

# Appointment information

## Waiting for an appointment

We're sorry for long waiting times for appointments. We're working to see patients as quickly and safely as we can.

[www.imperial.nhs.uk/waiting-times](http://www.imperial.nhs.uk/waiting-times)

## Change or cancel your appointment

For some appointments we will send a text message with instructions on how to change or cancel your appointment. You can also call the number or use the email address on your appointment letter.

## Communication preferences

Call us if you have any communication needs, including:

- if you would like appointment letters in large text.
- if you would like appointment letters sent in the post
- if you need a British Sign Language interpreter at your appointment  
Contact us at least 10 days before.
- if you need a language interpreter at your appointment at your appointment. Contact us as far in advance as you can.

## What to expect

Check your appointment letter to find out if you have a clinic appointment at hospital or a telephone or video appointment.

If you have a clinic appointment, check-in with the receptionist when you arrive.

If you have a telephone appointment, wait for us to call you. The number may appear as 'unknown'. Be ready to take your call from 1 hour before until 2 hours after the appointment time you've been given.

If you have a video appointment, use the link in the letter to join 5 to 10 minutes before the appointment time.

## Getting to hospital

If possible, take public transport. Parking is limited. If you are eligible, you can get travel expenses paid for, and access transport services. If you need support getting to and from the hospital, call the transport assessment team on **0339 678 1245**.

## Accessibility

Our main outpatient departments and many of our buildings have disabled access and accessible toilet facilities. If you need a wheelchair, please arrive to hospital 1 hour before your appointment, a receptionist can book a porter to come and collect you. There is a hearing loop system available in main outpatient departments at each hospital and in audiology and ENT clinics.

## Accessing health records

Access your personal health record and view appointment information, through:

- the NHS App or NHS website  
[www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)
- our secure online portal – the Care Information Exchange (also called Patient Knows Best). Register:  
[www.imperial.nhs.uk/my-records](http://www.imperial.nhs.uk/my-records)

## Advice and support

You can find information on our website, and staff can answer most questions and concerns. Alternatively please contact the patient advice and liaison service (PALS).

Email: [imperial.pals.nhs.net](mailto:imperial.pals.nhs.net)

Hammersmith and Charing Cross hospitals: **020 3313 0088**

St Mary's and Western Eye hospitals: **020 3312 7777**

