



Oxford University Hospitals
NHS Foundation Trust

Welcome to ENT and Plastic Surgery Outpatients

Information for patients



Your appointment today

Your appointment today may be booked under the care of a consultant. However, you may be seen by another member of their team. This may be a doctor, a specialist nurse, an audiologist or a therapist.

We have several clinics (ENT, Plastic Surgery and Audiology) running at the same time. It may seem as though patients are being called before you, but they are probably attending a different clinic.

Unfortunately there are times when our clinics are delayed. The nurses will do their best to tell you about any delay in person or by writing on the whiteboards behind the reception desk.

If we decide during your consultation that you need an operation, please do not leave the department without completing a health screening questionnaire and being seen by a nurse.

Audiology

Patients with a hearing aid requiring repair please contact the audiology service via email or visit the OUH audiology website for more information:

Email: [**audiology.department@ouh.nhs.uk**](mailto:audiology.department@ouh.nhs.uk)

Website: [**www.ouh.nhs.uk/audiology**](http://www.ouh.nhs.uk/audiology)

Microphone call system and pagers

The waiting room is fitted with a microphone and loop call system. You can listen for your name to be called in one of two ways:

- 1** Leave your hearing aid on its normal setting and you will hear the announcements from the speakers in the ceiling above you.
- 2.** Switch your hearing aid to the loop setting and you will hear directly when a member of staff calls the name of the next patient.

We have a portable loop for use during your appointment; please speak to a member of staff if you would like to use this.

We have a pager system in use in this department; the pager will vibrate and flash when we are ready to call you. This may allow you to leave the department if you have been told that your clinic is delayed. Please ask the receptionist or nurse if you would like a pager.

Facilities in the West Wing

The Atrium Café is on the ground floor (Level LG2) and the League of Friends tea bar is on Level LG1 of the West Wing (beyond the escalator on this floor).

Toilets and baby changing facilities

We have two facilities within this waiting area – please ask a member of staff for directions.

Clinical photography

This is located in the ENT corridor; please ask us for assistance.

X-ray

Level 2 X-ray is opposite the League of Friends café on Level 2 of the main building.

Contact us

Please contact us if you need to change your appointment, or if you need advice.

ENT

Telephone: 01865 231 062 and choose option 3 for secretaries

Email: ent@ouh.nhs.uk

Audiology

- **Adults:**
Telephone: 01865 234 585
- **Children:**
Telephone: 01865 234 445
- **Audiology:**
Email: audiology.department@ouh.nhs.uk

Plastics

- **Appointments:**
Telephone: 01865 231 065
- **Hand therapy:**
Telephone: 01865 231 181
- **Plastic surgery dressings clinic:**
Telephone: 01865 231 173
Email: ouh.pdc@ouh.nhs.uk
- **Plastic surgery:**
Email: plastic.surgery@ouh.nhs.uk

For more information please see www.ouh.nhs.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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