

Your first appointment at the Haematology Clinic

If you decide not to attend this appointment please contact us on 0121 424 5000 so that we can give the appointment to someone else.

Please note that the majority of patients seen at this clinic are found to have non-cancerous (benign) conditions.

Your GP (General Practitioner) has arranged this appointment to find out the cause of the problems you are having. This first appointment can take up to thirty to forty five minutes. You may want to bring a friend or relative with you for company.

What will happen at this appointment?

In the clinic the doctor will ask you questions about what is troubling you health wise and will carry out a physical examination and you **may** be asked to have one or more of the following tests

Blood tests

A phlebotomist or a nurse may take some blood tests by inserting a needle to your arm. These blood tests may be done to see how your blood counts are and also to look for function of your kidneys and liver. The haematology team may also organise blood tests for some sophisticated things which will be explained by the doctors and nurses.

CT and MRI Scan

These are painless examinations of your head, neck, chest, abdomen & pelvis using radio waves (CT) and magnetic waves (MRI). Please tell your doctor if you become anxious when you are in an enclosed space (claustrophobic), or if you have any metal implants in your body (Pacemaker, heart valve, screws or fixings following orthopaedic surgery).

Ultrasound scan

This is a painless examination of your neck or arm pits or tummy using sound waves.

Investigations may be performed on various hospital sites:- Heartlands, Good Hope or Solihull. Please check your letter headings carefully to avoid attending the wrong hospital.

When will I know the results?

Often the physical examination and the above tests will provide us with sufficient information to discuss the findings with you by the end of this visit or at a future clinic visit. However, sometimes these results will not be sufficiently clear for the doctor to make a diagnosis and he / she may wish to wait for the laboratory results before telling you exactly what is wrong. You may need to return to the hospital on a day other than the day of your first appointment.

What happens next?

Your choices for treatment will be discussed with you and a treatment plan (if required) will be decided. Much more detailed information will be available for you at this stage. The Haematology Nurse Specialists will be there for you to talk to and information sheets will be available from them. If you have any questions before your visit, please ring the haematology **Nurse Specialists** on:

Birmingham Heartlands Hospital 01214241557 or 01214241876 direct line and answer phone

Good Hope Hospital 0121 424 9610 direct line and answer phone

Our commitment to confidentiality

We keep personal and clinical information about you to ensure you receive appropriate care and treatment. Everyone working in the NHS has a legal duty to keep information about you confidential.

We will always ask you for your consent if we need to use information that identifies you. We will share information with other parts of the NHS to support your healthcare needs, and we will inform your GP of your progress unless you ask us not to. You can help us by pointing out any information in your records which is wrong or needs updating.

Additional Sources of Information:

Go online and view NHS Choices website for more information about a wide range of health topics <http://www.nhs.uk/Pages/HomePage.aspx>

You may want to visit one of our Health Information Centres located in:

- Main Entrance at Birmingham Heartlands Hospital Tel: 0121 424 2280

- Treatment Centre at Good Hope Hospital Tel: 0121 424 9946 or contact us by email: healthinfo.centre@heartofengland.nhs.uk.

Dear Patient

We welcome your views on what you liked and suggestions for how things could be improved at this hospital. If you would like to tell us and others about your experience please make your comments through one of the following sites:

- NHS Choice:- www.nhs.uk
- Patient Opinion:- www.patientopinion.org.uk
- I want great care:- www.iwantgreatcare.org (Here you can leave feedback about your doctor)

Be helpful and respectful: think about what people might want to know about this hospital or how your experiences might benefit others. Remember your words must be polite and respectful, and you cannot name individuals on the NHS Choice or Patient Opinion sites.

If you have any questions you may want to ask about your condition or treatment, or anything you do not understand or wish to know more about, write them down and your doctor will be more than happy to try and answer them for you.

