

Information about your

Appointment with your Dietitian



This leaflet gives you information about your appointment with the dietitian and what you can expect.

What will happen when you attend the clinic?

Your first appointment will last approximately 30-60 minutes. The dietitian will usually ask about what you normally eat and your lifestyle. They will usually take your weight and height measurements. The dietitian will also ask you relevant medical questions about your health, symptoms etc.

The dietitian will use this information to discuss any changes to what you normally eat, drink and agree your goals. They will also give you written information to support any verbal advice. At the end of the appointment they will discuss any future follow up and arrange another appointment if required.

Appointment Reminder Call

The service uses an automated voice and text system to remind you about your appointment.

This system asks if you will be attending your appointment. If not, we will give your appointment to another patient. If you do not wish to receive the reminder call, please telephone 0141 347 8909 or email AHP.Appointments@ggc.scot.nhs.uk.

Help with specific needs

If you have any sight, hearing problems, need an interpreter or have any other specific needs or requests please phone 0141 347 8909 or email: AHP.Appointments@ggc.scot.nhs.uk

To cancel or change your appointment

- Please telephone 0141 347 8909 or email AHP.Appointments@ggc.scot.nhs.uk with as much notice as possible.
- If you fail to attend without telling the dietitian, or if you cancel at short notice (i.e. less than 24 hours) on more than two occasions, the service may remove you from the list and write to the person who referred you. This is in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.

Do you come to the appointment on your own?

Some people find it helpful to bring someone else along e.g. this may be a partner or carer who helps with the shopping and cooking. **Patients under 16 should always have a parent or guardian with them.**

Do I need to bring anything?

It would be helpful if you could:

- bring your appointment letter,
- a note of your current medication and any relevant blood results, if known.
- a record what you have eaten for 3-4 days before your appointment
- bring your glasses (if needed)

If the appointment is for a child under 5 years old, please bring your child's Red Book or Personal Health Record.

What to expect at a follow up appointment

The length of your follow up appointment can vary depending on your condition. At this appointment the dietitian will discuss and review your previously agreed goals. They may also weigh you.

Discharge

On completion of treatment the dietitian will send a letter to your referrer and record this in your dietetic patient record.

Planning your journey



Information on public transport links to our sites is available from:

www.travelinescotland.com or telephone 0871 200 2233 (charges apply)

Student teaching

An important part of our work is teaching and training students. You have the right to decide whether or not you wish to take part in student training. The dietitian will ask you about this at the time of your appointment.

Confidentiality of health information

All staff are legally bound by the NHS code of practice on protecting patient confidentiality.

Courtesy to staff

At your appointment you can expect staff to treat you politely with dignity and respect. Equally we expect you to treat our staff the same. We do not accept racial sexual or any other kind of harassment violent behaviour or abuse.

No smoking

NHSGG&C operates a no smoking policy. No smoking means no smoking in any NHS building entrance doorway grounds or car park.

Fire safety

In the event of the fire alarm sounding the staff will advise you on what to do.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your appointment with the Dietetic Service. Please speak with a member of staff or you can use our online feedback system. www.nhsggc.org.uk/patientfeedback

You can also comment on Patient Opinion www.patientopinion.org.uk

Complaints

If you wish to complain then in the first instance speak with a senior member of staff.

You can ask for a guidance leaflet which is available from all clinics. You can also contact the Complaints Office on: 0141 201 4500 or email: complaints@ggc.scot.nhs.uk

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