

# ANTICOAGULATION CLINIC CUSTOMER INFORMATION

**ANTICOAGULATION/BLOOD SCIENCES**

Patient Information Leaflet

## ANTICOAGULANT CLINIC, STEPPING HILL HOSPITAL

### OUR SERVICE COMMITMENT TO YOU:

- We will provide a high quality, professional, clinical and diagnostic service working to the standards of ISO15189:2022 and achieving good results in National Quality Assurance schemes.
- We will treat patients, samples and staff with due care and respect.
- New patient appointments will be sent promptly in writing or by telephone if urgent. Future appointments will be made before you leave the clinic.
- At your first visit to the clinic you will be counselled by the Anticoagulant Nurse who will fully explain anticoagulant therapy to you.
- You can expect to be dealt with promptly and in a courteous manner.
- You will be advised if clinics are running more than 30 minutes late and by how much.
- Your anticoagulant notes will be available for each appointment.
- You will be provided with a **yellow** anticoagulant record book that contains details of your medication, contact numbers and other important information.
- If you should need to contact the department by telephone you should leave your name and contact number only on the answer machine. Your answerphone message will receive a response within one working day.
- If you should need to contact the department by email you will receive a response within one working day.
- Where appropriate you will be offered information about procedures and relevant health education. We are unable to give clinical advice this must be sought from your GP.
- You can be offered a choice of location, date and time for your follow up appointment.
- The clinic environment will be kept clutter free to reduce the risk of accidents/falls.

***If, after your visit, you feel we have/have not adhered to the above, then please feel free to send your comments to the Anticoagulant Department***

## WHAT IS THE CLINIC PROCEDURE?

Please let us know of any changes in personal details, i.e. address, telephone contact numbers, Next-of-Kin details or GP, as soon as possible so we can always contact you if required.

- Please take a seat in the waiting room.
- A member of clinic staff will call you in for your appointment.
- Your blood test will be taken and measured by a laboratory assistant.
- The nurse or scientist will review your dose for your anticoagulant therapy.
- Your dose will be recorded in your yellow book which shows the amount of milligrams to be taken each day and has your next appointment time and date written on.
- The information with your INR result, dose and next appointment is also transmitted electronically to your GP for your records. (Please ensure that we have up to date information for you - GP, Address, Contact details)
- If you have any questions or concerns please speak to the clinic staff and they will help you. Please let staff know about any medication changes or immunisations.
- If you require a private consultation please make the clinic staff aware of this so a separate appointment can be arranged for you.

## A REMINDER ABOUT MISSED APPOINTMENTS

Whilst we appreciate on occasion a missed appointment is unavoidable due to illness or emergency; please think ahead and contact the clinic office on **0161 419 5624** to rearrange or cancel your appointment, giving as much notice as possible. This will allow us to allocate your appointment to someone else and to manage your care appropriately.

- 1st failure to attend generates a letter with a new appointment which is sent out by post, a letter is also sent to your GP informing them of a missed appointment.
- 2nd consecutive failure generates a letter to patient and to the GP discharging the patient from our service and back into to the care of the GP. If this happens you will need to be monitored by your GP until you are re-referred to the service.

**This is in line with the trust policy for missed appointments.**

**Please note that we will not see patients without a current referral or appointment.** Please do not put pressure on our busy staff by “dropping in” on the off-chance. You may be given an appointment to attend at another time or location or referred back to your GP if you have been discharged from the service.

## **CONTACTING THE ANTICOAGULANT CLINIC**

If you need to change or cancel an appointment please give as much notice as possible. Telephone **0161 419 5624** or email [anticoag@stockport.nhs.uk](mailto:anticoag@stockport.nhs.uk) and leave your **FULL NAME, DOB** and **TELEPHONE NUMBER** only. We aim to call you back within 24 hours (except at weekends).

**Office Hours:** 08:00 - 16:30 Monday to Friday

The telephone is very busy and although staff are taking calls, in most cases you will get the answer machine.

You can also email to change your appointment at [anticoag@stockport.nhs.uk](mailto:anticoag@stockport.nhs.uk)

Please do not ring the GP surgery where the clinic is held.

Please inform us of any medication changes, antibiotics or immunisations as soon as possible.

## **CHANGING YOUR REGULAR CLINIC**

We aim to be as flexible as possible so if you need to book your appointment for a different day we can do that by arranging for you to attend a different location. Please ask when you book.

## **FOLLOWING DISCHARGE FROM HOSPITAL**

It is highly likely that your warfarin dosing will need adjusting following a period of admission or day case procedure. If you have attended Stepping Hill Hospital your ward should have arranged for your “Dose for Home” which will be written in your yellow book along with your new appointment date. If you are discharged from another hospital or do not have clear instructions please contact the anticoagulant service as soon as possible so we can obtain the correct information and arrange to see you as soon as possible.

**In an emergency or if you need URGENT medical advice ring the GP, the GP out of hour’s advice service 111, or if you are bleeding severely at any time go to A&E.**

## **If your sample has been taken by the district nurse team.**

If the district nurse does not turn up on the expected day please telephone your DN team directly. We only advise the DN team when samples are due but we have no control over how they manage their workload as they are independent of the anticoagulant service.

If you have your sample taken by the district nurse please **continue with the dose you have been taking**. We will only ring you if we have to make an **URGENT** dose change. Otherwise you will receive your dosage sticker/yellow book in the post in the next couple of days. When your new dose arrives always check to see there has not been a minor dose adjustment, if there has, start the new dose immediately.

We are happy to email dosage information to nursing homes, care agencies and DN teams.

## **WARFARIN SUPPLIES**

We do not carry supplies of Warfarin at clinic so you will need to get a repeat prescription from your GP.

## **IF YOU HAVE A COMPLAINT**

You can contact our Patient and Customer Liaison Services department on 0161 419 5678. Opening hours are Monday to Friday, 9.00am to 2.30pm and 1.00pm to 4.00pm or use the email [PCS@stockport.nhs.uk](mailto:PCS@stockport.nhs.uk).

**Mark Gordon**

**Pathology Operational Lead**

**Asjad Ali**

**Senior BMS, Haematology/Anticoagulation**

**Raisa Zaman**

**Haematology and Blood Transfusion Technical Lead**



Grazed knee.  
Sore throat.  
Cough.  
Stock your  
medicine cabinet.

## Self-care



Unwell?  
Unsure?  
GP surgery closed?  
Need help?

## NHS 111



Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.

## Pharmacy



Vomiting.  
Ear pain.  
Stomach ache.  
Back ache.

## GP surgery



Choking.  
Chest pain.  
Blacking out.  
Blood loss.

Stepping Hill Hospital  
**A&E or 999**  
Emergencies only

If you require the leaflet in large print, another language,  
an audio tape or braille, Please contact:

**Patient and Customer Services**

**Tel:** 0161 419 5678 **Email:** PCS@stockport.nhs.uk

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