

Information about your
Outpatient Appointment



WestMARC

West of Scotland Mobility and Rehabilitation Centre

Queen Elizabeth University Hospital

1345 Govan Road

Glasgow G51 4TF

Telephone: 0300 790 0129

Before your Appointment

To change your appointment, please contact us on **0300 790 0129**. This is important as we may be able to offer your appointment to another patient.

Please don't attend if you think you have flu or diarrhoea and vomiting. You need to be clear of any symptoms for 48 hours before attending your appointment.

Help with Specific Needs

If you need help with any of the following please let us know before your appointment:

- Sight or hearing
- If you need an interpreter
- Mobility or specialised equipment

What to Bring with You

- Your appointment letter
- Any medication that you are required to take throughout the day of your appointment as you may be at the clinic longer than you expected
- A list of your current medication
- Any questions you might have (you may want to write these down)
- You are also welcome to bring someone with you (e.g. a relative, friend or carer) if required
- If you use communication aids please bring these to your appointment

If you are attending the physiotherapy gym please bring the following with you:

- Loose fitting shorts or joggers
- Your prosthesis

If you are attending a prosthetic appointment please bring the following with you:

- Your prosthesis
- Spare underwear if you are being fitted for a new above knee prosthesis
- A book, mobile device or newspaper etc as some prosthetic appointments can last around two hours

If you are attending a manual or powered wheelchair appointment please bring the following with you if you have them:

- Your glasses
- Your own personal hoisting sling
- Your wheelchair
- Change of clothes or other personal care items such as nappies

Arriving at WestMARC

Please hand your appointment letter to reception staff upon arrival so they can advise the clinicians you are here.

If you are here for a physiotherapy appointment please head straight to the gym. If it is your first visit the reception staff will give you directions.

What to Expect

There are multiple clinics running with different timings. If your clinic is running late we will keep you up to date. Please be aware that the waiting area is used by both adults and children.

The length of appointments can vary so please include extra time in case of delays. We will treat you with dignity and respect. Equally we expect you to be courteous and respectful of others.

Student Teaching

An important part of our work in hospital is the teaching and training of students. You have a right to decide whether or not you wish to take part in student teaching. We will ask you about this before your consultation.

Café

We have a Royal Voluntary Service (RVS) café within the waiting area which is open Monday to Friday from 10.00am-3.00pm. However, you're welcome to bring your own food and drink with you.

During Your Appointment

The clinician will meet you in reception and take you to the consulting room. Most clinical appointments involve:

- a discussion
- a physical examination

We may also give you medical equipment during your appointment.

Clinical Psychology appointments will only involve a discussion.

Physical Examination

Depending on your appointment, you may need a physical examination. This examination is to assess your individual needs and to decide the most appropriate treatment and medical equipment for you.

Medical Equipment

We may ask you to try out various types of medical equipment during the assessment. A variety of hoists and transfer boards are available if required.

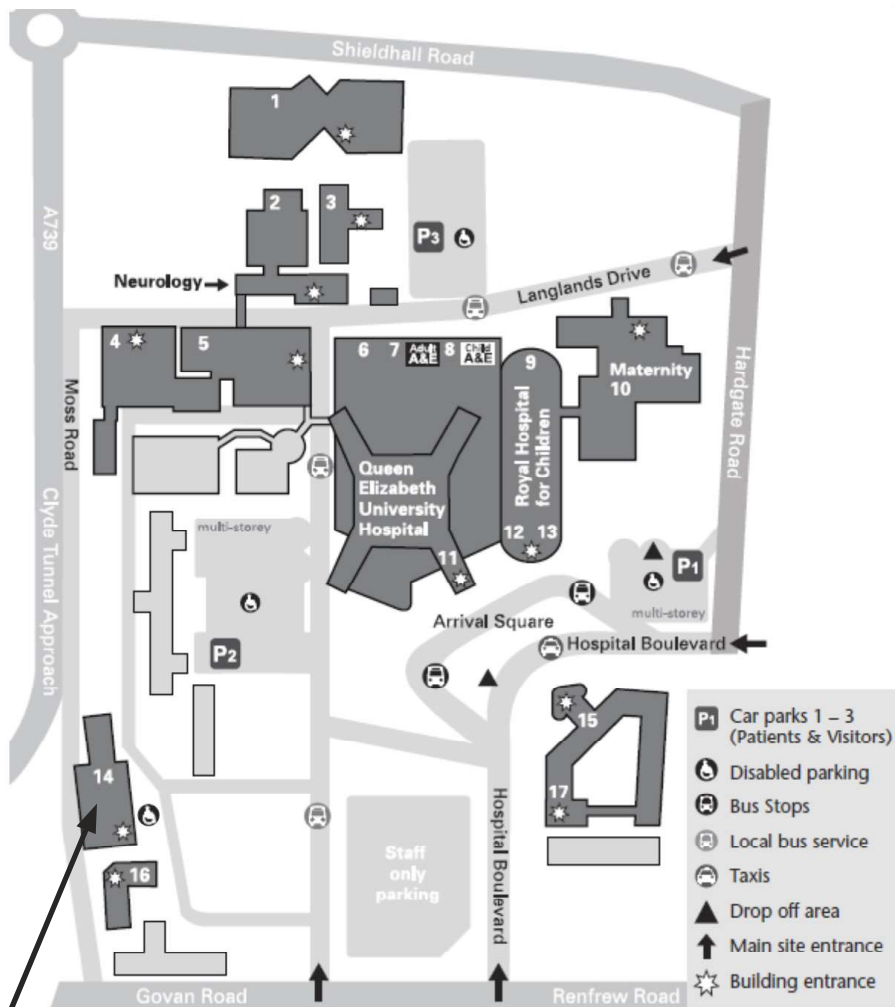
The Discussion

The discussion will include the reason for giving you or not giving you specific medical equipment.

Confidentiality

All members of staff are bound by the NHS Code of Practice on Protecting Patient Confidentiality.

Where to find us on the Queen Elizabeth University Campus



We are here

Travelling to WestMARC

Public Transport

For public transport information please contact Traveline on **0871 200 2233** or visit www.travelinescotland.com.

A shuttle bus is available from the main entrance of the Queen Elizabeth University Hospital to transport patients to various clinics on the hospital campus. Please go to the reception desk and ask for the shuttle bus.

Patient Ambulance Transport

If for medical reasons, you need this form of transport,

Please contact the Scottish Ambulance Service on 0300 123 1236. They will ask you a series of assessment questions to determine your need. Please note ambulance transport may return to collect you after 4.30pm when WestMARC closes, which would result in you being transferred to the Discharge Lounge in the main hospital to wait for the ambulance transport.

Own Transport

Travel along the M8 then take the Junction 25 exit and follow the signs for the hospital.

Car Parking

Car parking is free but there is a 4 hour maximum stay in operation. Disabled parking bays are available but please allow time to find a space.

Comments and Suggestions

We welcome all comments and suggestions about any aspect of your WestMARC experience. Please speak to our staff as we use this feedback to continually improve our service.

Complaints

We hope you won't need to raise concerns but if you are dissatisfied please ask to speak to a senior staff member who will try to resolve the issue.

Care Opinion

WestMARC works with Care Opinion, an anonymous not for profit feedback platform, where you can share your story on the care you received, in a way that is simple and safe and leads to learning and change. Share your experiences of UK health services, **good** or **bad**.

Log on to the website at www.careopinion.org.uk

Telephone: **0800 122 3135**

No Smoking

In line with government legislation smoking is not permitted inside public buildings. NHS Greater Glasgow and Clyde has a Smokefree Policy which means no smoking in any NHS building, entrance, doorway or car park. You can use e-cigarettes in hospital grounds but **not** within buildings, around main entrances and doorways.

Contact Details

Opening Times: Monday to Friday 8.30am to 4.30pm

Telephone: 0300 790 0129 (Monday to Friday: 8.45am to 4.15pm).

Website: www.nhsggc.org.uk/your-health/health-services/westmarc

Email: westmarc@ggc.scot.nhs.uk