



KEY	
<small>*The QPark Shuttle Bus is a free service and is available from various locations around the QE site to transport patients and visitors to the main QE hospital, BWH hospital and QEP hospital buildings</small>	

Author:  
**Maureen Bristow**  
Menopause Nurse Specialist

Birmingham Women's NHS Foundation Trust

Edgbaston, Birmingham B15 2TG  
Tel: 0121 472 1377 Fax: 0121 627 2602  
www.bwhct.nhs.uk

# Menopause Clinic

Information about your Outpatient Appointment

Patient Information Leaflet

## How to find us

The menopause clinic is situated in the gynaecology outpatient department which is on the ground floor of the hospital and is sign-posted.

If you are unsure, there are staff at the main reception desk at the entrance to the hospital that will be able to direct you.

## Outpatient Reception Desk

When you arrive in the outpatient department please report to the reception desk to let us know you have arrived. A receptionist will check we have your correct address, phone number and GP. You will then be asked to take a seat in the appropriate waiting area.

## Cancelling or Changing your Appointment

If you no longer want / or need to change your appointment please inform us as soon as possible, this enables us to offer your appointment to another patient.

**Note: you can only cancel your appointment twice**, then a further referral letter from your GP will be required.

## DNA (Did not attend) for Appointment

For the NHS to provide the best possible service many outpatient clinics operate a DNA (**did not attend**) policy.

You are defined as a DNA when you have not kept your appointment and didn't inform us you were not attending.

When this happens no further appointments are given without a further referral letter from your GP.

**If you are unable to keep your appointment please let us know. Contact details are on your appointment letter and at the back of this leaflet.**

## Contact Details

### Outpatient Department

To change or cancel your **first** appointment only

**Telephone - 0121 627 2786**

Between **9am - 5pm**

**Note:** There is a queuing system in operation for this line.

To change or cancel any further appointments

**Telephone - 0121 623 6829**

Between **8.30am - 5pm**

The telephones can be very busy your perseverance and patience would be appreciated.

### Menopause Clinic Helpline

Monday to Thursday between **8am - 4pm**

**Telephone - 0121 626 4522**

This line also has an out of hours / office answer service. To leave a message clearly state your name, telephone number and your hospital number which can be found at the top of your letter or appointment card.

## GP and Patient Letters

It is normal practice to write to your GP and send a copy of this letter to your GP. The letter outlines your clinic visit, the recommended treatment and any referrals or investigations that we have done.

We will also be in touch by letter with investigation results once they are available.

If you **do not wish to have a copy of your letter** sent to you please inform the doctor or nurse who has seen you in the clinic at the time of your consultation.

## Follow up Appointments

At the end of your clinic appointment, if you need to be seen again you will be given an appointment slip to take to the reception desk on your way out.

At your follow up appointment you will be seen by either the doctor or nurse specialist. During this visit the treatment you have been prescribed is reviewed and adjusted if necessary.

## Information Evenings

If you have had a hysterectomy or waiting to have one why not attend one of the information evenings about

### **Managing the Menopause after Hysterectomy**

For more details Telephone 0121 626 4522

## Menopause Clinic Nurse Helpline

The nurse specialists provide a helpline service for you to obtain advice and information between your appointments. There is an answer service for when the nurse's are unavailable.

**Always contact your GP for any urgent problems.**

## About the Menopause Clinic

A specialist menopause clinic has been in existence at Birmingham Women's Hospital for many years.

The clinic receives referrals from GPs, other hospitals and internally from our own doctors.

We see women who are having difficulty if finding a suitable treatment to control their symptoms or those who need expert advice on HRT use due to an existing medical problems or their family medical history.

We also see patients who have had a premature menopause and women before and after they have had a hysterectomy.

## Clinic Days and Time

Tuesday and Wednesday mornings

Appointments are between **8.45am** and **12.15pm**

## Menopause Clinic Team

The menopause clinic team consists of a doctor, two nurse specialists and a health care assistant.

Doctors undergoing specialist menopause training courses also work in the clinic, so you could expect to see more than one doctor during your clinic visits.

Working in the clinic forms a valuable part of their training and we do hope you will be happy for them to be involved in your care And treatment.

However if you do not want to be involved in any of the training activities you do have the right to say so. Just inform the doctor or nurse in the clinic, this will not affect your care in any way.

## Research

Research into improving the management of menopausal symptoms is undertaken at the clinic through studies that monitor the effect of hormonal and non- hormonal therapies for menopausal control.

As a patient attending the clinic you may have the opportunity to try treatments in a clinic study.

Although we may ask you to consider taking part in any current or future trials there is no obligation to do so, and your care will not be affected if you decide not to take part.

## Before your Clinic Appointment

It would be very helpful if before your appointment you could fill out the pre visit questionnaire, this will help us assess your general health and identify any specific medical problems that may need to be considered in your treatment options.

## First Clinic Visit

At the first visit you are seen by a nurse specialist and the clinic doctor.

To enable us to decide on your treatment options it is important to collate all the relevant information including:

- Your medical history and any family medical problems.
- Identify the menopausal symptoms you are experiencing.
- Explain any investigation that may be required.
- Discuss treatment options, their risks, benefits and any expected side-effects or problems you may encounter with HRT use.

## Investigations

Investigations are only necessary when there is a need to identify or exclude any other health problems you may have.

In some cases we do tests to monitor the effectiveness of the treatments you are given.

If you do need any tests / investigations the doctor or nurse specialist will discuss these with you first.

Investigations that we regularly request include:

- Blood Tests
- Ultra Sound Scans
- Bone Mineral Density Scans

## Referrals to other Specialist Doctors

Occasionally referral to another specialist is required for investigations or procedures that we are unable to carry out at the menopause clinic, if this becomes necessary it will be fully discussed with you first.

## Treatments / Prescriptions

Once we have all the information about your medical health and menopausal problems the doctor or nurse specialist will be able to discuss and decide on your treatment options.

Prescriptions are not issued at the clinic. A letter is given to you to take to your GP for him/her to prescribe the medication we have recommended.

You can usually collect prescriptions from most GP surgeries within 48 hours, provided its during their normal working hours.