

# Your annual telephone follow-up appointment

**This leaflet explains how the annual telephone follow-up clinic can offer you additional support for your haematology condition.**

You are being monitored by your specialist team on DAWN and for your condition we are starting an annual telephone follow-up clinic to provide additional support to you as part of your long-term follow-up within our Haematology Department.

**You will not need to attend the hospital for the follow-up appointment.**

Our 'virtual' telephone clinics have been designed to support you in monitoring your condition in a safe and effective way. Having a telephone follow-up appointment will mean you are not required to come into hospital, which can often be difficult and inconvenient.

## What happens during a telephone follow-up appointment?

- Your notes and any test results from previous DAWN blood tests will be reviewed by the Clinical Nurse Specialist.
- After checking your notes, they will contact you by telephone. Please also note that the hospital call will show up as an unidentified or 'withheld' number, so please accept the incoming call.
- The nurse will discuss your blood results, the medication you are being prescribed via the DAWN system, monitor any side-effects you may be experiencing and address any concerns you may have regarding your condition and treatment. This might consist of advice, discussion, and/or the arrangement of another appointment at the most appropriate clinic.
- A letter will be sent to you and your GP outlining what was discussed and agreed during the telephone follow-up appointment.
- If you are not available on the telephone on two occasions, we will automatically book you a face-to-face appointment instead.

**Please make sure you are available one hour either side of your allocated telephone appointment time to take this call.**

**If you need to contact us to rearrange the appointment for the telephone call, please ring the Clinical Admin Team (CAT 8) on 0118 322 8145 option 2 or email [rbbh.CAT8@nhs.net](mailto:rbbh.CAT8@nhs.net) (9am-5pm), Monday to Friday.**

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

Department of Haematology, February 2022. Next review due: February 2024

Compassionate

Aspirational

Resourceful

Excellent