hospital for clinics at Chelsea and Westminster Hospital and West Middlesex Hospital.

www.chelwest.nhs.uk/services/womens-health-services



Contact information

If you need to re-schedule your appointment please ring the appointments office on 020 3315 6666.

Menopause & PMS Service
Gynaecology Outpatients
Chelsea and Westminster Hospital
369 Fulham Road, London
SW10 9NH

Further advice and support

www.menopausematters.co.uk (Menopause Health)
www.the-bms.org (British Menopause Society)
www.daisynetwork.org.uk (POI charity)

www.chelwest.nhs.uk/services/womens-health-services



Patient Advice & Liaison Service (PALS)

If you require information, support or advice about our services, you can contact the PALS office on the Ground Floor of the hospital just behind the main reception. Alternatively, you can feedback your comments/suggestions on one of our comment cards, available at the PALS office, or on a feedback form on our website www.chelwest.nhs.uk/pals. We value your opinion and invite you to provide us with feedback.

T: 020 3315 6727
E: pals@chelwest.nhs.uk

Chelsea and Westminster Hospital
369 Fulham Road
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SW10 9NH

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Speak to your clinician

West London Menopause and PMS Service

Information for patients



Chelsea and Westminster Hospital
NHS Foundation Trust

West London Menopause and PMS Service

Welcome to the West London Menopause and Premenstrual Syndrome Service. We recognise the complexity of hormone related disorders and run dedicated specialist clinics at Chelsea and Westminster Hospital to meet your needs.

There are excellent guidelines for GPs to effectively diagnosis and manage most hormonal problems within the in primary care setting. Once effective treatment has been established you will be discharged back to the GP.

How often will you be seen?

Our service is here to provide advice, start treatment or resolve problems. For most women, this can be achieved within 1-2 appointments when you will be discharged back to your GP with information to continue your ongoing care. Further appointments are only required if:

- Effective stable treatment has not been achieved.
- Your treatment cannot be provided by your GP
- You have been diagnosed with POI when you are likely to have yearly appointments until at the age of 45-51

Telephone clinic

In some instances, you may be offered a telephone appointment. Please allow a one-hour window from the time of your appointment for availability. Only accept this appointment if you:

- have access to a phone, preferably a mobile number
- have registered your number with the hospital
- will accept an unknown or withheld number
- will be in a suitable environment to talk

If you cannot make the appointment you must reschedule by contacting the appointment office. If we cannot contact you after 2 attempts you will be

sent an appointment to be seen back at the hospital. Please note, there is no number for you to call back on. We cannot call international numbers.

Do I get a letter after my appointment?

A letter is sent to you and your GP after every appointment. This will include details of your current prescription and outstanding results. If you do not receive a letter within 4 weeks please contact the gynaecology secretaries

When do I get my results?

Blood tests are usually undertaken on the day of your appointment and in some instances, you may have had them done just before the appointment. In both instances, the results will be included in your clinic letter. Copies go to you and the GP

If we have asked you to have and blood tests, bone density scan or ultrasound within the next 4-6 weeks. In this instance, you should have an appointment to be follow-up within 6-8 weeks. This will usually be a telephone appointment and it is important that you are available to take the call. You do not need to call the hospital to discuss these results or ask for a letter.

Some investigations may not require a 6-8 week follow-up appointment because the result will not change your current treatment. In this instance you will not get a letter and the results will be discussed at your next routine appointment.

I have yearly bone density scans (BMD)

It is important to have scans done on the same machine to ensure consistency of results.

If you have a yearly bone density scan its ideal if this is done before the next appointment. You will have been advised if you need a scan and given a form to book nearer the time.

I had my investigations done at another hospital

Hospitals are complex organisations and investigations taken at other hospitals may not be received into your electronic record before your appointment. To minimise this risk, where possible all your investigations should be done at Chelsea and Westminster. When this has not been possible:

- always bring a paper report of your results AND
- fax results to 020 3315 3050

Can my GP contact you for advice?

We aim to support GPs in all of your hormonal care and we encourage them to contact us directly at any time. They may call the gynaecology secretaries and we can call back or we can be found in the secure nhs.net directory.

Where can I get more information?

This leaflet is just an introduction to your service. Please refer to the hospital web site if you have any questions that arise between appointments. Please also refer here if you

- have treatment problems or an emergency
- need to change your appointment

There is a wealth of information including printable information leaflets and resources that can also be shared with your GP.

Follow the link or QR-code

www.chelwest.nhs.uk/services/womens-health-services

