Choosing your hospital

For more help with choosing your hospital, contact:

Patient Care Advisors in local GP Practice and/ or
Patient Care Advisor
Central Nottinghamshire Referral Management Centre
Ransom Hall
Southwell Road West
Rainworth
Mansfield
Nottinghamshire
NG21 0ER

Tel: 01623 672408
www.ashfield-pct.nhs.uk, www.mansfielddistrict-pct.nhs.uk,
www.newarkandsherwood-pct.nhs.uk

A copy of this booklet is also available on: www.nhs.uk

Where can I go for treatment?
You might already have experience of a particular hospital or know someone who has. Now you can choose – where would you like to go? Or, if you like, your GP can recommend a hospital where you can be treated.

How do I find out more information about my condition?
Your GP should be able to give you the answers to some of the questions you have. Or contact NHS Direct: visit www.nhsdirect.nhs.uk or call 0845 4647 and ask to speak to a health information advisor.

How long will it take?
How quickly do you want to be treated? Would you be willing to travel further away if it meant you could be treated quicker?

Where’s closest?
You might want to think about how you will get to hospital. Who will take you there and pick you up when your treatment is finished? If you are going to stay in hospital for a while, do you want to be close to family or friends?

Where’s best for me?
Different people have different priorities. You know what’s most important for you – hospital cleanliness or location, for example. This booklet gives you an overall idea of what each hospital is like, so you can work out which one suits you. If you want to find out more visit www.nhs.uk, the NHS website.

What is patient choice?
If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. From April, you may have an even bigger choice – full details will be on the NHS website (www.nhs.uk).

This guide explains more about how the process works. It also gives you answers to some questions you may have. Plus, there are details of the hospitals you can choose and some information to help you choose the one that will be best for you. If you need more help, details of your local support services are on the back of this booklet.

As well as the hospitals listed in this booklet, your GP may also be able to refer you to community-based services, such as GPs with Special Interests or community clinics. Alternatively, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals.
Making your choice

You may already have a clear idea as to where you would like to be treated. If so, this booklet will give you more information on the hospital you have chosen. If you haven’t made up your mind, you could:

Find out what your choices are
Talk to your GP or local support services about the choices that are available to you and where you can get more information and support.

Get the information you need
This guide should give you most of the information you need to help you make your choice. For more details visit www.nhs.uk, the NHS website.

Talk it through with someone else
You may want to discuss your choices with family or friends, especially if you are going to need their help with travel or care after your treatment.

Weigh up the pros and cons
Consider your needs and compare each hospital using the information you have, bearing in mind what is most important to you.

Book your appointment
You will be advised how to book your hospital appointment. Once you have decided where you want to go, follow this guidance. And don’t be afraid to ask if you need help with booking an appointment.

Your hospitals

The next few pages will help you decide which hospital will be best for you:

Where can I have my treatment? shows which Hospital Trusts treat which conditions. There are descriptions of each of your local hospitals and how to get to them.

The map shows where each hospital is.

How do your hospitals score? gives ratings for each Hospital Trust, so that you can compare their performance in nine different categories.
Where can I have my treatment?

Use the chart below to check which hospitals provide the service you need. In addition to the hospitals listed, your GP may be able to refer you to community-based or other services. Ask him or her what’s available in your local area. He or she will also advise you if the service you need is not listed.

<table>
<thead>
<tr>
<th>Hospital provider</th>
<th>Cardiology</th>
<th>Dermatology</th>
<th>Ear, nose &amp; throat</th>
<th>Gastroenterology</th>
<th>General medicine</th>
<th>General surgery</th>
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<th>Oral-maxillo surgery</th>
<th>Paediatrics</th>
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Specialty name

- Cardiology
- Dermatology
- Ear, nose & throat
- Gastroenterology
- General medicine
- General surgery
- Gynaecology
- Neurology
- Ophthalmology
- Oral-maxillo surgery
- Paediatrics
- Rheumatology
- Trauma & orthopaedics
- Urology

This data was correct at the time of going to print and may be subject to amendments.

Hospital Trusts

Hospital Trusts are NHS organisations that manage hospitals. There may be more than one hospital in a single Trust. The NHS collects information at Trust level, so a lot of information is listed by Trust, not individual hospital.

The list shows which hospitals are in which Hospital Trust.

- **Chesterfield Royal Hospital NHS Foundation Trust**
  1. Chesterfield Royal Hospital
  2. Derby City General Hospital
  3. Derbyshire Royal Infirmary
- **Derby Hospitals NHS Foundation Trust**
  1. Derby City General Hospital
  2. Derbyshire Royal Infirmary
- **Doncaster and Bassetlaw Hospitals NHS Foundation Trust**
  1. Doncaster Royal Infirmary
  2. Montagu Hospital
- **Nottingham City Hospital NHS Trust**
  1. Nottingham City Hospital
  2. Queen’s Medical Centre, Nottingham University Hospital NHS Trust
- **Rotherham General Hospitals NHS Trust**
  1. Rotherham General Hospital
- **Sheffield Teaching Hospitals NHS Foundation Trust**
  1. Northern General Hospital
  2. Royal Hallamshire Hospital
- **Sherwood Forest Hospitals NHS Trust**
  1. Kings Mill Hospital
  2. Newark Hospital
- **United Lincolnshire Hospitals NHS Trust**
  1. County Hospital Louth
  2. Grantham and District Hospital
  3. Lincoln County Hospital
  4. Pilgrim Hospital
  5. Skegness and District Hospital
- **University Hospitals of Leicester NHS Trust**
  1. Glenfield Hospital
  2. Leicester General Hospital
  3. Leicester Royal Infirmary
Find your hospital

The numbers on this map refer to the numbers on the hospital list on the previous page.

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**CHESTERFIELD ROYAL HOSPITAL**

Calow, Chesterfield, Derbyshire S44 5BL
Tel: 01246 277271
www.chesterfieldroyal.nhs.uk

**AT A GLANCE**
This 534-bed hospital provides a full range of services and many specialist children’s community services. It also offers surgery including medical physics, obstetrics and gynaecology.

**PUBLIC TRANSPORT**
Nearest train station: Chesterfield, just under a mile away.
Buses: Traveline 0870 608 2 608.

**PARKING**
Limited. Charges apply.

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**DERBY CITY GENERAL HOSPITAL**

Uttoxeter Road, Derby, Derbyshire DE22 3NE
Tel: 01332 340131
www.derbyhospitals.nhs.uk

**AT A GLANCE**
The 442-bed Derby City General Hospital is located two miles west of the city centre. The site, which incorporates the Derbyshire Children’s Hospital, offers a wide range of medical services.

**PUBLIC TRANSPORT**
Nearest train station: Derby, three miles away.
Buses: Traveline 0870 608 2 608.

**PARKING**
Charges apply.
Your hospitals

**Doncaster and Bassetlaw Hospitals NHS Foundation Trust**

- **Montagu Hospital**
  - Adwick Road, Mexborough, South Yorkshire S64 0AZ
  - Tel: 01709 585171
  - www.dbh.nhs.uk
  - **At a Glance:**
    - The 100-bed Montagu Hospital, in Mexborough, offers inpatient and a range of outpatient services. It also has a day surgery unit and a pain management unit.
  - **Public Transport:**
    - Nearest train station: Mexborough, one mile.
    - Buses: Traveline 0870 608 2 608.
    - Free shuttle bus between Trust hospitals.
  - **Parking:**
    - Charges apply.

- **Doncaster Royal Infirmary**
  - Armthorpe Road, Doncaster, South Yorkshire DN2 5LT
  - Tel: 01302 366666
  - www.dbh.nhs.uk
  - **At a Glance:**
    - One mile from the town centre, the 850-bed Doncaster Royal Infirmary has a full range of local clinical services. It has new stroke and renal (kidney) dialysis units and a breast care centre.
  - **Public Transport:**
    - Nearest train station: Doncaster, one mile.
    - Buses: Traveline 0870 608 2 608.
    - Free shuttle bus between Trust hospitals.
  - **Parking:**
    - Charges apply.

**Nottingham City Hospital NHS Trust**

- **Nottingham City Hospital**
  - Hucknall Road, Nottingham, Nottinghamshire NG5 1PB
  - Tel: 0115 969 1169
  - www.ncht.org.uk
  - **At a Glance:**
    - This 1,110-bed hospital is a large acute teaching trust situated north of the city. It provides a wide range of inpatient, outpatient and day care services. Specialties include kidney transplantation and cancer care.
  - **Public Transport:**
    - Nearest train station: Bulwell, 20 minutes walk.
    - Buses: Traveline 0870 608 2 608.
  - **Parking:**
    - Limited. Charges apply.

**Derby Hospitals NHS Foundation Trust**

- **Derbyshire Royal Infirmary**
  - Devonshire House, London Road, Derby, Derbyshire DE1 2QY
  - Tel: 01332 347141
  - www.derbyhospitals.nhs.uk
  - **At a Glance:**
    - The 601-bed Derbyshire Royal Infirmary, near Derby city centre, offers a full range of medical, rehabilitation and surgical services. It also provides cancer and palliative care together with a range of support services.
  - **Public Transport:**
    - Nearest train station: Derby, five minutes walk.
    - Buses: Traveline 0870 608 2 608.
  - **Parking:**
    - Charges apply.

- **Derbyshire Royal Infirmary**
  - Armthorpe Road, Doncaster, South Yorkshire DN2 5LT
  - Tel: 01302 366666
  - www.dbh.nhs.uk
  - **At a Glance:**
    - The 601-bed Derbyshire Royal Infirmary, near Derby city centre, offers a full range of medical, rehabilitation and surgical services. It also provides cancer and palliative care together with a range of support services.
  - **Public Transport:**
    - Nearest train station: Derby, five minutes walk.
    - Buses: Traveline 0870 608 2 608.
  - **Parking:**
    - Charges apply.
Your hospitals

QUEEN'S MEDICAL CENTRE, NOTTINGHAM UNIVERSITY HOSPITAL NHS TRUST

Derby Road, Nottingham, Nottinghamshire NG7 2UH
Tel: 0115 924 9924
www.qmc.nhs.uk

AT A GLANCE
This 925-bed teaching hospital, near the centre of Nottingham, provides acute healthcare services including spinal and neurosurgery. It also provides maxillofacial (upper jaw and face) surgery and various children’s services.

PUBLIC TRANSPORT
Nearest train station: Nottingham, two miles.
Buses: Traveline 0870 608 2 608.

PARKING
Limited. Charges apply.

ROTHERHAM GENERAL HOSPITALS NHS TRUST

Moorgate Road, Rotherham, South Yorkshire S60 2UD
Tel: 01709 820000
www.rotherhamhospital.trent.nhs.uk

AT A GLANCE
This 800-bed general hospital is based a mile and a half south of Rotherham. It covers all major specialties for inpatients and outpatients and manages the full ophthalmology (eyes) services of Barnsley.

PUBLIC TRANSPORT
Nearest train station: Rotherham Central, two miles.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Charges apply.
Your hospitals

SHERWOOD FOREST HOSPITALS
NHS TRUST
Mansfield Road, Sutton-in-Ashfield, Nottinghamshire NG17 4JL
Tel: 01623 622515
www.sfh-tr.nhs.uk

AT A GLANCE
The 588-bed Kings Mill Hospital is midway between Mansfield and Ashfield town centre. It offers a wide range of services and is currently undergoing a major redevelopment.

PUBLIC TRANSPORT
Nearest train station: Mansfield, two miles.
Buses: Traveline 0870 608 2 608.

PARKING
Charges apply.

KINGS MILL HOSPITAL

NEWARK HOSPITAL
Boundary Road, Newark, Nottinghamshire NG24 4DE
Tel: 01636 681681
www.sfh-tr.nhs.uk

AT A GLANCE
The 102-bed Newark Hospital is near the city centre and is supported by the bigger Kings Mill Hospital. It offers a wide range of medical and surgical services.

PUBLIC TRANSPORT
Nearest train station: Newark North Gate, one mile.
Buses: Traveline 0870 608 2 608.

PARKING
Charges apply.

AT A GLANCE
This 1,200-bed teaching hospital, in the north of the city, provides a full range of services. It has specialist heart, kidney, general surgery and orthopaedic (bones and joints) units.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, three miles.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Charges apply.

YOUR HOSPITALS

SHEFFIELD TEACHING HOSPITALS
NHS FOUNDATION TRUST
Herries Road, Sheffield, South Yorkshire S5 7AU
Tel: 0114 243 4343
www.sth.nhs.uk

AT A GLANCE
This 750-bed teaching hospital, a mile and a half from the city centre, provides a variety of services including cataract surgery, neurology, rheumatology and general surgery. It is also home to the city’s women’s hospital.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, one mile.
Nearest Sheffield Supertram: University, 10 minutes walk.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Limited. Charges apply.

SHEFFIELD TEACHING HOSPITALS
NHS FOUNDATION TRUST
Glossop Road, Sheffield, South Yorkshire S10 2JF
Tel: 0114 271 1900
www.sth.nhs.uk

ROYAL HALLAMSHIRE HOSPITAL

AT A GLANCE
This 1,200-bed teaching hospital, in the north of the city, provides a full range of services. It has specialist heart, kidney, general surgery and orthopaedic (bones and joints) units.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, three miles.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Charges apply.

NORTHERN GENERAL HOSPITAL

AT A GLANCE
This 750-bed teaching hospital, a mile and a half from the city centre, provides a variety of services including cataract surgery, neurology, rheumatology and general surgery. It is also home to the city’s women’s hospital.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, one mile.
Nearest Sheffield Supertram: University, 10 minutes walk.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Limited. Charges apply.

ROYAL HALLAMSHIRE HOSPITAL

AT A GLANCE
This 1,200-bed teaching hospital, in the north of the city, provides a full range of services. It has specialist heart, kidney, general surgery and orthopaedic (bones and joints) units.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, three miles.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Charges apply.

AT A GLANCE
This 750-bed teaching hospital, a mile and a half from the city centre, provides a variety of services including cataract surgery, neurology, rheumatology and general surgery. It is also home to the city’s women’s hospital.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, one mile.
Nearest Sheffield Supertram: University, 10 minutes walk.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Limited. Charges apply.

AT A GLANCE
This 1,200-bed teaching hospital, in the north of the city, provides a full range of services. It has specialist heart, kidney, general surgery and orthopaedic (bones and joints) units.

PUBLIC TRANSPORT
Nearest train station: Sheffield Midland, three miles.
Buses: South Yorkshire Travel Information 01709 515151.

PARKING
Charges apply.
Your hospitals

**UNITED LINCOLNSHIRE HOSPITALS NHS TRUST**

**COUNTY HOSPITAL LOUTH**
High Holme Road, Louth, Lincolnshire LN11 0EU
Tel: 01507 600100
www.ulh.nhs.uk

**AT A GLANCE**
This 100-bed hospital, near central Louth, offers a range of acute medical services and surgical specialties, including orthopaedics (bones and joints) and neurology (nervous system). Outpatient services include a diabetes clinic and 24-hour X-ray cover.

**PUBLIC TRANSPORT**
Nearest station: Cleethorpes, 13 miles.
Buses: Traveline 0870 608 2 608.

**PARKING**
Charges apply.

**GRANTHAM AND DISTRICT HOSPITAL**
101 Manthorpe Road, Grantham, Lincolnshire NG31 8DG
Tel: 01476 565232
www.ulh.nhs.uk

**AT A GLANCE**
This 240-bed acute hospital, north of Grantham town centre, provides a range of general services as well as consultant medical and surgical specialties. It has an ambulatory paediatric, midwifery led maternity and new outpatients departments.

**PUBLIC TRANSPORT**
Nearest train station: Grantham, one mile.
Buses: Travelline 0870 608 2 608.

**PARKING**
Charges apply.

**Lincoln County Hospital**
Greetwell Road, Lincoln, Lincolnshire LN2 5QY
Tel: 01522 512512
www.ulh.nhs.uk

**AT A GLANCE**
Lincoln County Hospital is just east of Lincoln city centre. It provides all major specialties and has recently opened a new cancer care unit. It has 673 beds.

**PUBLIC TRANSPORT**
Nearest train station: Lincoln, one mile.
Buses: Traveline 0870 608 2 608.

**PARKING**
Charges apply.

**Pilgrim Hospital**
Sibsey Road, Boston, Lincolnshire PE21 9QS
Tel: 01205 364801
www.ulh.nhs.uk

**AT A GLANCE**
The 524-bed Pilgrim Hospital is situated north of Boston. It covers most major specialties for inpatients, outpatients and day cases. Parts of the hospital have recently been refurbished as part of a £12 million redevelopment.

**PUBLIC TRANSPORT**
Nearest train station: Boston, 30 minutes walk.
Buses: Traveline 0870 608 2 608.

**PARKING**
Charges apply.
## Your hospitals

### UNITED LINCOLNSHIRE HOSPITALS NHS TRUST
#### SKEGNESS AND DISTRICT HOSPITAL
- **Dorothy Avenue, Skegness, Lincolnshire PE25 2BS**
  - Tel: 01754 762401
  - www.ulh.nhs.uk

#### AT A GLANCE
This 39-bed hospital in Skegness has been extensively redeveloped over the past twenty years. Recent additions include a new day hospital, outpatients department and extensions to the wards providing 40 consultant medical and GP beds.

#### PUBLIC TRANSPORT
- Nearest train station: Skegness, 10 minutes walk.
- Buses: Traveline 0870 608 2 608.

#### PARKING
- Charges apply.

### UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST
#### GLENFIELD HOSPITAL
- **Groby Road, Leicester, Leicestershire LE3 9QP**
  - Tel: 0116 287 1471
  - www.uhl-tr.nhs.uk

#### AT A GLANCE
The 417-bed Glenfield Hospital, on the outskirts of Leicester, offers a range of specialist services. It is a national centre for cardiac (heart), lung and respiratory (breathing) medicine and has a specialist breast care unit.

#### PUBLIC TRANSPORT
- Nearest train station: Leicester, five miles.
- Buses: Traveline 0870 608 2 608.

#### PARKING
- Limited. Phone for details.

### UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST
#### LEICESTER GENERAL HOSPITAL
- **Gwendolen Road, Leicester, Leicestershire LE5 4PW**
  - Tel: 0116 249 0490
  - www.uhl-tr.nhs.uk

#### AT A GLANCE
The 627-bed Leicester General Hospital, three miles east of Leicester city centre, offers a range of specialist services, including stroke care. It is a national centre for renal (kidney) and urology (urinary tract) services.

#### PUBLIC TRANSPORT
- Nearest train station: Leicester, three miles away.
- Buses: Traveline 0870 608 2 608.

#### PARKING
- Limited. Phone for details.

### UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST
#### LEICESTER ROYAL INFIRMARY
- **Infirmary Square, Leicester, Leicestershire LE1 5WW**
  - Tel: 0116 254 1414
  - www.uhl-tr.nhs.uk

#### AT A GLANCE
The 880-bed Leicester Royal Infirmary, close to Leicester city centre, offers a range of specialist services. It has cancer and children’s facilities, as well as vascular (blood vessels), and emergency medical and surgical care.

#### PUBLIC TRANSPORT
- Nearest train station: Leicester, one mile.
- Buses: Traveline 0870 608 2 608.

#### PARKING
- Charges apply.
How does your Hospital Trust score?

Check against the coloured chart to see how your Hospital Trust measures up. Go to the next page for more on what these ratings mean.

What do the ratings mean?

The overall ratings

The Healthcare Commission is the independent regulator of healthcare, and is responsible for assessing and reporting on the performance of healthcare organisations on an annual basis. For NHS Trusts, this involves issuing an annual performance rating. This overall rating is made up of a number of performance indicators. The indicators show how Trusts are doing in relation to some of the main targets set by the Government for the NHS, as well as other broader measures of performance, such as information from surveys of staff and patients. The indicators chosen for publication in this leaflet are those that the Healthcare Commission and Department of Health believe matter most to patients.

The 2005 NHS performance ratings were published in July 2005 and cover the year ending 31 March 2005. They place NHS Trusts in England into one of four categories:

- Trusts with the highest levels of performance are awarded a rating of three stars.
- Trusts with mostly high levels of performance, but not consistent across all areas, are awarded a rating of two stars.
- Where there is some cause for concern regarding particular areas, Trusts are awarded a rating of one star.
- Trusts that have shown the poorest levels of performance receive a rating of zero stars.

If a Trust has a low rating because of poor performance on a number of key targets and indicators, this does not mean that a hospital is unsafe, that it does not contain some very good clinical services or that the staff are not working hard in often difficult circumstances. It does mean that performance must be improved in a number of key areas.

A new approach to assess and report on the performance of healthcare organisations has been developed for 2006, which looks at a much broader range of issues. In Autumn 2006, the Healthcare Commission will publish the assessment of the performance of healthcare organisations for England for the year ending March 2006.

Healthcare Commission statistics

Inpatient waiting times

This column shows how well your hospitals have done at getting patients into hospital for treatment as quickly as possible. The target they were measured against was six months from the time when the hospital doctor decided that treatment was necessary. www.nhs.uk has the latest waiting times information.

Cancelled operations

This column shows how often your hospitals cancelled booked operations for non-medical reasons (e.g. equipment being out of action, no bed being available or staff being away).

Outpatient waiting times

This column shows how well your hospitals have done at getting patients into hospital for a clinic appointment following GP referral. The target they were measured against was 13 weeks from GP referral. www.nhs.uk has the latest waiting times information.

Management of risk

All hospitals need to make sure they are reducing the possibility of things going wrong and, if something does go wrong, making sure it won’t happen again. The Department of Health issues standards to help hospitals achieve this, and this column shows how well your services have done on achieving these.

Please turn the page for an explanation of the other ratings.
Hospital cleanliness
Once a year, hospitals have to assess their levels of cleanliness and report them to the Department of Health. This column shows how your hospitals have done.

MRSA infection
One of the things that patients are most worried about is catching the infection MRSA (Methicillin resistant Staphylococcus aureus). It can be a very nasty infection, but it is actually quite rare in comparison to the number of patients who receive hospital care each year. People do not always catch it in hospital – they may already have it before they enter hospital. But hospitals have to record all MRSA bloodstream infections, whether or not patients have contracted them in hospital. This column gives an indication of the number of cases of MRSA bloodstream infections and whether the Hospital Trust has been successful in reducing the number of cases since last year. MRSA rates may vary depending on the type of patients the hospital treats. You can find out more about MRSA infection from the Department of Health website (www.dh.gov.uk), which includes a complete breakdown of all Trusts’ rates and A simple guide to MRSA. Or visit www.nhsdirect.nhs.uk, the NHS Direct website.

What patients said
In 2005 the Healthcare Commission published the results of a survey of patients who had attended outpatient clinics. These columns include the results against questions that asked:

Access and waiting
How long did you wait to be seen after you had arrived in outpatients? Were the reasons for any waits explained?

Cleanliness and comfort
How clean were the outpatient department and toilets? Was it easy to find your way around? Patients were also asked how they felt the hospital staff had treated them – for example, did hospital staff talk in front of you as if you were not there, and did staff respect your privacy?

Information provided
Patients were asked questions about how satisfied they were with information they received. Were the reasons for tests or treatment explained? Were you told what to expect? Were you given information about the medication that was prescribed for you? Were you given the name of someone you could contact if you were concerned after you left?

About the Healthcare Commission
The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. It has a wide range of responsibilities, all aimed at improving the quality of healthcare. These responsibilities include assessing the performance of healthcare organisations, awarding annual performance ratings for the NHS and coordinating reviews of healthcare by others. For more information about the Healthcare Commission, go to www.healthcarecommission.org.uk or ring 0845 601 3012.

What's a specialty?
There are several different specialties, each with its own team of doctors. For example, some doctors will specialise in treating orthopaedics (bones and joints), while others will specialise in ophthalmology (eyes).

What's an outpatient appointment?
An outpatient appointment is when you visit the hospital to see a doctor who will examine you so that she or he can diagnose what the problem is and think about what the best treatment will be.

What's a day case?
Simple treatments are often done as day cases. This means you will not normally stay overnight.

What's inpatient treatment?
Inpatient treatment is when you go into hospital to have your treatment and stay overnight.

What's elective treatment?
Most treatment is routine or ‘elective’. This simply means your treatment is planned in advance rather than you needing emergency treatment. Routine treatment usually takes place during normal working hours, although occasionally some hospitals work at weekends.

What's a GP with a Special Interest?
Sometimes, rather than going to a hospital or clinic, you may be able to choose to be treated by a GP with a Special Interest. These are GPs who have extensive training and experience in their specialty as well as their GP qualifications.

What does the medical jargon mean?
Here’s a guide to some of the medical language used in this booklet.