



University Hospitals Birmingham
NHS Foundation Trust



Information for patients attending QEHB Clinics

Building healthier lives

UHB is a no smoking Trust

To see all of our current patient information leaflets please visit
www.uhb.nhs.uk/patient-information-leaflets.htm

Welcome to the Queen Elizabeth Hospital Birmingham, part of University Hospitals Birmingham NHS Foundation Trust

We aim to provide you with the highest quality care and to ensure that we meet all your health needs so that you can enjoy a normal life. Our team has extensive experience in managing the most difficult medical and social issues. We will inform and guide you through every stage of your treatment. Please note that none of our medical or social interventions will take place without discussion and your consent.

Confidentiality statement

We will protect your confidentiality at all times. NHS staff in all roles (domestic services to consultants), are legally bound to respect patients' confidentiality. We will not disclose your identity to a third party without your permission. If you need to provide evidence of your status for any reason (e.g. asylum applications, housing or disability benefit) we will seek your written permission before providing the report.

Informing GPs

We believe it is important that you inform your GP of your diagnosis and the list of medications we are prescribing for you. This ensures that your GP does not prescribe any drugs that may adversely interact with your medications. Your GP will also respect your confidentiality. Please inform us of your GP surgery address at registration. Please also inform us if you change your GP at any time.

If your GP has prescribed a new drug for you and you are worried about its interaction with your medication, please contact us on **0121 371 6961**, where a member of the team will be happy to discuss this with you.

Clinic policies

We follow a multi-disciplinary model of service delivery which means that different members of the team will monitor and try to improve your health on a regular basis.

Individuals are seen by specialist consultants, nurses, pharmacists, social workers, health advisors, dietitians, mental health counsellors, psychologists and psychiatrists. We also rely on our dedicated administrative team for smooth running of the clinics. Our centre is extensively involved in research and our research nurses are always around to discuss new projects with you.

At each of your visits you may need to be seen by different members of the team. It is therefore advisable to plan to stay in the department for at least one and a half hours for each appointment. We will do our best to reduce the time you spend in our clinics.

Our clinically stable patients can attend our clinics every six months. For each period you will need two appointments; the first for your blood tests and then about one week later for a doctor or practitioner review. It is important that you attend regularly. When required for clinical management, you may need to attend our clinic more frequently.

To ensure the smooth-running of clinic and to minimise waiting times, please be considerate and adhere to the following guidelines:

- **Clinics operate by booked appointments only.** We do not offer a walk-in service
- **Cancellation of your appointment:** If you know in advance you will not be able to attend your appointment please phone **0121 371 6954** at least 24 hours before hand, so your appointment time can be offered to someone else
- **Non attendance:** If you do not attend (DNA) your clinic appointment without informing us, no further appointment will be sent to you. Please note that your condition needs to

be monitored indefinitely. Interruption of care and medicines is dangerous and can compromise your health significantly

- **Late policy:** You are encouraged to attend the clinic 10 minutes before your appointment. Please note that we may not be able to see you if you are too late for the clinic
- **Mobile numbers:** It is important that you register your mobile phone number at reception (if applicable). This will allow us to send you text message reminders 48 hours prior to your next appointment. Please be reassured that the content of the text message is generic and reads "appointment at Queen Elizabeth Hospital Birmingham on (date) at (time)"
- **Unrelated illness:** If your illness is unrelated to your condition the best person to call is your own GP. It will help your GP if they know about your condition and the medicines you take
- **Medical advice:** If you feel unwell and feel it is related to the medical condition we are seeing you for, or you have any queries about your medicines, you can contact the nursing staff on **0121 371 6961**. We endeavour to contact you within 12 hours when you leave a message with your full name, and contact details. Please note, this does not include Sundays and bank holidays

For **urgent** medical enquires contact your GP or attend the Emergency Department (A&E) at Queen Elizabeth Hospital Birmingham. Please inform the doctors and nurses that you attend our department at that stage so that they can inform our on-call doctors for assistance.

If you are admitted to Queen Elizabeth Hospital Birmingham our on-call doctors will see you in 24 hours.

Specialist services

Individuals with other medical conditions may be reviewed in one of the joint clinics, where the team work alongside specialists from other fields. These clinics include:

- **Mental health services:** for anyone with mental health issues; our psychologist works on Wednesday and Friday. Our psychiatrist works every Friday afternoon. Our mental health counsellor works every Monday morning
- **Weekly adherence clinic:** (Wednesday afternoon) for patients who would benefit from some extra help with taking their medications
- **STI screening:** self-collecting testing for sexually transmitted infections (Chlamydia and Gonorrhoea) is available to every patient once a year. You can access Birmingham Umbrella Sexual Health services at any time
www.umbrellahealth.co.uk
- **Social services:** dedicated and specialised social workers are available at every clinic to provide advice on any kind of social issues (employments, benefits, housing, social inclusion) you may be facing

myhealth@QEHB

In order to provide you with maximum information on the management of your condition, University Hospitals Birmingham (the Trust) has developed a service that allows you to access your clinical information online and from anywhere you like. This includes your blood test results and clinical summaries. You can print them for your GP if you want. The service is secure and available to all patients. Please talk to any member of the team to activate your account for the service, or go to www.myhealth.uhb.nhs.uk/ for more information.

Medications

We prescribe your medication free of charge. It is important that you keep enough supplies of your medication at all times. We aim for you to have approximately a one month supply of medication in hand provided you are attending appointments as scheduled. Non clinic medications will need to be supplied by

your GP. Please note that our doctors cannot issue medication beyond six months without seeing you.

If you are running out of your medication please contact us on **0121 371 6954** to book an urgent blood appointment.

Home delivery of medications issued by us

Once on treatment, our patients will need to take their medication indefinitely. On each visit we will prescribe up to six months of your medication.

Collecting medications from our outpatient pharmacy can be associated with a delay, therefore we have employed a company to deliver the medication dispensed by the hospital pharmacy to the address of your choice in the West Midlands. This address can be your home, work or alternative address. Delivery will be 5–10 working days after your visit. The Home Delivery co-ordinator aims to contact you 24 hours in advance to remind you of your medication delivery.

Your medication will be delivered in a brown cardboard box without any indication of the contents. Patients using this service (which is completely free) spend less time in our clinics. You will also need to sign a consent form. If you are interested or would like more information about the service please speak to a member of the team.

All staff involved must abide by the confidentiality code of the NHS. For further information please visit:
www.uhb.nhs.uk/pi-pharmacy.htm

Testing partners and children

Because of the risk of transmission, you have a legal and ethical responsibility to inform your sexual partners of your diagnosis. Our health advisors can assist you in broaching this difficult topic with your partners. In order to protect you from catching resistant strains of infection, you need to use condoms at all times. Please be advised that having a fully suppressed plasma

viral load count with more than six months of treatment with antiretroviral medications makes transmission of the infection very unlikely. If your partner is not infected and your plasma viral load count is detectable, then please use condoms to protect your partner. It is important that your partner is regularly tested too. Umbrella Sexual Health services are available for post-exposure prevention after sexual exposure (PEPSE): For further information please visit:

<https://umbrellahealth.co.uk/our-services/services-pepse>

We have a legal duty to test all children of our female patients. Our health advisors are available to support you and arrange completely confidential testing for your children. For further information please visit: **www.uhb.nhs.uk/hiv-health-advisors.htm**

Research

Research is key in developing better ways to help with the management of HIV.

We have an established research unit, working for a number of years on clinical trials in HIV, our role is to help deliver the best care through innovative, safe and high quality research.

A member of our research team may approach you to participate in one of our trials. Please note that your care will not change if you decline to participate in a study.

For more information on our current trials please go to **www.research.uhb.nhs.uk/**

Travelling to outpatient clinics

How to find the new Queen Elizabeth Hospital Birmingham (QEHB) travelling by train

The nearest rail link to the hospital is University Station, which is less than 10 minutes' walk from the hospital.

A minibus service is available to carry patients, visitors and staff from University Station to the hospital.

University Station is on the cross city line. There are trains approximately every 10 minutes from Lichfield or Four Oaks via New Street station in Birmingham city centre to Bromsgrove or Redditch. University Station is also on the inter-city lines, Nottingham to Cardiff and Birmingham New Street to Hereford routes.

How to find the new Queen Elizabeth Hospital Birmingham (QEHB) travelling by bus

1A from Acocks Green via Kings Heath.

76 from Solihull via Shirley, Kings Heath, Selly Oak.

19 from Dudley via Old Hill and Halesowen.

X20 Birmingham to Cofton Hackett via Rednal, Northfield and University Rail Station.

X21 Birmingham to Woodcock Hill via Weoley Castle, Selly Oak and University Rail Station.

X22 Birmingham to Woodgate via Bartley Green and University Rail Station.

48 West Bromwich to Northfield via Cotteridge, Bearwood and Harborne.

11A and 11C Outer Circle: Perry Barr, Bearwood, Cotteridge, Kings Heath, Acocks Green, Erdington, Perry Barr.

11 and 29 services do not serve hospital directly but do serve bus stops at the junction of Metchley Lane and Harborne Lane.

www.nxbus.co.uk/west-midlands/links/hospitals/queen-elizabeth-hospital

Car park

The car park is called '**Visitor Main Car Park A**' on the road signage. Disabled spaces are available on Level 2. The post code for the car park is B15 2WB.

www.uhb.nhs.uk/car-parking

www.uhb.nhs.uk/Downloads/pdf/MapQehb.pdf

Outpatient clinics

On arrival through the main entrance of the hospital you will be required to follow the signs to the Outpatients department which is down the large corridor to the left of the Information Desk. You will be required to check in using one of the self check-in kiosks and wait in the main waiting area until your name appears on one of the wall mounted TV screens. A team of nurses will be based in the main waiting area and will be there to help you. When your name is displayed on the screen, you will also be directed to your clinic. The wait should be no longer than 10 minutes. If you wait longer ask a receptionist to check you are in the correct clinic space.

All clinics are held in Outpatients Area 1.

Day of clinic	Time AM	Time PM
Monday	08:15–12:00	13:15–16:15
Tuesday	No clinic	13:15–16:15
Wednesday	08:15–12:00	13:15–19:30
Thursday	08:15–12:00	13:15–16:15
Friday	08:15–12:00	13:15–16:15
Saturday	08:15–12:30	No clinic
Sunday	No clinic	No clinic

Your feedback

We welcome your comments on our service and will try to address your concerns as fully as possible.

You can provide your comments in clinics or by email appointments@uhb.nhs.uk

In order to collect our service users' ideas and proposals to improve our services, we hold a patient forum once a year. We advertise the date and venue of the meeting in advance in the clinic and our partner peer led organisations.

Where can I get further information?

Leaflets are available in clinic or through the internet

You may also find useful information on the following websites:

- University Hospitals Birmingham: www.uhb.nhs.uk/hiv.htm
- NAM: www.aidsmap.com
- Umbrella Sexual Health: <https://umbrellahealth.co.uk>
- Birmingham LGBT Centre: hello@blgbt.org
Contact number: **0121 643 0821**

Useful contacts

- Appointment Line: **0121 371 6954**
- 24-hour telephone messaging line: **0121 371 6961**
- Email: appointmentshotline@uhb.nhs.uk



The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit www.uhb.nhs.uk/health-talks.htm

GUM
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Mindelsohn Way, Edgbaston
Birmingham
B15 2WB
Telephone: 0121 371 6961
