

# Welcome to the Outpatient Service

We hope to answer your concerns, but if you have any more questions please ask a member of staff

## 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. Overview of services and therapies available

## The time to help understand your needs

We try to provide those visiting our outpatient clinic with as much time come they have up to an hour. This gives us plenty of time to talk through what has been happening, discuss current issues and 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 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 we can provide a volunteer driver.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

**loros.co.uk**

Registered Charity No: 506120

Being there for *you*  
and *your family*

## 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 <https://loros.co.uk/our-care>.

In cases of comments or complaints, please contact:

Chief Executive, or Director of Care Services, LOROS, Groby Road, Leicester LE3 9QE or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

If you would like this information in another language or format such as Easy Read or Braille, please telephone 0116 231 8435 or email [info@loros.co.uk](mailto:info@loros.co.uk)

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Jeśli chcesz uzyskać te informacje w innym języku lub formacie, np. Easy Read lub Braille'a, zadzwoń pod numer 0116 231 8435 lub wyślij e-mail na adres [info@loros.co.uk](mailto:info@loros.co.uk)

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and your family

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