University College Hospital

Thyroid nurse led telephone clinic
Department of Diabetes and Endocrinology
1 What is the Nurse Led Thyroid Telephone Clinic?

Thyroid led telephone clinics are outpatient appointments conducted by telephone with the thyroid nurse specialist.

A specific appointment time and slot will be allocated to you, but the appointment will be held over the telephone rather than in a hospital clinic setting.

2 Why have they been set up?

Our outpatient clinics are very busy, with patients expected to travel extended distances to attend specialist services. Follow-up appointments are often routine to discuss results and any required changes to your long term medical requirements.

A telephone clinic allows us to discuss your ongoing health issues without you having to attend the hospital. We hope that this is more convenient for you.

3 How do telephone clinics work?

As with any clinic appointment, you will be given or sent a clinic date and time.

We ask you to remain close to your telephone and ensure it is not in use. If we are unable to contact you in person, we will only leave a phone message if your answering machine confirms that we have the correct number.

Due to patient confidentiality, we will only be able to hold the
consultation directly with you, our patient, unless written documentation reflects an alternative contact.

4 When and where do I have my blood test?

You are required to have a blood test during the week before your telephone consultation, with the blood form provided at or after your last appointment. Please ensure you allow at least 48 hours between your blood test and the telephone appointment to ensure the results are available in time for the consultation.

The walk-in blood test service is located at:

South Camden Centre for Health
154 Drummond Street
NW1 3HP

Opening hours: Monday to Friday 08:00-16:45
This is just a short walk from the main UCLH hospital site.

If you are currently having antenatal care at UCLH, please attend the Antenatal Outpatients phlebotomy service, 1st Floor, Elizabeth Garrett Anderson Wing, UCLH.

Opening hours: Monday to Friday 09:00 - 17:00. If you are unable to have a blood test before your telephone appointment please contact the Department to reschedule as we are unable to carry out your telephone consultation if they have not been done.
5 What if I require a change to my prescription?

We will arrange for any medication dose changes to be undertaken by your General Practitioner (GP).

New prescriptions will be available for collection at the UCLH main pharmacy or via your GP.

6 What if I prefer to come to clinic?

If you prefer face to face contact with your Consultant at any point, you are welcome to attend. The choice is yours at any point and you simply need advise us of this so that we can arrange a mutually convenient clinic appointment, allowing for waiting times for outpatient clinic slots.

7 Who has viewed my blood results?

The service is run by a senior clinical nurse who specialises in conditions of the thyroid. He/she will have reviewed your test results with a consultant before your telephone consultation. Together they will make assessments of any alterations to the medications that you may require. Should new concerns be raised through your consultation, the nurse will discuss them with the Consultant in order to make further decisions how to proceed with your care.
8 Will I always be followed up in this manner?

If you have no concerns and your symptoms are controlled then the telephone clinics are ideal. Should a clinical examination be required or further discussion about your condition management then we will ask you to attend an outpatient appointment. These options will be discussed with you.

If you wish to change your mind at any point about a telephone clinic appointment, please contact a member of the team.

9 Where can I get more information?

A list of reputable sources has been listed below but please note UCL Hospitals cannot accept responsibility for information provided by these external organisations.

British Thyroid Association: www.british-thyroid-association.org
Society for Endocrinology: You and Your Hormones
www.yourhormone.info/
Thyroid UK: www.thyroiduk.org.uk/tuk/index.html
NHS Choices: www.nhs.uk
Patient.co.uk: www.patient.co.uk

10 Who do I contact if I have any queries or concerns?

For changing an appointment date, or if you require a blood form please contact the secretary as below.

For medical based queries or concerns we always advise you
to contact your General Practitioner (GP) in the first instance. Copies of all correspondence including that relating to telephone consultations are posted to them.

You are also very welcome to contact the clinical nurse specialist for advice or information. The numbers to use are below. If you reach an answerphone please try to leave a clear message stating your name, date of birth, hospital number, the nature of the problem and most importantly a clearly stated and repeated contact number.

**Service Secretary:**
Direct line: 020 3447 9029
Website: [www.uclh.nhs.uk](http://www.uclh.nhs.uk)
Switchboard: 0845 155 5000 or 020 3456 7890
Fax: 020 3447 9278
Email: uclh.thyroid@nhs.net
11 Patient Advice and Liaison Service (PALS)

PALS are here to listen to your concerns and provide on the spot problem resolution, advice and information and can be used as an entry point for those who wish to be involved in planning services.

If you feel you are unable to speak to staff directly you can contact PALS through the main switchboard on extensions 73002 and 70318 or email PALS@uclh.nhs.uk.
Space for notes and questions
If you need a large print, audio or translated copy of this document, please contact us on 020 3447 9347. We will try our best to meet your needs.
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**South Camden Centre for Health**
**154 Drummond Street, NW1 3HP**

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