

Information about your child's telephone appointment with a clinician

Bladder and bowel care

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01392 402093 or at rduh.pals-eastern@nhs.net (for Mid Devon, East Devon and Exeter services) or on 01271 314090 or at rduh.pals-northern@nhs.net (for North Devon services).

A telephone appointment has been requested by your child's clinician. This is conducted over the telephone instead of requiring you to attend one of our hospital sites. It is just as important as a face-to-face appointment, and your clinician will want to talk with you about the same things by telephone as they would face-to-face.

Why am I having a telephone appointment?

Your child's clinician has recommended a telephone appointment because they would like to discuss your child's condition with you and have advised that they do not need to physically see them to assess them.

What will happen?

You will be sent an appointment letter with the date and time of your telephone appointment.

Your healthcare professional will phone you at the appointment time. The clinician delivering the appointment will call you as close as possible to your appointment time. The number may appear as 'no caller ID' or a number you do not recognise. If your telephone does not accept withheld numbers, please contact us ahead of the appointment.

There will be two attempts to call you. If the clinician has been unable to make contact, a letter will be sent to you to rebook the appointment.

How should I prepare for my child's appointment?

Please be sure that:

- You have contacted us in advance if your telephone does not accept withheld numbers

- You are available to speak to the clinician at your appointment time and that your phone is loud enough to hear when it rings
- You have a list of all your child's current medications (prescribed and non-prescribed) and any documentation relevant to their condition or appointment
- You have a pen and paper ready to write down any notes
- You are somewhere quiet and free from distractions. This should be a place where you can talk privately without background noise such as televisions, radios and pets.
- You are in a location that has good mobile signal if we are calling your mobile number
- You have written down a list of any questions you want to ask, so you don't forget them

Which phone number will we call on?

If you are unsure which number the clinician will call you on, please call the department. Their number will be on your appointment letter.

What happens if I can't hear the clinician clearly?

Please inform the clinician straight away. If there is a different number, they can call you on, please tell them.

You are welcome to have a partner, carer or significant other with you during the telephone appointment, and you may find this helpful if you have hearing difficulties.

What if I need to change or cancel my child's appointment?

If you are unable to attend this appointment, please notify us as soon as possible by contacting us using the details on your appointment letter. This will allow us enough time to offer another patient the appointment slot.

What happens if I miss my child's appointment?

Please ensure you make every effort to attend your child's appointment. One missed appointment costs the NHS around £160.

Some of our services have appointment reminders, so you may receive text messages or phone calls to remind you about your appointment.

If you do miss an appointment the clinician will decide on the next step, which could include re-booking your appointment or discharging your child back to your GP.

What if I don't want this appointment to be by telephone?

Your clinician has recommended a telephone appointment after considering a number of clinical factors, and also taking into account what they know about you and your child's individual communication needs.

If you feel a telephone appointment is unsuitable for you, please don't hesitate to contact us using the phone number at the top of your appointment letter. An alternative consultation can be discussed with your clinician, which could be a video or face-to-face appointment.

What happens if I need an interpreter?

We can arrange for an interpreter to be on the phone call with your clinician. Please ask a family member or friend to phone the number on your appointment letter at least 10 days before your child's appointment and tell us what language is needed, if you have not already discussed this with us.

How was your appointment?

Your experience of our outpatient services is very important to us. Your feedback helps us to know what is working well, and what we could do better.

Please let us know your feedback by completing our online survey which can be accessed at www.careopinion.org.uk/696/paediatricbladderandbowel/kiosk

or using this QR code:



PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact:

PALS Mid Devon, East Devon and Exeter

- call 01392 402093 or email rduh.pals-eastern@nhs.net. You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.

PALS North Devon

- call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at the North Devon District Hospital in Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

Royal Devon University Healthcare NHS Foundation Trust
www.royaldevon.nhs.uk

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www.royaldevon.nhs.uk/get-in-touch