



A lifetime of specialist care

Royal Brompton & Harefield   
NHS Foundation Trust

Harefield Hospital

# Your outpatient appointment





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You have been referred for an outpatient appointment at Harefield Hospital, which forms part of Royal Brompton & Harefield NHS Foundation Trust.

The outpatient department organises clinics for patients that are being investigated for a variety of heart and / or lung problems.

We would like to make your visit as stress free as possible, and hope this leaflet answers some of the questions that you may have about your visit.

## Appointment letter

Please read your appointment letter carefully; there may be special instructions.

## Registration form

Please complete the enclosed registration form and return it to us before the appointment, or bring it with you on the day.

## Cancelling / changing appointments

You can change or cancel your outpatient appointment by calling the appointment office on **01895 828 696**. The office is open Monday to Friday, 8am-4pm.

You can also contact us by email on **apshh@rbht.nhs.uk**, or via the Trust website at **www.rbht.nhs.uk/change-appointment**.

If you have booked your appointment using Choose and Book, please contact the team on **0345 608 8888**.

## Getting to the hospital

Harefield Hospital is in Harefield, a village on the outskirts of north-west London.

We strongly recommend that you plan your journey well in advance of your outpatient appointment.

Please note if you are coming via a rail or underground station, you will need to continue your journey by bus or taxi to the hospital (see the information below).

Transport for London's tube map, bus routes and journey planner online services might help plan your journey – [www.tfl.gov.uk](http://www.tfl.gov.uk).

If you have a public transport pass, please check that it is valid for your journey before travelling. NB: you are no longer able to use cash to pay for your journey on buses.

### Tube:

The nearest underground stations are Northwood, Rickmansworth and Uxbridge. **None of these stations are within walking distance of the**

**hospital**, but you can take a bus or taxi to the hospital or Harefield village. The walk from the village takes about 10 minutes.

### Rail:

Rail users may travel from Denham station. The station is about five minutes from the hospital by taxi. Denham is a main line station with regular service connections to all parts of the United Kingdom.

### Bus:

Harefield is served by the following buses: U9, 331 and R21, but please note that the R21 is a very restricted service.

Please check:

- The location of where you will pick up your bus, and where you will get off, as the bus stops are not necessarily outside stations
- How long the journey will take, to make sure you choose the quickest route

### Car:

There is a pay and display car park on the hospital grounds.

Remember to bring some change.

There is detailed information about getting to the hospital on our website: [www.rbht.nhs.uk/harefield-directions](http://www.rbht.nhs.uk/harefield-directions).

## Hospital transport

This is available on strict medical grounds only.

If you are unable to travel safely by public transport, and friends or family are unable to bring you, you need to ask your own doctor (GP) to arrange transport.

When you arrive at the hospital, please let the receptionist know that you came by hospital transport.

When you are ready to go home the receptionist will let the transport team know.

## Assistance with transport costs


Patients receiving some benefits may be able to claim back some, or all, of the travel costs.

If you think you may be entitled to claim, you will need to bring one of the following:

- A current NHS Tax Credits Exemption Certificate.
- A letter from the benefit office, on headed paper, confirming that you receive a relevant benefit. The letter must be dated within 12 months of your appointment.

This is how you claim:

1. Let the outpatient receptionist know that you need to claim.
2. The receptionist will complete the form confirming that you have attended your appointment. Please be patient as it may take the receptionist a while to complete the form, especially at busy periods.
3. You will need to take the claim form to the post room, where the staff will



confirm whether or not you are able to claim.

4. If you are entitled, a member of staff will refund some, or all, of your travel costs.

More details on claiming travel costs are on our website, at [www.rbht.nhs.uk/harefield-directions](http://www.rbht.nhs.uk/harefield-directions) – at the bottom of the page.

## Interpreters

If you need an interpreter for your appointment, please telephone **01895 828 696**.

## Appointment time

We suggest that you allow three to four hours for your appointment. You may want to bring something to read.

To save you making several visits to the hospital, we may ask for some of the tests you need to be done on the same day.

We see patients in the order of their appointment times. Sometimes delays may occur, but we make every effort to see you as near to your appointment time as possible.

You may notice some patients arriving after you going in to

see a doctor before you. This is because sometimes we have several clinics running at the same time, and they have an appointment with another doctor.

If you are diabetic, we suggest that you bring some food, just in case there are delays in clinic.

We have a drinks machine in the department.

Food and drinks are available in the Hungry Hare restaurant and the Friends of Harefield refreshment pavilion.

## The appointment

We suggest that you:

- Bring a friend or relative along with you to your appointment – they can help you to remember what is said or make notes for you.
- Write down details of your symptoms, including when they started, what makes them better or worse.
- Write down two or three important questions you may want to ask.
- If you can, avoid bringing small children so that you can concentrate on what is being said.

## Medicines

Please bring all your medicines with you when you come to your appointment. These should include any medicines you may have bought over the counter without a prescription, including herbal remedies.

During your appointment you will only be prescribed specialist hospital medicines that you need to start immediately. Non-urgent prescriptions should be obtained from your GP.

## Who you will see

You will be seen by a clinician. This may be a consultant (senior doctor), or a member of their team. For example, a

specialist registrar (SpR), senior house officer (SHO), nurse consultant or clinical nurse specialist.



## Students

As Harefield is a teaching hospital, students may be involved in your care. Students are always supervised by fully-qualified staff. This provides valuable training for the

students and does not affect the quality of your treatment. If you do not want students to be involved, please tell us on the day. This will not affect your care.

## Accommodation

There is limited accommodation on site. To book accommodation, please contact Parkwood House for details on **01895 828 823**.

## Follow-up appointments

Your doctor may need to monitor you over a period of time. If this is the case you may be given a follow-up appointment. If:

- You need a follow-up appointment, we will send the appointment to you in the post.
- Your appointment is more than three months in the future, we will send you a reminder letter one month before your appointment.
- You need tests, and your next outpatient appointment is before the tests, please let us know so we can move the appointment date.
- You become unwell before your follow-up appointment date, please visit your GP. If it is an emergency, please visit your closest accident and emergency department.



## Change of address, telephone and GP details

It is vital that you inform us of any change to your address, telephone number or GP details as soon as it happens. Please call us on **01895 828 696**.

## The NHS Friends and Family Test

We want to make sure that you have the best possible experience of care in the Harefield Hospital outpatient department. The Friends and Family Test is a way of gathering your feedback about this experience. After your appointment, we will ask you to give us feedback on your experience.

Your comments give us invaluable information on what you think of our services, which can be used to help make improvements, if needed.

For further information on the Friends and Family Test, please see our website:

[www.rbht.nhs.uk/fft](http://www.rbht.nhs.uk/fft)

## PALS (patient advice and liaison service)

If you need further advice, or have any concerns, you can contact PALS on **01895 826 572**, [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk) or visit the PALS office, near main reception.

For information about the service, please pick up a leaflet in outpatients or visit the website [www.rbht.nhs.uk/pals](http://www.rbht.nhs.uk/pals).

## For more information

If you need more information, please call the appointments office on **01895 828 696**.



## Your notes

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If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call PALS on 01895 826 572 or email [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk). This is a confidential service.



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textphone: (18001) 020 7352 8121

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Hill End Road  
Harefield  
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Website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

