

# Dietetic Outpatient Service

## Russells Hall Hospital Patient Information Leaflet

Nutrition and Dietetic Department  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
01384 244017

### Introduction

Welcome to the Dietetic Outpatient Service. This leaflet gives information on:

- how you are referred to our service
- where you will be seen
- what happens at your appointment
- what to do if you cannot make the appointment

## How am I referred to the Dietetic Outpatient Service?

You can be referred to us from consultant doctors based at Russells Hall Hospital or from your GP.

We can help anyone who has a medical condition that will benefit from dietary advice, for example:

Coeliac disease

Food allergies/intolerances

Diabetes

Irritable bowel syndrome

Nutritional deficiencies

## Where will I be seen?

Our outpatient clinic room is located in the dietetic offices, 2<sup>nd</sup> floor, west wing, off the corridor for ward C8.

## How do I get my appointment?

If you have been sent a letter offering you an appointment, please ring us on **01384 244017** or email [dietitians.dept@nhs.net](mailto:dietitians.dept@nhs.net) to arrange an appointment. There is a 24 hour answer machine where you can leave a message, if necessary.

We hold weekly clinics on Wednesday afternoons or Tuesday mornings.

## What will happen at my appointment?

- Your first visit will last about 30 to 45 minutes.
- If you have been asked to fill in a food diary, please bring this with you to your first visit.
- The dietitian will offer you advice on practical changes you may need to make to your diet.
- If appropriate, we will give you written information to take home with you.
- If you need follow up appointments, this will be discussed at the first visit.

## What if I cannot make the appointment?

If you are unable to keep your appointment, please ring:

**01384 244017**

There is a 24 hour answer machine for you to leave a message, if necessary.

Please let us know as soon as possible if you need to cancel so that we can offer the appointment to someone else and help keep our waiting list down.

**Important note:** we have a policy that we discharge patients back to the person who referred you to us in any of these cases:

- we do not hear from patients after we have sent out a letter asking them to contact us to book an appointment
- patients reschedule an appointment more than twice
- patients do not turn up for their appointments and do not contact us to let us know

## Raising a concern

We will do everything we can to make sure that you receive the best standards of care. However, sometimes we may not achieve this and your expectations are not met. If this happens, we will do our best to put things right and learn from your concern or complaint to improve our service to others.

Where possible, please speak to the Department Manager, Ann Marsh, as she may be able to sort out your concerns straight away. You can also contact the Patient Advice and Liaison Service (PALS) to help you.

### Contact details

**Ann Marsh** on 01384 456111 ext. 2017

**PALS** on Freephone: 0800 073 0510 (9am to 5pm, Monday to Friday) or email: [pals@dgh.nhs.uk](mailto:pals@dgh.nhs.uk)

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Dietetic Outpatient Service on 01384 244017

Russells Hall Hospital switchboard number: 01384 456111

**This leaflet can be downloaded or printed from:**

<http://dudleygroup.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email [patient.information@nhs.net](mailto:patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ، ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔