Welcome to ENT and Plastic Surgery Outpatients

Information for patients
Your appointment today

Your appointment today may be booked under the care of a consultant. However, you may be seen by another member of their team. This may be a doctor, a specialist nurse, an audiologist or a therapist.

We have several clinics (ENT, Plastic Surgery and Audiology) running at the same time. It may seem as though patients are being called before you, but they are probably attending a different clinic.

Unfortunately there are times when our clinics are delayed. The nurses will do their best to tell you about any delay in person or by writing on the whiteboards behind the reception desk.

If we decide during your consultation that you need an operation, please do not leave the department without completing a health screening questionnaire and being seen by a nurse.

Audiology

**Hearing Aid Repair Clinic**

- Monday to Friday 9.30am - 1.00pm

Please take a number from the red box on the reception desk.

The Audiology Department carries out assessment of hearing and balance problems, as well as looking after all those patients who use NHS hearing aids.

**Microphone call system and pagers**

The waiting room is fitted with a microphone and loop call system. You can listen for your name to be called in one of two ways:

1. Leave your hearing aid on its normal setting and you will hear the announcements from the speakers in the ceiling above you.

2. Switch your hearing aid to the loop setting and you will hear directly when a member of staff calls the name of the next patient.
We have a **portable loop** for use during your appointment; please speak to a member of staff if you would like to use this.

We have a pager system in use in this department; the pager will vibrate and flash when we are ready to call you. This may allow you to leave the department if you have been told that your clinic is delayed. Please ask the receptionist or nurse if you would like a pager.

Would you like to tell us about your experience today?

Please ask a member of staff for a feedback form or email feedback@ouh.nhs.uk; we are always looking for ways to improve our service. When you visit our department you will be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

**Would you like to tell your ‘Patient Story’?** We want every patient to have the best experience possible, and feedback helps our staff to know what we are doing well (and should keep on doing) and what we should change. We are collecting Patient Stories to help us understand your experiences in detail.

If you are interested in taking part, please contact Bernadette Mitchell: 01865 231 201 / 07920 183 491 / bernadette.mitchell@ouh.nhs.uk

**Facilities in the West Wing**

The Atrium Café is on the ground floor (Level LG2) and the League of Friends tea bar is on Level LG1 of the West Wing (beyond the escalator on this floor).

**Toilets and baby changing facilities**

We have two facilities within this waiting area – please ask a member of staff for directions.

**Clinical photography**

This is located in the ENT corridor; please ask us for assistance.
X-ray

Level 2 X-ray is opposite the League of Friends café on Level 2 of the main building.

Contact us

Please contact us if you need to change your appointment, or if you need advice.

ENT: 01865 231 100 / ent@ouh.nhs.uk

Aural Care: 01865 231 201 / 231 202 / auralcare.jr@nhs.net

Audiology
• Adults: 01865 234 585
• Hearing therapy: 01865 234 880
• Children: 01865 234 445
• Email: audiology.department@ouh.nhs.uk

Plastics
• Appointments: 01865 231 101
• Hand therapy: 01865 231 181
• Plastic Surgery Dressings Clinic: 01865 231 173
• Email: plastic.surgery@ouh.nhs.uk

For more information please see www.ouh.nhs.uk

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call 01865 221 473 or email PALSJR@ouh.nhs.uk

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