



# Welcome to the Outpatient Service

Providing advice and support  
Offering support where helpful

[loros.co.uk](http://loros.co.uk)

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

# Outpatient Service information

## Outpatient care

Many of our patients come to the Hospice's medical outpatient clinics, which run daily, Monday -Friday.

Patients are referred by a GP, hospital consultant, specialist nurse or another Hospice service. We are unable to accept self-referrals.



## The time to help understand your needs

We try to provide those visiting our outpatient clinic with as much time as they need; the first time patients come they have up to an hour. This gives us plenty of time to talk through what has been happening, discuss current issues and make a plan together. We think it is important to look at a person's 'whole' needs,

not just their medical condition. Also how they are managing emotionally, what support they have or need and other things that are important to them. This consultation will be with a consultant or specialist registrar. For subsequent visits, we provide a 30 minute appointment. We offer face to face, video or telephone appointments.

## Outpatient appointments

When we have received a referral, a clinic administrator will contact you by telephone and offer you an appointment at the Hospice.

We will ask you to complete a form about how your illness is affecting you to try and help our team support you most effectively.

You will receive a reminder about your appointment via text message if your mobile number is given or telephone call to a landline before your appointment to remind you of the date and time of your appointment.

After each appointment, our doctors liaise with other professionals who are closely involved in the patient's care for example GP's, other consultants and clinical nurse specialists as required.

## **Transport**

The clinic administrator will check if you are able to make your own way to the clinic appointment. In some situations where this may be difficult we can provide a volunteer driver.

## **Outpatient clinic letter**

We will automatically send you your outpatient letter following a clinic appointment, unless you tell us otherwise. If at any time you change your mind, just let us know.



## **What information will be in the letter**

This letter will be a summary of information that the doctor discussed with you during your appointment.

## **How to contact us**

**Our telephone number is (0116) 231 8451 between the hours of 8.30am - 4.30pm, Monday to Friday. If you need to speak to someone urgently outside of these hours it may be more appropriate to contact your GP or district nurse.**



This leaflet is updated regularly. For the most up to date information please visit [loros.co.uk/care](http://loros.co.uk/care)

## In case of comments or complaints, please contact:

Chief Executive, or Director of Patient Services and Clinical Quality, LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

## Alternative languages:

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

If you need this information in your own language, please contact the PA to our Patient Experience Lead on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સપેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231.8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

# LOROS

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Being there for you  
and your family

**LOROS** Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ [info@loros.co.uk](mailto:info@loros.co.uk)

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