

NHS Constitution

The NHS Constitution makes the pledge that patients can expect to start their consultant-led treatment within a maximum of 18 weeks from referral for non urgent conditions unless the patient chooses to wait longer or it is clinically appropriate that they do so. If you feel that you are unlikely to receive the start of your treatment within 18 Weeks, please contact your local Clinical Commissioning Group who are responsible for commissioning services from the Trust or your General Practitioner.

If you need to cancel or change your appointment: *Please contact us!*

Each year we have thousands of patients who fail to attend their appointments. If we don't know you are unable to attend your appointment, we are unable to offer the appointment to someone else who needs it. Failure to contact us or "did not attend" patients may be referred back to their GP.

Appointment offices are open from 8.30am to 5.00pm Monday to Friday. Please see the front of your appointment letter for the telephone number. Patients who cancel and re-book their appointment two or more times may be returned to their GP if reasonable notice of the appointment was given and if clinically appropriate to do so.

Patient Transport

We do ask patients wherever possible to make their own travel arrangements to appointments, but you may be eligible for non-emergency patient transport if:

- you need help to leave your home
- you are currently too unwell to use a car or public transport
- you will require extra support on the journey

For help and advice call the Patient Transport Advice Service **Tel: 0345 155 1009**

Getting to your appointment

An Automatic Number Plate Recognition system operates across the Wonford and Heavitree Sites. Car Parks operate on a Pay on Exit basis, parking is also limited to Car Parks A, C, I and J.

Blue Badge holders need to register their vehicles at <https://bluebadge.apcoa.co.uk> ahead of your visit, or at one of the reception desks around the Hospital, by bringing your Blue Badge to a reception desk.

A Park and Ride service is available to Wonford, and is located at Sowton Park and Ride, Sidmouth Road, this is operated by Dartline, Monday to Friday every 30 minutes. Please visit our website for more information:

www.royaldevon.nhs.uk

What to Bring

- A list of your medicines or tablets you take, including complementary medicines. This is vital.
- Your appointment letter.

Trust Carers Action Group

If you have any concerns about what will happen to a person that you help to look after whilst you are having your treatment please let a member of staff know at your appointment. For further advice please contact Devon Carers or visit the hospital's PALS (Patient Advice and Liaison Service) office located in the main entrance of the Wonford site.

Tel: 01392 402093

Healthcare Research

The Trust is committed to supporting healthcare research aimed at improving patient care. You may be offered information on relevant research projects during or following your consultation.

Patient Advice and Liaison Service (PALS)

Tel: 01392 402093

- Offer you confidential advice, support and information.
- Help you sort out your concerns about our services.
- Guide you through the range of different NHS services that are available.

Smokefree

We are a SMOKEFREE Trust, therefore patients and visitors cannot smoke on site or in our grounds.

Stop Smoking Support - Go Smokefree and feel Healthier

There are many benefits to stopping smoking:

- Within 20 minutes blood pressure and pulse rate return to normal
- Within 3-9 months, coughs wheezing and breathing problems improve
- Lung function increases by 10%.

You can access support and treatment through your GP or contact One Small Step. There are a range of pharmacotherapies to help you quit smoking including Nicotine Replacement Therapy, Champix and Zyban.

We have children and babies staying in our hospital, so let's all work together to go Smokefree and protect our future generation as breathing in second-hand smoke increases a child's risk of developing lung cancer by 24%.