



Customer Service Standards

Outpatient, Nutrition and Dietetic Service

Noble's Hospital
Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Isle of Man Nutrition and Dietetic Service

This service is provided by registered Dietitians who have a legally recognised graduate qualification in Dietetics and are registered with the regulatory body of the Health and Care Professions Council (HCPC). All Dietitians employed in the Department of Health and Social Care are statutorily regulated and governed by an ethical code to ensure that they always work to the highest standard.

Referral to the Nutrition and Dietetic Service

You can be referred to a Dietitian by a GP, hospital doctor, consultant or other registered health care professional such as a nurse, speech and language therapist, physiotherapist, occupational therapist, podiatrist or health visitor.

If you are in hospital, the Dietitian will aim to see you within 72 hours of receiving the referral if your case is graded as urgent.

If you are an outpatient, you will be sent a letter asking you to contact us to make an appointment. We will aim to see you within 12 weeks of the receipt of your referral or within 4 weeks for urgent cases.

Hours of Work

The Department operates Monday – Friday 8.30am to 5.30pm. The service is unavailable during weekends and bank holidays.

Outside of these hours please contact your GP or MEDS if needed or leave a message on our answer machine and we will endeavour to return your call within 1 working day.

Telephone Enquiries

If someone is in the office, we will aim to answer the telephone in six rings. Otherwise, you can leave a message on the answer machine and your call will be returned within one working day.

Staff will identify themselves by name when answering the telephone.

If we are unable to answer your enquiry straight away, we will take your details and ring you back within one working day.

Appointment Letters

Your appointment will normally be posted to you unless we have an unexpected cancellation in which case we would telephone you to offer you an appointment.

Your appointment letter will clearly state the time and date of your appointment and the location of the clinic.

Please bring your appointment letter with you to your appointment. Your appointment letter will also have a contact telephone number for any queries that you may have prior to your appointment.

Your Appointment

When you arrive for your appointment please take a seat in the waiting room where the Dietitian will come and call you when it is time for you consultation.

We do appreciate punctuality and try hard to keep to appointment times. Occasionally however a delay may be unavoidable and we would be grateful for your patience in these situations.

Your first appointment will last between 30 and 45 minutes depending on the clinic which you attend and the complexity of the condition for which you have been referred.

It would be helpful if you can bring a list of all the medication that you currently take. If you have diabetes, please bring any recent home blood glucose readings if you have them.

A letter will be sent to the person that referred you and also your GP following your initial appointment. The letter will detail the results of our dietetic assessment, treatment aims and plan.

Follow up appointments will last approximately 15 minutes.

Routinely, you will be allocated 3 follow up visits after which you will be discharged. This may vary depending on the condition for which you have been referred.

Discharge

We will inform the person who referred you as well as your GP of your progress upon discharge.

Confidentiality

The Department of Nutrition and Dietetics adhere to strict rules of confidentiality at all times.

Transport

Transport can be arranged on the recommendation of the person who referred you. Please let us know if you require transport.

Improving Our Service

You will be offered the opportunity to make suggestions/ comments about the dietetic service you received following your appointment. Your opinions and experience are very important to us and are taken into consideration to improve our service in the future. The Dietitian will give you the option of completing a brief questionnaire after your consultation, which can then be deposited in a 'patient feedback box' situated in the waiting rooms. Alternatively, you can complete a feedback form online at www.gov.im/dietetics

If you are unhappy with the service for any reason we would like to know. Any concerns can be discussed directly with the Dietetic Services Manager. If you prefer, you can progress your concern/complaint through the Department of Health and Social Care's complaint procedure by telephoning 642628.

Contact Details

Department of Nutrition and Dietetics

Farmhouse Building
Noble's Hospital
Strang
Braddan
Isle of Man
IM4 4RJ
Telephone: 650865 / 650870
Fax: 651226
www.gov.im/dietetics

Dietetic Services Manager:

Ruth Ward
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