

# Menopause Clinic

Information about your  
Outpatient Appointment



**local care:**  
global impact

## 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 in the entrance to the hospital who 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, after that, 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 another 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.**

## 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 in 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

HRT Implant Clinic on Wednesday mornings

Appointments are between 8.45am and 12.15pm

## Menopause Clinic Team

The menopause clinic team consists of three consultants, one clinical Nurse Specialist 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 Menopause is undertaken at the clinic.

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.

## First Clinic Visit

At the first visit you are seen either by the consultant or the Specialist nurse.

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.

## GP and Patient Letters

Following your clinic appointment, it is normal practice to write to you 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.

## Menopause Clinic Nurse Helpline

We provide a helpline service for you to obtain advice and information between your appointments . There is an answer phone service when the Specialist Nurse is unavailable to take your call.

The helpline is provided for routine non urgent enquiries only. Always contact your GP for any urgent problems.

## 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.

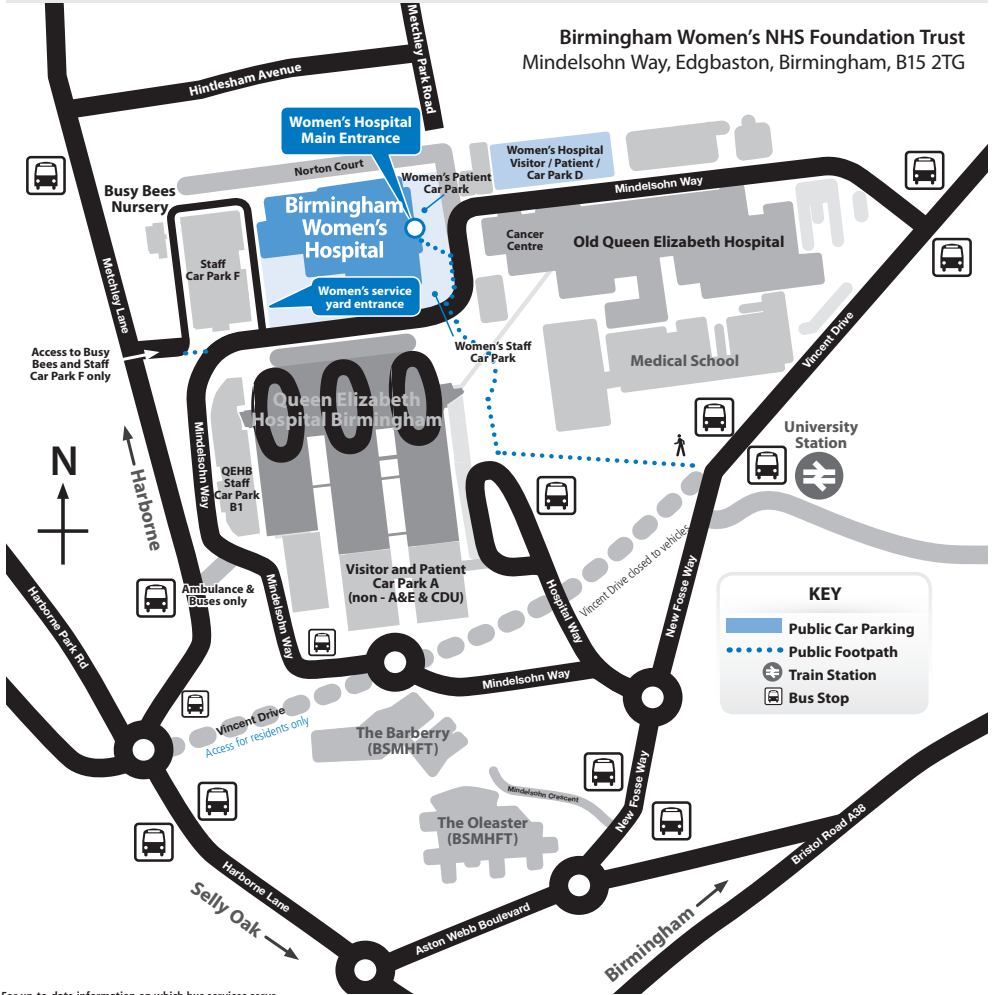
## Menopause Clinic Helpline

**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.

# Site map

Birmingham Women's NHS Foundation Trust  
Mindelsohn Way, Edgbaston, Birmingham, B15 2TG



For up-to-date information on which bus services serve the hospital, please call Traveline on 0871 200 22 33 or visit [www.networkwestmidlands.com](http://www.networkwestmidlands.com)

Correct as at 18 June 2013

If you need more advice please contact:

**Birmingham Women's NHS Foundation Trust**

Mindelsohn Way, Edgbaston,  
Birmingham B15 2TG

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