

One week before your appointment you may be reminded about it by phone or Short Message Service (SMS).

Please ensure your GP has your most up to date contact information (address and telephone numbers, including your mobile). If you advise the hospital your details have changed, you also need to contact your GP as soon as possible as our system will not update them.

Please note it will not always be possible to see the named consultant on your appointment letter. Your appointment may be with a member of the clinical team.

You should allow at least 2 hours for your appointment, or longer if you are also coming for tests.

Your appointment letter will provide additional guidance.

If you have additional communication needs please ensure your GP is aware so they may advise when they refer you.

Please note that we recommend that you use either public transport or public car parks as parking is not available on site. Short stay disabled parking only is available outside the clinic. The nearest

multi-story car park is on the corner of St. Stephens and Queens Road. Norwich bus station and St. Stephens' bus stops are within walking distance.

Please see the attached map for the clinic's location. For more information on local bus services contact Traveline: **0871 200 22 33** or **www.traveline.info**.



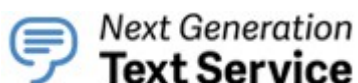
Transport is not routinely provided and is eligibility tested.

Telephone: **0333 240 4100**

- Your appointment letter.
- Any medicines you take (prescribed, over the counter or herbal).
- Money to pay for your prescriptions or proof that you do not have to pay.
- A list of questions to ask.
- Your GP's name, address and phone number.
- Any specimens(s) you were asked to bring.
- Any mobility aids, hearing aids or glasses.
- Money for parking.
- A face mask unless you are medically exempt.

If you are a limited English speaker, telephone interpreters are available at all times through our interpreting service. **Please inform us if you require this service when booking your appointments.**

If you require British Sign Language or have other reasons why you need a face-to-face interpreter, your GP should advise us to book this for you.



[www.ngts.org.uk](http://www.ngts.org.uk)

Next Generation Text (NGT) - helping people with hearing and speech difficulties communicate with anyone over the phone, using the relay service. You can download the NGT Lite app from Apple's App Store or download from Google Play for Android devices.



If you have questions or concerns about your care or the Trust's services, please speak to a member of staff who will be able to help you. If you prefer, you can contact PALS on **01603 289036** or email [palsandcomplaints@nnuh.nhs.uk](mailto:palsandcomplaints@nnuh.nhs.uk)

Please do not bring valuables to the hospital or leave your belongings unattended. The hospital cannot be held responsible for items that are lost or stolen.

Verbally or physically abusing staff can result in withdrawal of treatment or even prosecution including a fine or custodial sentence.

If you see anyone or anything that concerns you, please tell a member of staff straight away.

We are working hard to control infection. You can help by washing your hands (with soap and water or hand sanitiser) at the start of your visit and again when you leave.

When you arrive at your clinic please check in at the self-check-in kiosk and ensure we have your correct address and GP details.

In accordance with **Accessible Information Standards** you will be asked if you have any communication preferences. This is to assist with your hospital attendance; the hospital will try to meet these needs where possible.

If you have additional communication needs please ensure your GP is aware so they may advise when they refer you.

Seating space is limited, so if you need to have someone accompany you please try to limit it to just one relative or friend. Delays can occur but our staff should always tell you the reason. If you have a special reason why waiting is difficult, please let us know.

If you feel concerned about your waiting time, speak to the clinic nurse or receptionist.

**Everyone is seen in order of appointment time, not in order of arrival;** we would therefore ask that you do not attend your appointment early, as it will limit seating for other patients.

You can bring mobile phones into the hospital, but they can cause disturbance in some areas. Please ask staff if it is appropriate to use your phone in whichever area you may be.

**Central Norwich Eye Clinic is a smoke free site.**

**If you normally smoke and would require a cigarette for the time you are at the hospital, then please do consider bringing with you some fast acting nicotine replacement therapy (e.g. lozenges or use a quick mist spray – these can be bought at a local chemist).**

We are a teaching hospital so might ask your permission for a student doctor or nurses to sit in during your consultation. You need not have students present if you are worried about it. You could also be asked to take part in a research project while you are a patient with us. We will always ask you for your consent and you will be told fully what is involved.

Your care will not be affected in any way if you choose not to take part in teaching or research.

[www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)



## **Making a donation**

You can support the Trust in its endeavour to provide the highest quality service to its patients. With the restrictions on public funding, voluntary donations can really make a difference in supporting additional medical equipment, medical research and improvements to patient facilities. If you would like to support the Hospital Charity you can do so by donating online at **[www.justgiving.com/nnuhnhs/donate/](http://www.justgiving.com/nnuhnhs/donate/)** or by sending a cheque made payable to **N & N Hospitals Charity** at

*Fundraising  
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