
The Outpatient Department guide

Patient Information



Introduction

The Outpatient Departments (OPDs) at The Royal Marsden provide clinics for:

- Undiagnosed or new patients
- Patients receiving treatment
- Patients on follow up.

You have been referred to the Outpatient Department by your doctor for the management of your care.

When you arrive

The location of your OPD appointment will be stated on your appointment letter. The majority of clinics are held in the main OPD but some are held elsewhere in the hospital; the Helpdesk will guide you accordingly.

Please arrive on time as late arrival can cause delays for you and for other patients. It is important to report to the reception desk so the receptionist can check you in and inform you about the clinic progress. It is also very important that you tell the receptionist of any changes in your details (such as address, telephone number or GP) so we can update your information on our system. We will ask you to take a seat in the waiting area once you have let us know you are here.

Your team

Our medical teams work together to provide your care. Each team has a consultant or team of consultants leading them. Throughout your care, it is common to see a number of doctors and consultants depending on your needs. You can ask to see a specific doctor and where possible we will try and arrange this for you.

Your first appointment

On your first visit, the nurse may record your height and weight and take a nose swab for MRSA (Methicillin Resistant Staphylococcus Aureus) screening.

A member of staff will show you to an examination room where a doctor from your team will see you and take a history. They may also need to examine you so we will ask you to put on a gown.

The doctor will discuss your care with the consultant and then talk about your plan with you. You may meet other members of the team too, for example a specialist nurse.

Please remember to check if you need a follow up appointment.

Your follow up appointment

This appointment is to ensure that your progress is monitored. If you need further care and support, please ask the doctor or the nurse.

Tests you may have

You may need to have some tests. Certain tests can be carried out on the same day but for other tests, for example a scan, an additional appointment may be required. You will be guided by the nurses in clinic.

What if I have any concerns or questions?

This appointment is also an opportunity to ask questions about your condition and to share any concerns you may have. You may find it helpful to write down any questions you have and bring them with you. The doctor or nurse will always be willing to help and answer any questions.

What should I bring to my appointment?

- A list of your current medicines or a copy of your repeat prescription. This allows the nurse and doctor to see and assess which medicines you are taking.
- Any correspondence you may have about your condition.
- Any recent test results from other hospitals.

Waiting for your appointment

We try to make sure that you are seen by a doctor at your appointment time, or at least within 30 minutes of that time. Sometimes emergencies or complex consultations can mean that delays occur. If this happens, our staff will keep you informed about what is happening and how long you may have to wait. If you feel you have been kept waiting without an explanation, please ask a member of staff. There is a screen that displays all the clinic delays and there are regular announcements made over a tannoy. We are continually monitoring our waiting times and are constantly making changes to reduce them.

Facilities in OPD

The Friends of The Royal Marsden provide refreshments in the OPD where you can buy sandwiches, cakes, snacks and drinks while you are waiting. Opening times are Monday to Friday, 10am – 4pm (Chelsea).

What if I need to change my appointment?

All new patients will need to contact the relevant Medical Secretary to change appointments. All existing patients should contact the OPD as soon as possible on the relevant telephone number on the next page.

Remember to tell staff about special arrangements which may be needed, for example, other appointments or tests arranged for the same day.

Contact details

Please contact us if you have any questions or concerns:

Chelsea

Tel **020 7808 2431 / 020 7808 2464**

(Monday to Friday, 8.30am – 5pm)

Sutton

Tel **020 8661 3430 / 020 8661 3436**

(Monday to Thursday, 9am to 5.30pm and Friday, 9am – 5pm)

The Royal Marsden Macmillan Hotline: 020 8915 6899

(available 24 hours a day, 7 days a week)

References

This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this booklet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

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