

Inpatient and Outpatient Booking

[Information for patients](#)

Easy Read Version

About this booklet

This booklet is about how Chelsea and Westminster Hospital are going to care for you.

We want to make sure you are cared for properly.

This booklet will give you information about being cared for by the hospital.

This booklet will tell you :

- How things will happen
- What to do when things do not happen on time
- What to do when things change



Choosing and booking appointments

The Choose and Book appointment service helps you to:



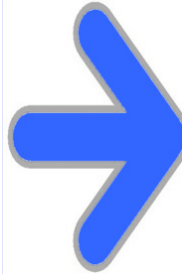
Choose your appointment



Change your appointment



Cancel your appointment



Appointments Line:
0845 608 8888



Healthspace Website:
www.healthspace.nhs.uk

Appointments Office:  020 8846 6666

Admissions Office:  020 3313 7800

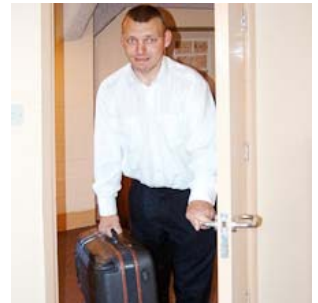
Email  surgical.admissions@chelwest.nhs.uk

Inpatient and outpatient appointments

■ **Outpatient** appointments lasting no more than 1 day when you visit the hospital.



■ **Inpatient** appointments mean you may have to stay in hospital for more than 1 day.



Inpatient appointments

- You can choose the date of your **inpatient** appointment.
- You will be given a choice between two **inpatient** appointment dates.
- You will have 3 weeks to get ready.
- We may ask you about changing the date to make your **inpatient** appointment sooner.



How do we get in touch about **inpatient** appointments?

■ We will send you a letter asking you to contact us.



■ You must reply within 7 days or your **inpatient** appointment will be cancelled.



■ When your **inpatient** appointment gets cancelled we will send you a letter.



■ Our letter will tell you we have asked your doctor to help you.



■ When you are not staying in hospital over night we may telephone and leave a voice message.



■ When we leave a voice message you must reply within 4 days.



■ We will ask your doctor to help when you do not reply within 4 days.



Changing your **inpatient** appointment

Delaying your **inpatient** appointment

- You can choose to delay your **inpatient** appointment for no more than 12 weeks.
- A delay to the date of your **inpatient** appointment more than once will cause the appointment to be cancelled.
- A delay to your **inpatient** appointment within 3 weeks of the date will cause the appointment to be cancelled.
- We will ask your doctor to help you when your **inpatient** appointment is cancelled.



Cancelling your **inpatient** appointment

- You may need to cancel your **inpatient** appointment because you do not feel well enough.
- You will be given one new date for your **inpatient** appointment.
- We will ask your doctor to help you when you cancel your **inpatient** appointment the second time.



When you cannot get to your **inpatient** appointment

- You must tell us when you know you will not be at the hospital for your **inpatient** appointment.
- You may not be given another **inpatient** appointment.
- When you are not given another **inpatient** appointment we will ask your doctor to help you.



Outpatient appointments

- You will be given at least one weeks notice before your **outpatient** appointment.
- You may need to visit us again **before** your **outpatient** appointment.
- Visits **before** your **outpatient** appointment will be within 6 weeks.
- You may need to visit us again **after** your **outpatient** appointment.
- Your doctor will choose when more visits happen.



Changing your **outpatient** appointments

■ You can change your **outpatient** appointment date once.



■ When you need to change your **outpatient** appointment again it will be cancelled.



■ We will book a new **outpatient** appointment when you are too ill to get to hospital on time.



- When you are too ill to get to hospital you must tell us before your **outpatient** appointment time.



- When you are too ill to get to hospital again the **outpatient** appointment will be cancelled.



- When your **outpatient** appointment is cancelled we will ask your doctor to help you.



How do we get in touch about **outpatient** appointments?

- We will phone you using all of the numbers you gave us
- When you miss our phone call we will phone you again
- We will leave 24 hours between each phone call.

- When we cannot talk to you on the telephone we will write you a letter.



- When you get our letter you must contact us within 7 days or your **outpatient** appointment will be cancelled.



- When you need to change your appointment again your doctor will help you.



- You can start your care again within 13 weeks when you are ready.



When you cannot get to your **outpatient** appointment

You must tell us when you know you will not be at the hospital for your appointment.



You may not be given another **outpatient** appointment.



When you are not given another **outpatient** appointment we will ask your doctor to help you.



Contact us

Chelsea and Westminster Hospital

369 Fulham Road

London

SW10 9NH

Telephone 020 8746 8000

You can tell us what you think
using our website:

www.chelwest.nhs.uk

For help about our
services you can contact
us on the ground floor of
the hospital behind the
main reception





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