**Clinic telephone: 0300 421 6542 Gloucestershire Royal Hospital**

Secretary: Michelle Bethell **Gloucester**

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 Michelle.Bethell1@nhs.net

Welcome to our service.

When attending clinic, you will be asked to complete a registration form - we can help you with this if needed. You will also be asked to bring any transfer information from your previous clinic and medication you have at home (in the correct bottles if possible).

Your first appointment will last approximately 30 minutes and will be with a nurse. A pharmacist will also available if needed. We will take all your baseline bloods, check how much medication you have and copy/save any transfer letters from your previous clinic to your file. You will then be given an appointment with one of our consultants, for as soon as possible - usually between 2 and 4 weeks – as well as information on the team and supporting agencies.

The consultant appointment usually lasts about an hour. He or she will discuss the results from your blood tests and record your medical history. You may also need to have a physical examination. Once you have seen the consultant a prescription will be issued for your medication. This can be delivered to your home or via clinic. Home delivery can take up to one month, so you must ensure you have enough medication at home to allow for the time it will take for your new supply to be delivered.

Medication can also be delivered to clinic and is usually in the department two to three days after your consultation. Prior to coming to clinic please ring to check our opening times and that your script is available for collection. Should a third party be picking up medication on your behalf, please call prior to them attending to let us know. They should bring some form of ID with them.

To benefit from a full healthcare consultation, it is essential you attend your appointments on time. Please let us know of your work and other commitments to enable us to accommodate your availability.

We have three consultants who are available Monday, Wednesday and Thursday, and blood clinics on Tuesday and Friday. We also provide an interpreter service if needed. If you cannot attend your appointment please call **0300 421 6542** to rearrange, giving as much notice as possible.

Should you wish to discuss any health concerns, the team are available Monday-Friday, 9-5pm, and can be contacted via the office/mobile number.

If you have an emergency relating to your condition after 5pm or at weekends, contact our ‘On Call’ Consultant on **0300 422 2222**.