

Your child's visit to the outpatient department

A guide for parents and carers

Roodlands General Hospital, Hospital Road, Haddington, East Lothian
EH41, 3PF

Welcome

Your child has an appointment to be seen in the Outpatient Department at Roodlands General Hospital. We know that coming to hospital can be a stressful time for children, their families and friends. We will do all we can to help your child and to make his or her visit to the hospital as pleasant as possible.

After reading this leaflet, if you have further questions about your child's visit before attending, please don't hesitate to contact our appointments desk on the number below. Alternatively when you attend the outpatient department please ask the nurse in charge or any doctor or nurse involved in your child's care. They will be pleased to help you and, if necessary, talk to other members of your family.

We are committed to making sure that the care and treatment your child receives is of the highest possible standard.

Directions – Roodlands Location



Appointment Cancellation

While we make every effort to avoid this, there is always a risk that your appointment may be cancelled at short notice. This is due to either emergency patients or other reasons which are beyond our control. We realise that this can cause distress and inconvenience, but in the event that your appointment is postponed, you will be offered a new date as soon as possible.

Keeping your Appointment

If you cannot keep your child's appointment or need to change it, please telephone the number on your appointment letter. Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

Public Transport and Travel Information

Bus details available from: Lothian Buses on 0131 555 6363 www.lothianbuses.co.uk or
Traveline Scotland on 08712002233 or www.travelinescotland.com

Patient Transport

Patient Transport will only be made available if you have a medical/clinical need. Telephone **0300 123 1236** *calls charged at local rate up to 28 days in advance to book, making sure you have your CHI Number available. Hard of hearing or speech impaired? Use text relay: **18001-0300 123 1236*** (calls charged at local rate). To cancel patient transport, telephone 0800 389 1333 (Freephone 24 hour answer service).

Travel costs

If you receive certain social security benefits or are on a low income, you may be entitled to help with travel costs to the hospital for appointments.

When you come to hospital, please bring details relating to the benefits you receive and ask for a certificate of attendance from the reception in the department you are visiting. This certificate should then be sent to the following address:

Cashiers Office
Royal Infirmary of Edinburgh
51 Little France Crescent
Old Dalkieth Road
Edinburgh, EH16 4SA

Car Parking

There is a small car park at Roodlands General Hospital with spaces available of a first come first serve basis, there is also some on-street parking in the surrounding area. If you are driving to your child's appointment please leave sufficient time to find a parking space.

Interpretation and Translation

Your GP will inform us of any interpreting requirements you have before you come to hospital and we will provide an appropriate interpreter. This leaflet may be made available in a larger print, Braille or your community language.

Contact Telephone Numbers

Main Switchboard 0131 537 8300

Appointments Desk 0131 536 0384

Smoking

Smoking is not allowed on NHS premises or grounds.

Further information

For further information on NHS Lothian Services please go to www.nhslothian.scot.nhs.uk