

# Information for Outpatients



Outpatients  
**0161 789 7373**  
**[www.srft.nhs.uk](http://www.srft.nhs.uk)**




# Welcome to Salford Royal



Further information can be obtained on our website:

 [www.srft.nhs.uk](http://www.srft.nhs.uk)

Alternatively, the main switchboard telephone number for Salford Royal is:

 **0161 789 7373**

## Information about your appointment

Your appointment letter will give specific information about your appointment including the location, date and time and also the department you should report to upon arrival.

Please attend **10-15 minutes** earlier than your appointment to allow time for you to check in at reception and have any tests such as BP monitoring, blood samples and weight that you may need carried out before your appointment.

You will be handed a **clinic outcome form** by reception which you should place in the appropriate tray / wall mounted box in your clinic area.

Once your consultation has been completed you may be given a **clinic outcome form** which needs to be returned to the reception desk (this is the booking out desk in main outpatients on the Salford Royal site) to arrange a further appointment if applicable.

## What do I need to bring with me?

You **MUST BRING** the following items to your appointment:

- Appointment confirmation letter or appointment card.
- A list of your current medication, including dosages.
- Money for prescriptions, or your exemption certificate.
- A copy of your passport or visa if you have not been resident in the UK for the last 12 months.

You **MAY NEED** to bring the following items:


- Bring your own dressings and any creams / ointments / herbal remedies if you are attending an appointment that may require a surgical dressing, for example an ulcer.
- Your spectacles or contact lenses if attending for an eye (ophthalmology) appointment.
- If the appointment is for a child, please bring the **Red Infant Record Book**.
- Relevant documentation if eligible to claim reimbursement of travel expenses.

## Wheelchair facilities

The Trust provides wheelchairs for patient use when attending the hospital.

## Disability

If you need help when you get here please contact the meet and greet service on

 **0161 206 8942**

or via email [meet.greet@srft.nhs.uk](mailto:meet.greet@srft.nhs.uk) or book on-line through our website (search Meet & Greet).

A guide dog may accompany you during your visit if required. Please give as much notice as possible so that requests can be accommodated.

## Car parking facilities and charges

There are three on-site car parks (Central, North and East) allowing patients and visitors to park near to the part of the hospital they are visiting. Central and North Car Parks operate a token and barrier system, whilst East Car Park (operated by Salford City Council) is pay and display. These prices are subject to change.

### Car park charges\*

<b>30 minutes</b>	<b>Free</b>	<b>Weekly saver</b>	<b>£10</b>
<b>0 to 3 hours</b>	<b>£2</b>	<b>Monthly saver</b>	<b>£25</b>
<b>3 to 4 hours</b>	<b>£3</b>	<b>Lost token</b>	<b>£10</b>
<b>4 to 6 hours</b>	<b>£4</b>	<b>Blue badge holders (0-6 hours)</b>	<b>£2</b>
<b>6 to 8 hours</b>	<b>£6</b>		

\* Correct at print date - January 2019

Reduced rates/free rates are available for

- Patients attending 3 or more times a week
- On more than 4 consecutive weeks
- Patients attending for cancer treatments

Further information is available on the Trust website [www.srft.nhs.uk](http://www.srft.nhs.uk) or at the car parking office located in the Hope Building.

Patients claiming a range of benefits may be also able to claim back their travel costs, if you wish to know more about this please speak to the staff in the General Office in the Hope Building.

## Walking and cycling

If you live near the hospital we encourage you to walk if you are fit and well. You can find more information about walking, including a route planner at:

 [www.walkit.com](http://www.walkit.com)


There are cycle friendly roads nearby and there are facilities for cyclists at the hospital. Find out more information, including cycle maps and a journey planner at:

 [www.tfgm.com/cycling](http://www.tfgm.com/cycling)

## Public transport

There are excellent public transport links to the hospital. To plan your journey by bus, train or Metrolink tram visit

 [www.tfgm.com](http://www.tfgm.com)

 **0870 200 22 33**

## Interpreter services

The Trust is able to provide telephone interpreting services and sign language assistance. The Trust will only use face-to-face interpreters in exceptional circumstances or for patients with hearing impairments. Please note that the Trust does not support the use of relatives or friends to provide interpreter services.

## Chaperone

If you require a medical examination, you will be offered to have a chaperone present.


## Ambulance transport

### Patient transport for new appointments

If you need ambulance transport to your hospital appointment, please contact your GP for information on how to arrange this.

### Patient transport for follow up appointments

Transport will not be booked automatically for your follow up appointment, please call Patient Transport Centre at Salford Royal:

 **0161 206 7014**  
**Monday-Friday, 9:00am-5:00pm**

**(Please make sure you have your NHS number available when calling, this can be found on your appointment letter)**

You will be assessed on your medical need for transport, using a short series of questions.

## No smoking

The Trust operates a no smoking policy on all of its hospital sites. You are respectfully requested to observe the no-smoking signs and refrain from smoking on Trust premises.

## Medical Students / Research

Medical Students may be present in clinics as part of their training. They will always ask for your consent before discussing your illness or examining you and everything you discuss with them will remain confidential within the medical team. Your care and treatment will not be affected whatever you decide. Salford Royal is active in research which helps to improve patient care and treatments in the NHS. Your doctor, nurse or other health professional may ask you if you would be interested in taking part in research.

## Cafes / shops on site

There are cafes, cash machines, and shops on site. There is a pharmacy in the Hope Building atrium and they dispense out-patient prescriptions.

## Code of conduct / unacceptable behaviour

It is our responsibility as an employer to protect staff from verbal harassment and physical assault, including racial and sexual harassment.

The Trust will not hesitate, where appropriate, to use a range of sanctions at its disposal, including the reporting of these incidents to the police.

The Trust will not accept patients, carers, relatives or members of the public verbally or physically assaulting or harassing our staff.

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**Information Leaflet Control Policy:**  
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Salford Royal **NHS**  
NHS Foundation Trust

University Teaching Trust

safe • clean • personal

For further information on this leaflet, its references and sources used, please contact **0161 206 1889**.

Copies of this leaflet are available in other formats (for example, large print or easyread) upon request. Alternative formats may also be available via [www.srft.nhs.uk/for-patients/patient-leaflets/](http://www.srft.nhs.uk/for-patients/patient-leaflets/)

In accordance with the Equality Act we will make reasonable adjustments to enable individuals with disabilities to access this service. Please contact the service/clinic you are attending by phone or email prior to your appointment to discuss your requirements.

Interpreters are available for both verbal and non-verbal (e.g. British Sign Language) languages, on request. Please contact the service/clinic you are visiting to request this.

**If you need this information leaflet translated, please telephone:**

Polish Jeżeli potrzebne jest Państwu tłumaczenie, proszę zadzwonić pod numer.

Urdu اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔

Arabic إذا كنتم بحاجة الى تفسير او ترجمة هذا الرجاء الاتصال

Chinese 如果需要翻译，请拨打电话

Farsi اگر به ترجمه این نیاز دارید ، لطفاً تلفن کنید

**0161 206 0224**

**or Email: [InterpretationandTrans@srft.nhs.uk](mailto:InterpretationandTrans@srft.nhs.uk)**

**Salford Royal operates a smoke-free policy.**

For advice on stopping smoking contact the Hospital Specialist Stop Smoking Service on 0161 206 1779

This is a teaching hospital which plays an important role in the training of future doctors. The part patients play in this process is essential to make sure that we produce the right quality doctors for all of our futures. If at any time you would prefer not to have students present please inform the doctor or nurses and this will not affect your care in anyway.

Salford Royal NHS  
Foundation Trust  
Stott Lane, Salford,  
Manchester, M6 8HD

**Telephone**  
**0161 789 7373**  
[www.srft.nhs.uk](http://www.srft.nhs.uk)

If you would like  
to become a  
Foundation Trust  
Member please visit:

[www.srft.nhs.uk/  
for-members](http://www.srft.nhs.uk/for-members)

If you have any  
suggestions as to how  
this document could be  
improved in the future  
then please visit:

[http://www.srft.nhs.  
uk/for-patients](http://www.srft.nhs.uk/for-patients)