

## Pain Service

# General information leaflet regarding telephone clinics

### What is a telephone clinic?

Telephone clinics are outpatient appointments conducted by telephone. A dedicated time slot on a certain day will be allocated to you, but rather than the appointment taking place in a hospital clinic, it will be carried out over the telephone.

### Why have they been set up?

Outpatient clinics are increasingly full, and some patients travel very long distances to attend clinics as part of a specialist service.

We have therefore set up a telephone clinic to discuss any medication changes or outcomes of injection treatments without you having to come to the hospital. This is designed to be more convenient for you, and save you time and travel.

### How do these clinics work?

As with any other clinic, you will be sent your clinic date and time in the post.

**Please note that we aim to speak with you within an hour of the appointment time stated.** During your allocated appointment time we ask you to remain close to your telephone and try to ensure it is not in use.

When we telephone you we will ask some security questions to ensure we are speaking with the correct person.

Due to patient confidentiality issues, we will only be able to hold the consultation directly with you, our patient.

### What telephone number will you use?

The telephone number we call to speak to you on is entirely your choice. We will call you on the telephone number we have on file for you, which is generally your home telephone number.

Please contact us if you wish to be called on a specific telephone number or mobile telephone number that may not be on your file.

## What if I need to change the date of the telephone call?

As with any other clinic, if the appointment date or time sent out to you is not convenient please contact us to arrange an alternative telephone appointment. Contact details will be provided on the appointment letter.

## What if I need a prescription?

We will arrange for prescriptions to be organised via your GP.

## What if others want to listen to our consultation?

We will need to hold the initial consultation with you, as you are our patient. However, should you have a speaker phone and wish others to listen in on our consultation that is entirely your choice and decision.

Some of our patients prefer others to listen in to help remember what has been discussed. We are also happy to repeat what has been said to your spouse, carer, family member or friend with your express consent should you so wish.

## Who do I contact if I have any concerns?

We always advise you to contact your GP as a first port of call. Your GP will receive a copy of all correspondence, including letters from your telephone consultation so he/she will be fully aware of your current health issues.

## Will I always be followed up in this manner?

No. Telephone appointments are **only** used to follow up on any changes to medications or to review the outcome of injection treatments. All of your other appointments will be held in the pain clinic.

## Pain Clinic contact details:

Telephone number: 01223 217796

Email: [pain.clinic@addenbrookes.nhs.uk](mailto:pain.clinic@addenbrookes.nhs.uk)

The Pain Clinic is open Monday to Friday 08:30 to 17:00 (excluding bank holidays).

**If you will not be available for a telephone appointment, please contact us as soon as possible, so we can use the appointment for someone else and keep waiting lists to a minimum.**

In line with hospital policy, if you fail to be available for your telephone appointment without informing the clinic this will be recorded as a DNA (Did Not Attend). You will be informed by letter of our intent to discharge you from the Pain Clinic as we will assume that you do not require further input from our service. Please note that a copy of this letter will also be sent to your GP.



We are currently working towards a smoke-free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS Stop Smoking Helpline on 0800 169 0 169

## Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

[patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)



## Document history

Authors	Pain Service
Department	Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ <a href="http://www.cuh.org.uk">www.cuh.org.uk</a>
Contact number	01223 217796
Publish/Review date	January 2012/January 2015
File name	Pain_service_telephone_clinic
Version number/Ref	1/PIN2874