



**The Dudley Group**  
NHS Foundation Trust

# Booking your outpatient follow-up appointment

Information and advice for patients

## Introduction

The Dudley Group NHS Foundation Trust has recently made some improvements to its outpatient appointment system. This leaflet explains how this will work for your future follow-up appointments.

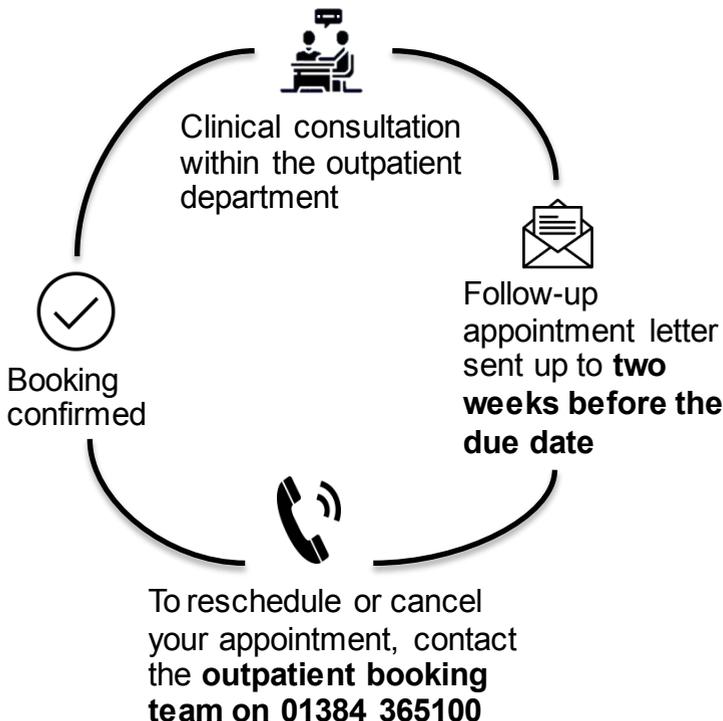
## Why is the Trust implementing a new way of booking follow-up appointments?

The previous outpatient appointment process would have meant that you received an appointment letter within two weeks of visiting the outpatient department, despite your appointment being up to two years in the future.

The Trust has taken into consideration patient feedback and comments around the rescheduling of appointments and, in order to prevent more unnecessary reschedules, we will now send your appointment letter closer to the appointment date.

This new way of booking follow-up appointments will also assist the Trust in forward planning, meaning we will only send appointments when we know that clinics are going ahead.

### Target date booking



## **What happens if my follow-up appointment is within six weeks of attending clinic?**

You will either receive an appointment before you leave the clinic or an appointment will be sent via post within two weeks.

## **Text reminder service**

The Trust operates a text reminder service, reminding you of your appointment seven days and 48 hours prior to your hospital attendance.

## **What do I need to do if I'm unable to attend my appointment?**

Contact the outpatient booking team on **01384 365100** to cancel or reschedule your appointment to a more suitable date and time.

## **What should I do if I have not received an appointment?**

If you have not received an appointment, please contact the outpatient booking team on the above number.

## **What happens if I do not attend my appointment?**

A missed appointment costs The Dudley Group NHS Foundation Trust around £160, and may result in you being discharged back to your GP.

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

The outpatient booking team: 01384 365100

Russells Hall Hospital switchboard number: 01384 456111

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

<http://dgft.nhs.uk/services-and-wards/outpatient-department/>

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

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

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

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 brosură 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۔