

Outpatient Department Patient Charter



Lancashire Teaching
Hospitals
NHS Foundation Trust

The Outpatient Department patient charter has been developed to ensure anyone attending for an outpatient appointment has the best patient experience.

The charter outlines the standards and principles we set our clinics around ensuring that you have the best possible experience during your visit.

- You will be treated courteously throughout your visit.
- Your dignity and privacy will be respected at all times.
- We will endeavour to minimise waiting times and will keep you fully updated of any delays in our clinics and the reason why. Patients will be seen in time order and not by the time they arrive. Patients travelling by ambulance, children, and those suffering from dementia will be given priority regardless of their appointment time.
- We will respect your individuality and attempt to meet your needs, be they physical, psychological or spiritual. Patients with dementia or learning difficulties can be provided with additional support throughout clinic by our staff champions.
- We aim to keep you fully informed throughout your visit with a clear explanation of your condition and any procedures or investigations that may be needed.
- You will be given time during your visit to ask any questions or discuss any concerns you may have regarding your treatment.
- It is our aim that on leaving the department you are fully satisfied with your care and are clear what the ongoing plan is.

If you have any other requirements that would improve your visit, for example if you have sight or hearing impairment and feel you need further support during clinic then please speak to either the reception staff or a member of the nursing team.



Outpatient Service Team



Judy Pendlebury, Matron for Outpatients

We also have access to interpreters if English is not your first language and also to British Sign Language Interpreters (these will need to be booked prior to clinic appointment). We use both face to face and telephone interpreter services.

We are a Teaching Hospital so there may be Medical Students or Student Nurses in clinic; you have the right to decline having those staff members in your consultation.

You will be asked for your consent prior to any intervention and will be given the relevant information to enable you to make the right choice for you. It is your right to withdraw consent at any time.

Many clinics are staffed by multidisciplinary teams; these include doctors and nurses and also pharmacists, clinical biochemists, podiatrists,



Sharon Brown, Sister

physiotherapists and speech and language therapists. We aim to give our patients the best possible care so it may be that you will be seen during your visit by one of these staff members.

Other areas where you may be asked to attend, as part of your treatment, include x-ray, blood clinics, outpatient pharmacy and cardio-respiratory department.

We are happy to hear your constructive criticism, concerns and any compliments at any time and will ask you to fill in a patient feedback form on leaving the Outpatient Department; we will also send a text for feedback about your clinic experience. This feedback helps us to ensure we are providing the care you expect.