

The Anticoagulation and Thrombosis Service

Information for patients



Introduction

Welcome to the Anticoagulation and Thrombosis Service.

Our vision is to create a modern, efficient, responsive and clinically safe service for our patients that is fit for purpose today and for the future.

The service was set up in 1996 to support the population of Leeds and the surrounding area and we are proud of the improvements that have been made within our service over the years to ensure patients are appropriately anticoagulated. We run clinics both in the hospital setting and in the community. In response to previous patient surveys, we have developed the anticoagulation service

- to be closer to your home and where possible, to be no more than five miles away
- to have the appropriate facilities, including car parking
- to be on a good bus route.

There are many new and exciting treatment options within the service, including Direct Oral Anticoagulation** (DOAC) and patient self-testing kits* (PST). If you are interested in understanding a little bit more about what options are available to you, please ask a healthcare professional at your consultation.

Your appointment

Your appointment letter will tell you the date, time and location for your appointment. We also offer a text reminder service, so please make sure we have the correct contact details for you, including your mobile and landline numbers.

The consultation clinics at Beckett Wing, St James's Hospital are for:

- all new warfarin patients,
- anyone who has been very unwell or has had a bleed,
- anyone who has a very high INR or whose INR (International Normalised Ratio) control is very unstable,
- patients that need a bit longer to discuss issues about their warfarin such as needing to stop warfarin for a procedure.

You will have an INR done and then be seen by a pharmacist or nurse where you can discuss warfarin and any issues or problems you may be having with it. These appointments are 10-15 minutes long.

Once your INR is in range and stable you can go to a community clinic nearer to your home. At these clinics there will be a nurse with a pharmacy technician or biomedical scientist who can discuss any issues with you. The appointments are two minutes. The team are available to discuss issues or problems but if you need longer you may be asked to go to the consultation clinic.

Where are the clinics held?

We have a number of hospital and community clinics that are available at various locations around Leeds. You will be advised of your local clinic upon request.

We also provide a home visit service for patients who are permanently or temporarily unable to travel from their place of residence because of medical, mobility or psychiatric problems, including those in care homes and who receive a domiciliary visit from their GP. If you feel you meet the criteria for this, please discuss with your GP.

Changing or cancelling your appointment

Hospital and community appointments for the Anticoagulation and Thrombosis service are important and we would ask patients to make every effort to attend. If you have no other option than to cancel an appointment with us, then we would ask you to do so with as much notice as possible to allow us to offer this appointment to another patient.

If you are unable to attend your appointment, please call the number on your letter to re-arrange.

If you re-arrange your appointment more than twice in a row or do not attend your appointment without contacting the hospital, you may be returned to the care of your GP. This is to ensure that your medical condition has not changed since initially being referred or seen by your healthcare professional.

Patient enquiry line number:

0113 206 7371 or **0113 206 7369** (Mon-Fri 8.30-5.00)

How do I get to my clinic appointment?

If you are travelling by bus or train, timetables and information can be found at: www.wymetro.com

Please be aware that payment for hospital car parking is cash or card with change given. Please see the hospital website for further details of car parking charges:

www.leedsth.nhs.uk/st-james-university-hospital

Disabled parking spaces are also available.

Car parking charges do not apply at community clinics.

If you are entitled to transport to and from the hospital, please ask your GP to arrange this before your first appointment. Your transport may arrive early to pick you up, so please be ready at least two hours before your appointment time. You may also have to wait for transport to collect you after your appointment. Once you arrive, please let a member of staff know that you are using assisted transport.

To check if you are eligible for patient transport, please see the Yorkshire Ambulance Service website for further details:

www.yas.nhs.uk/media/1125/doh-guidance-eligibility-criteria.pdf

If your condition improves and you do not need assisted transport anymore, please let the hospital and your GP know.

Further assistance

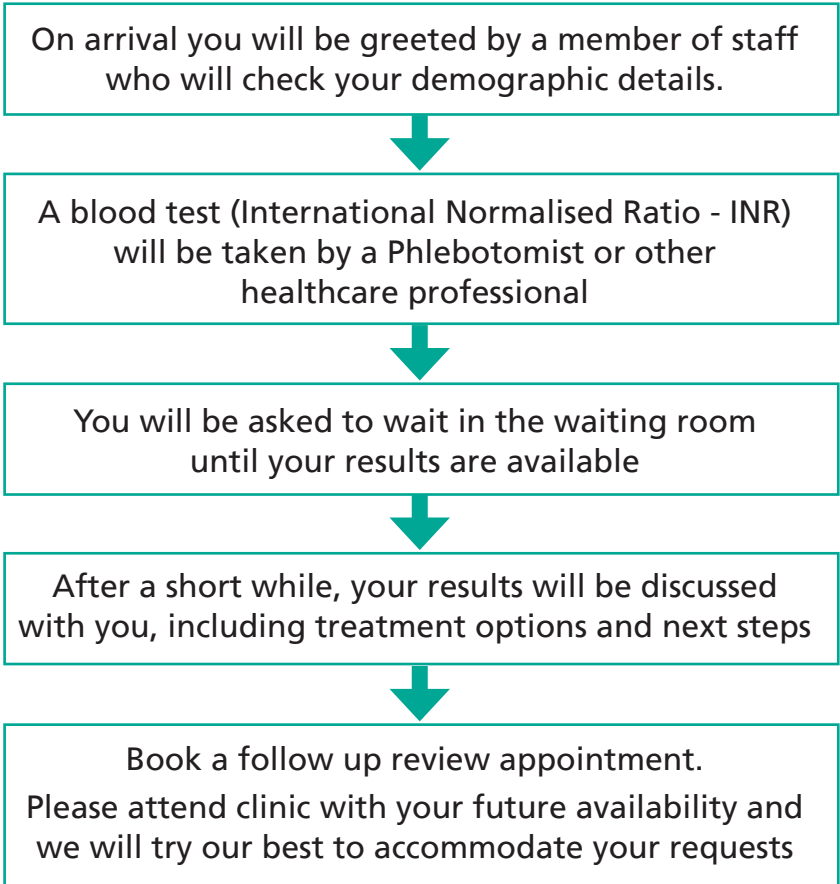
If you need mobility assistance please call **0113 392 4321** as soon as possible so we can support you further. Please note that wheelchairs are available on the hospital main sites.

If you would like a chaperone in your appointment please ask reception or a member of staff in clinic.

What do I need to bring with me?

- Appointment (dosing, if on warfarin only) letter - please complete the questions in the lower section.
- Coins and ID for car parking or relevant documentation if you are eligible to claim back your travel expenses.
- A list of your current medications, ointments, creams and any over the counter or herbal medications
- A list of any questions you want to ask the health professional
- If you have lived outside of the UK for more than 12 months you will need to provide two of the following forms of ID:
 - Passport / ID Card / Visa and recent utility bill
 - Bank statement
 - Benefits letter or wage slip

What happens when I arrive for my appointment?



Things to remember

Please allow enough time for your appointment; for your first appointment this could take up to two hours. Although we try and keep to the time slot we have given you, there can sometimes be delays. It may appear other patients have been seen before you even though they arrived later, this may be due to several different clinics running at the same time.

Unfortunately, if you arrive early for your appointment, it may not be possible for you to be seen before your scheduled appointment time. We encourage you not to attend any earlier than 10 minutes before your appointment time due to our limited seating areas.

During your appointment we will maintain your dignity at all times. As this is a teaching hospital we may have staff in training present at your appointment. If this is not acceptable please tell the health professional you are seeing.

We would like to remind you that parents/carers are not allowed to leave children under 16 years of age unaccompanied in waiting areas.

Holidays

Sometimes we will ask you to have an INR blood test while you are on holiday. We will only ask this of you when we feel that it would be in your best interests. You can find out where to have a blood test via your tour operator or hotel reception. Please ring the result to the telephone numbers on your dosing letter. We will assess you as though you were at clinic so please have to hand any relevant information.

Depending on your INR result we will plan with you your next appointment. Please ensure you take enough supply of your anticoagulation medication for the duration of your holiday, allowing for a change of dose or any delays in returning home.

Facilities on main hospital sites:

There are a variety of food outlets available to patients on the main hospital sites. Cash and card vending machines are also available in Bexley Wing and Gledhow Wing at St James's Hospital only.

There are pharmacies located in Bexley Wing and Chancellors Wing (Boots) at St James's.

Smoking

To protect the health of patients, visitors and staff, smoking is only allowed in the designated smoking shelters outside Bexley Wing reception entrance.

We look forward to seeing you at your next visit

If you have any information or communication support needs such as an interpreter, audio, easy-read or large print, please telephone the number provided on your appointment letter.

We value feedback from all our patients about your experience of our service. Please try to complete a Friends and Family feedback card during your visit and leave it with a member of our staff - your comments are invaluable to us.

If you have any concerns that a member of our team could not help you with, please contact:

Patient Advice and Liaison Service (PALS)

Tel: **0113 206 6261**

Email: **patientexperience.leadsth@nhs.net**



What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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