

# A new way of booking your follow-up appointment

Information and advice for patients

## Outpatients

We are changing the way follow-up appointments are booked so that if you are due to be seen again in more than six weeks we will invite you to contact us nearer the time. This will allow you to agree a convenient appointment date and time.

**If you need your follow-up appointment within the next six weeks** you will be given your appointment before you leave the clinic.

**If you need your appointment after six weeks** we will write to you and ask you to contact us to arrange your appointment.

## What do I need to do to book my appointment?

**If your appointment is due after six weeks**, when you receive your letter from the Trust you need to telephone us to arrange an appointment date and time, or let us know that you no longer need an appointment. You will need to do this **within two weeks** of the date on the letter.

We will send you a text message reminder if we have your mobile telephone number.

## What happens if I do not ring the hospital?

If you do not ring us to arrange your appointment your clinician will review your care and may discharge you. In this case a letter will be sent to you and your GP explaining this.

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

By booking appointments closer to the time they are needed we aim to make appointments more convenient for you and to reduce appointment changes or cancellations.

## Further information

If you have any questions about booking your follow-up appointment please telephone our Contact Centre on 0121 507 4151 between 8am and 8pm Monday to Friday, and 9am – 5pm on Saturdays.

For more information about our hospitals and services please visit our website [www.swbh.nhs.uk](http://www.swbh.nhs.uk) or follow us on Twitter @SWBHnhs and Facebook [www.facebook.com/SWBHnhs](http://www.facebook.com/SWBHnhs).

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5420 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)

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