

Main reception 01799 562900

Outpatients reception 01799 562929

Nurses 01799 562926

GP led clinics 01799562821

Patient Experience Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Experience Team on **0800 085 7935** or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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Essex Partnership University
NHS Foundation Trust

Saffron Walden Community Hospital Outpatients Department



Welcome

Saffron Walden Community Hospital outpatient department offers chiropody, specialist nursing, X-ray and a broad range of GP and consultant-led clinics with specialists visiting from Addenbrookes Hospital, Cambridge and Princess Alexandra Hospital, Harlow.

Our philosophy

We are here to provide you with high quality care in an efficient and friendly environment.

We strive to provide a holistic approach, treating you as an individual and enabling you to take a full part in decisions about your care. We also believe in maintaining the highest standards of privacy and dignity.

We aim to give you up to date and accurate information to support your consultation.

What can you expect?

- to be greeted in a warm and friendly way and treated with respect and dignity in an environment that is clean and safe
- to have a clear explanation of your condition and the treatment/tests you will be receiving
- all information in your records will be treated confidentially and only be seen by those that are involved with your care
- you will be asked for your permission, either verbally or in writing, before any procedure is carried out
- you can expect to be offered a chaperone during any examination
- to be kept updated of any delay in clinic waiting times

In return we ask that you and your visitors:

- treat our staff with the same respect that you expect from them
- be considerate to other patients
- do not use mobile telephones
- look after any children who are accompanying you
- you are responsible for your own property while in the department.

General information

Clinics run from 9.00 to 17.00 Monday to Friday, with midwifery running at the weekend.

There is always a trained member of staff in the department from 9.00 to 17.00. All nursing staff have a range of skills and vast experience of different specialties.

From time to time we have nursing students in the department to support their learning and professional development. If you do not wish students to be present during your consultation please tell the nurse in charge.

We have a vast selection of patient information so please help yourself to anything that interests you. We run regular health promotion events so please check the events board for what's coming up next.

We would welcome your comments about the department and /or the services we offer. Please speak to the nurse in charge.

Although we do not offer refreshments in the department patients and visitors can purchase cold drinks or snacks from the vending machines and the League of Friends runs a tea bar most days in the main corridor.

