

Community respiratory service

Information for patients, relatives and carers



Introduction

You have been referred to the Community respiratory service. This leaflet provides information about the service we offer.

Community services have been set up to have their investigations and consultations with a specialist(s) in accessible and convenient locations close to their homes.

Why have I been referred to this service?

Your doctor has referred you into this service because you may have a lung condition that requires investigation.



When will I hear about my appointment?

Your appointment will be arranged within two working days of us receiving a referral letter from your doctor. You will be

contacted by us either by a text message, phone call or letter.

How long will my appointment be?

Your appointment will last between 30 minutes and two hours, depending on the type of tests required and consultation you need for your condition.

All tests will be carried out by a specialist and you may have a further consultation with a cardiologist or a specialist nurse. Before any tests are carried out, the specialist will explain each procedure in detail and you will have the opportunity to ask questions.



What happens after my consultation and tests?

The consultant will write to your doctor with recommended treatment pathways and a management plan. You will receive a copy of this letter.

Who can I contact for more help or information?

Please do not hesitate to contact us if you have any queries or comments:

call: 020 3311 7161 or **email:**
admin.ichtcommunitycardioresp@nhs.net

How do I make a comment about my treatment?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have.

If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals).

You can also email PALS at pals@imperial.nhs.uk. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to express your concerns in **writing** to:

Complaints department
Fourth floor
Salton House
St Mary's Hospital
Praed Street
London W2 1NY

Alternative formats

This leaflet can be provided on request in large print, as a sound recording, in Braille, or in alternative languages.

Please contact the communications team on **020 3312 5592**.

Wi-fi

We have a free and premium wi-fi service at each of our five hospitals. Look for Wi-FiSPARK_FREE or Wi-FiSPARK_PREMIUM

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