

## Information for patients on Hospital Appointments

- **I have not received my follow-up appointment**

If you have been seen at the hospital in the past, they may have told you that they would see you again in 3, 6, 9 or 12 months' time. If you have not received your follow-up appointment, please contact the hospital department directly. You can find their telephone number on the clinic letter following your last appointment or on the hospital website. If you need a copy of this letter, please ask at the reception desk.

- **I have not received my scan, x-ray or surgery date, following a hospital appointment**

If you were seen at the hospital and advised that you needed a scan, x-ray or surgery and you have not received a date to have this done, please contact the hospital department directly. You can find their telephone number on the clinic letter following your last appointment or on the hospital website. If you need a copy of this letter, please ask at the reception desk.

- **I missed my appointment and need another one**

If you missed your appointment, whether it was your fault or you did not receive the appointment letter in time, you can request another appointment by calling the hospital outpatient appointment booking office. If you have missed x2 appointments, they may tell you that you need to be re-referred by your GP. If you need a new referral, please contact the practice secretary to arrange this.

- **I'm not sure of the date or time of my hospital appointment**

If you need to confirm details of your hospital appointment, please contact the hospital outpatient appointment booking office.

- **I don't know what time the community team is coming to my home**

If you are under the care of a community team that comes to your home, ie. the district nurses or community physiotherapy and you want to know about your appointment, you will need to contact that team directly to find out.

- **My hospital appointment is too far in the future**

Unfortunately, some departments at the hospital have long waiting times for patients to be seen. If your symptoms have **significantly** deteriorated since you were referred, the practice may be able to ask the hospital to bring your appointment forward. This can only be done if agreed by the GP. If the GP has asked for your appointment to be brought forward, the practice will either e-mail or fax the department asking for this to happen. **Please note, this does not guarantee that your appointment will be brought forward.** The consultant at the hospital will review the request and it is up to the hospital to decide whether they will offer you a sooner appointment. Once the practice has faxed or e-mailed the hospital with the request, you will need to contact the hospital department directly to find out whether this can be done.

- **I cannot get through to the hospital department or appointments office**

If you cannot get through to the hospital, you can contact the hospital's **patient advice and liaison service** for help. Please note that the practice does not have any special contact details for the hospital. If we need to contact them, we have to use the same number that you have been trying.

- **I have been referred to the hospital, but I have not received my first appointment**

If you have not heard within one month of being referred, please contact the practice secretary to find out where your referral has been sent. The practice will be able to tell you when the referral was sent, and give you the contact details you will need to contact the service directly.

## **Hospital Contact Details**

### **West Middlesex Hospital**

Website: [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

Appointment line: 020 8321 5610

Patient Advice & Liaison service: 020 8321 6261 or [wmpals@chelwest.nhs.uk](mailto:wmpals@chelwest.nhs.uk)

### **Chelsea & Westminster Hospital**

Website: [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

Appointment line: 020 3315 6666 or [appointment.enquiries2@chelwest.nhs.uk](mailto:appointment.enquiries2@chelwest.nhs.uk)

Patient Advice & Liaison service: 020 3315 6727 or [cwpals@chelwest.nhs.uk](mailto:cwpals@chelwest.nhs.uk)

### **Charing Cross Hospital**

Website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

Appointment line: 020 3313 5000 or [appointments@imperial.nhs.uk](mailto:appointments@imperial.nhs.uk)

Patient Advice & Liaison service: 020 3313 0088 or [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net)

### **Hammersmith Hospital**

Website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

Appointment line: 020 3313 5000 or [appointments@imperial.nhs.uk](mailto:appointments@imperial.nhs.uk)

Patient Advice & Liaison service: 020 3313 3322 or [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net)

### **St. Mary's AND The Western Eye Hospital**

Website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

Appointment line: 020 3313 5000 or [appointments@imperial.nhs.uk](mailto:appointments@imperial.nhs.uk)

Patient Advice & Liaison service: 020 3312 7777 or [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net)

### **Ealing Hospital**

Website: [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)

Appointment line: 020 8235 4200

Patient Advice & Liaison service: 020 8967 5653 or [LNWH-tr.PALS@nhs.net](mailto:LNWH-tr.PALS@nhs.net)

### **Central Middlesex Hospital**

Website: [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)

Appointment line: 020 8235 4200

Patient Advice & Liaison service: 020 8869 5118 or [LNWH-tr.PALS@nhs.net](mailto:LNWH-tr.PALS@nhs.net)

### **Northwick Park**

Website: [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)

Appointment line: 020 8235 4200

Patient Advice & Liaison service: 020 8869 5118 or [LNWH-tr.PALS@nhs.net](mailto:LNWH-tr.PALS@nhs.net)

### **St. Mark's Hospital**

Website: [www.lnwh.nhs.uk](http://www.lnwh.nhs.uk)

Appointment line: 020 8235 4051

Patient Advice & Liaison service: 020 8869 5118 or [LNWH-tr.PALS@nhs.net](mailto:LNWH-tr.PALS@nhs.net)

### **Hillingdon and Mount Vernon Hospital**

Website: [www.thh.nhs.uk](http://www.thh.nhs.uk)

Appointment line: 01895 279200 or [thh.appointments@nhs.net](mailto:thh.appointments@nhs.net)

Patient Advice & Liaison service: 01895 279973 or [thh-tr.pals@nhs.net](mailto:thh-tr.pals@nhs.net)

### **Moorfields Eye Hospital or Moorfields at Ealing Hospital**

Website: [www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

Appointment line: 020 7566 2357

Patient Advice & Liaison service: 020 7566 2324 or [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net)

### **The Royal Brompton Hospital**

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

Appointment line: **Patient needs to contact department directly**

Patient Advice & Liaison service:

### **Harefield Hospital**

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

Appointment line: 01895 828 696

Patient Advice & Liaison service:

### **Ashford & St. Peter's Hospital**

Website: <http://www.ashfordstpeters.nhs.uk>

Appointment line Ashford: 01784 884351

Appointment line St. Peter's: 01932 723831

Appointment e-mail (both hospitals): [asp-tr.appointment.centre@nhs.net](mailto:asp-tr.appointment.centre@nhs.net)

Patient Advice & Liaison service: 01932 723553 or [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net)