

18th January 2022**Alder Hey**

Eaton Road

Liverpool

L12 2AP

www.alderhey.nhs.uk

To the parent/guardian of:
GWENDOLYN VIALS MOORE
2 CORONATION DRIVE
CROSBY
LIVERPOOL
MERSEYSIDE
L23 3BN

Main Entrance (East Prescot Road)
Sat-Nav Post Code: L14 5AB

NHS No: 701 057 1422

Telephone Appointment Line: **0151 252 5835**

Dear Parent/Guardian,

Outpatient Clinic Appointment - Please bring this letter with you**Your Ref: AH1565586**

An appointment has been made for GWENDOLYN to attend:

Date: **8th April 2022**Time: **09:30**Under the care of: **Dr U Das**Specialty: **Endocrinology**

If you need to cancel or reschedule this appointment, please call 0151 252 5835 on receipt of this letter between **08:30 & 17:00 Monday to Friday**, or on our website www.alderhey.nhs.uk under the "Your Visit" section.

As your child may require some tests or clinical measurements before they see the clinician please arrive **15 minutes** before the appointment time. Register your arrival on the self-check in machines in the new hospital atrium building and these will direct you to the next location. Volunteers can assist you if required.

- A parent or guardian must accompany GWENDOLYN for the appointment.
- Please bring with you any parent held records for GWENDOLYN.
- If GWENDOLYN does not attend this appointment or you need to cancel they may be discharged back to the care of their General Practitioner (GP).
- If GWENDOLYN's appointment involves examination of their joints (eg elbows, knees, spine) please wear or bring appropriate clothes (eg Shorts / T-shirts).

Should you or your child have any additional needs that would be helpful for us to be aware before your visit, please contact your Consultant's Pathway Co-ordinator (Secretary) via Switchboard on 0151 228 4811.

We operate an appointment text reminder service. If number below is incorrect, or you wish to add a number, please call 0151 252 5835 .

Mobile Number = **07931540482**

Thank you

The Outpatient Department

Please read the important additional information on the back of this letter

Scan for Check-in Machine

Covid-19 Information

In line with the latest Public Health England advice regarding COVID-19, you should NOT visit Alder Hey if your child, or anyone coming with them, has had a new continuous cough or fever or loss of/change in smell or taste in the last 7 days. If you have to cancel please call 0151 252 5358 to let us know. Please note attendance is restricted to one parent, guardian or carer, accompanying the child.

Additional information

Car Parking: Postcode for your sat-nav is L14 5AB

Cars should enter the hospital site main entrance from East Prescott Road. This entrance should be used for drop-off facilities and accessing the multi-storey car park.

Please pay and obtain an exit token at the machines in the hospital atrium before returning to your car. There are no change machines in the hospital.

Find out more about Alder Hey

You can now download the Alder Hey App from app stores (search Alder Play). Information is also available on the "Your Visit" section of our website www.alderhey.nhs.uk

We are very keen to hear about our patients' and families experience at Alder Hey and ask that you take time to fill in a questionnaire available on this page. This information is anonymous and will help us to continuously improve the care we give to children and their families.

Referral to Treatment Pathway Information

Under the NHS constitution you have the right to be treated within an agreed national standard. Further information regarding this, can be found on the NHS website <https://www.nhs.uk/pages/home.aspx>

Missed appointments cost the NHS over £160 million per year and delay treatment for you and others. Non-attendance of outpatient appointments at Alder Hey costs around £150 per visit. Please call us as soon as possible if you are unable to keep your appointment so we can reallocate it. Please use the number on the front of your letter.

Looking after your Records

Everyone in the NHS has a legal duty to keep information about their patients confidential. To find out about the different organisations we may share patient information with and the ways we may use the information please read the leaflet entitled "Looking after your Records" on our website under the Patient Information Leaflets section. The information that you provide to the hospital is confidential and treated in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Patient Advice and Liaison Service (PALS) Team

Although we always try our best we know that sometimes we don't get things right. If you need to speak to someone regarding a concern the person in charge of the ward or clinic will be able to help you. If you are still dissatisfied after this conversation you can call the PALS team directly on: 0151 252 5161 or by email on PALS@alderhey.nhs.uk and they will provide additional support for you.

Можете да поискате това писмо и на други езици. Моля изпратете имейл на: lg@alderhey.nhs.uk

Tento dopis je možné vyžádat v jiných jazycích. Prosím pošlete e-mail na adresu: lg@alderhey.nhs.uk

Niniejsze pismo może zostać udostępnione w innych językach na życzenie. Prosimy wysłać e-mail na adres: lg@alderhey.nhs.uk

Pode solicitar esta carta noutros idiomas. Basta enviar um e-mail para: lg@alderhey.nhs.uk

Puteti solicita această scrisoare în alte limbi. Vă rugăm scrieți un email la adresa: lg@alderhey.nhs.uk

本信函可应要求提供其他语言版本。请发送电子邮件至: lg@alderhey.nhs.uk

本信函可依请求提供其他语言版本。请傳送電郵至: lg@alderhey.nhs.uk

Galima prašyti laiško vertimo į kitas kalbas. Prašymą siųsti el. Paštu: lg@alderhey.nhs.uk

يمكن طلب ذلك الخطاب بعدة لغات. يرجى إرسال رسالة بريد إلكتروني إلى: lg@alderhey.nhs.uk

ئەمە دەتوانرايەت بە زمانی دیکە داوا بکەیت. نکایە ئیمیل بننێر ه: lg@alderhey.nhs.uk