

Plastic surgery nurse-led follow-up telephone appointment

This leaflet explains more about the plastic surgery nurse-led telephone follow-up appointment. If you have any questions, please speak to a doctor or a nurse caring for your child.

What is the plastic surgery nurse-led telephone follow-up?

Plastic surgery telephone clinics are outpatient appointments done by telephone with the plastic surgery nurse.

A specific date and time will be given to you for about six weeks after your child's surgery date. You will get a letter or telephone call to tell you when it will be. This consultation will be done over the phone.

Why has this service been introduced?

Our outpatient service is very busy and most of our patients travel long distances. We hope this service is more convenient for you and reduces any unnecessary travel costs.

How does the service work?

Due to patient confidentiality we will only be able to hold the telephone consultation with the parent/legal guardian.

If we cannot speak to you during your allocated time slot, we will leave a message with our telephone number for you to contact us.

The consultation will be your chance to discuss any concerns or questions you may have about your child's plastic surgery procedure.

If any concerns are raised during the consultation, you will be booked into our consultant's clinic for review in the hospital.

What if I would prefer to come to clinic?

If you prefer to see one of our consultants face-to-face at the hospital instead of a phone call, let the nurse know during your dressing clinic follow-up or when the follow-up is booked.

Contact us

If you have any questions or concerns, please contact our clinical nurse specialist for plastic surgery, **t:** 07747 204489, Monday to Friday, 9am-5pm.

If you are concerned about your child out of hours, or over the weekend, you can contact our plastic surgery doctors by calling the switchboard, **t:** 020 7188 7188, asking for the bleep desk (automated service) and input bleep 0155.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline. **t:** 020 7188 3003, Monday to Friday, 10am to 5pm
e: letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk
t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch. **t:** 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. **t:** 111

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing. **w:** www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form, **w:** www.guysandstthomas.nhs.uk/leaflets, or **e:** patientinformationteam@gstt.nhs.uk

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A list of sources is available on request