



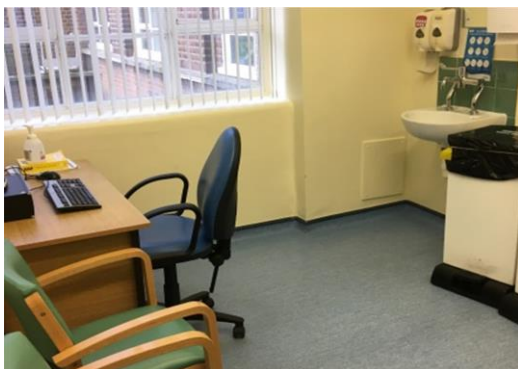
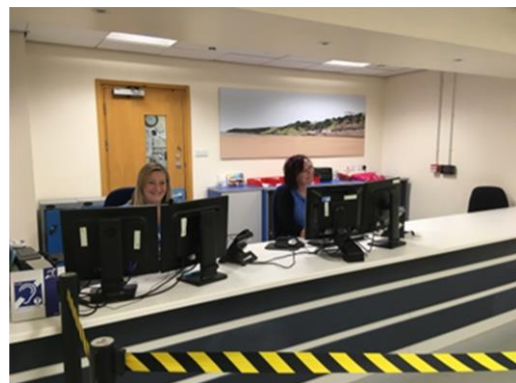
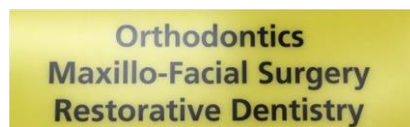
easy read



**York and Scarborough
Teaching Hospitals**
NHS Foundation Trust



Coming to Scarborough hospital for an outpatients appointment



Information for patients, relatives and carers

If you have a learning disability and need support with your appointment please contact the Learning Disability Liaison Nurses:



Jo Blades

☎ 07795 126 473



Karen Pearce

☎ 07917 184 539



Your doctor has asked a specialist doctor to see you



This appointment is in the Outpatients department



Your carer can come with you



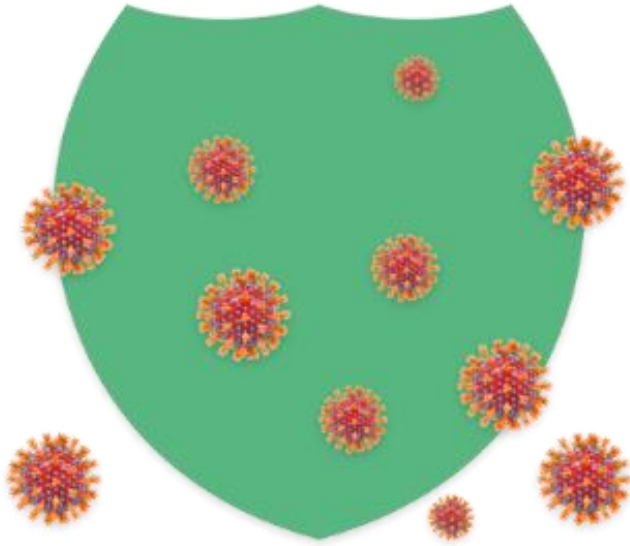
You and your carer will need to wear a face mask



A nurse will meet you at the Outpatients door



They will be wearing special clothes



This is to keep everyone safe



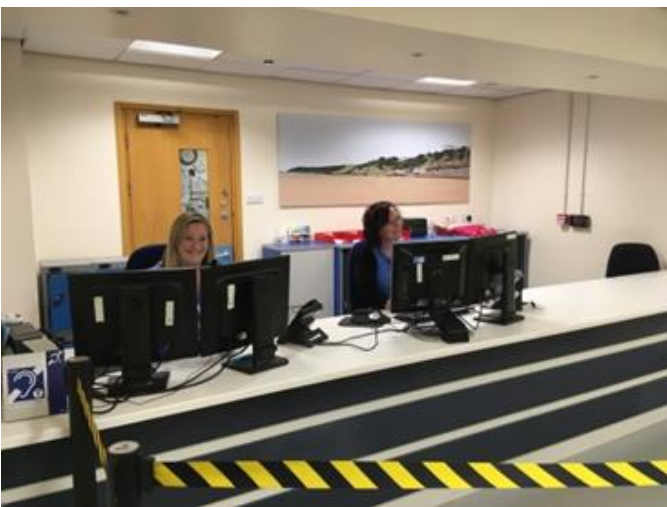
They will take your temperature



This does not touch you



They will ask if you have had a cough, temperature or have lost your smell or taste



Tell the staff at the desk that you are here

They will tell you where to go



These are the names of some of the waiting areas where you will be told to go



You can only walk through Outpatients one way



There are signs to show you



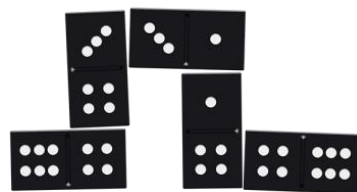
The nurse will meet you



You will sit down to wait in the waiting area



If you need a quiet place to wait we have a room you can use



We also have colouring, games or a DVD player if you would like to use these while you wait



The nurse will measure your weight

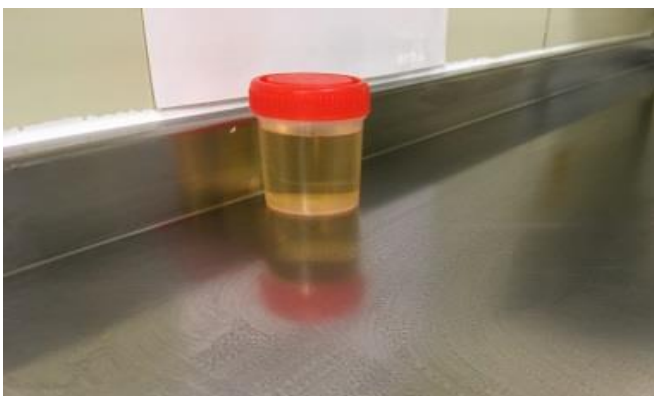


And height



They will take your blood pressure

This will squeeze your arm but only for a short time



They may ask if you have brought a sample of your wee



If you did not bring a wee sample you will be able to go to the toilet and do one there



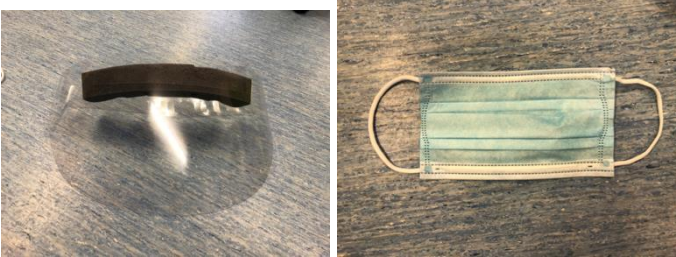
You will then go back to your seat



When the nurse tells you it will be time to go and see the doctor



They will be wearing special clothes too



You will go into the doctor's room



Your carer can go with you



The nurse will be in the room too



The doctor will ask you and your carer some questions about what is making you feel poorly and if you hurt anywhere



They may need to have a look at the part of you that is feeling poorly

If they do this you will need to lie on the bed



Your carer or the nurse can help you



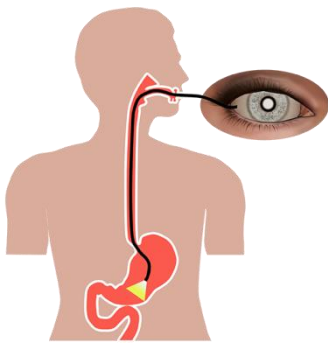
The doctor will tell you what they think will help to make you better



They may give you some medication



Or ask you to have a blood test



They may need you to have some tests



Or an ECG



Or suggest an operation



The doctor may talk to you about consent



If you are unable to understand those that care about you and the doctor will make a decision in your best interest





easy read

The nurse may give you easy read information to help you understand



You may have to come back and see the doctor in Outpatients another day



Now you can go home



Follow the arrows to leave outpatients



Go out of this door

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact Karen Pearce or Jo Blades from the Learning Disability Liaison Team, telephone 07917 184 539 or 07795 126 473 or email karen.pearce@york.nhs.uk or jo.blades@york.nhs.uk

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供 , 電或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: access@york.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services. PALS can be contacted on 01904 726262, or email pals@york.nhs.uk. An answer phone is available out of hours.

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