

Information Leaflet



Liverpool Women's
NHS Foundation Trust

Bedford Centre Consultation- What to expect

Booking your consultation

All consultation appointments must be booked via the British Pregnancy Advisory Service (BPAS) Actionline on **03457 30 40 30**. A BPAS call handler will ask for some basic information to book your consultation appointment. You will be given an allotted date and time for the consultation- details of this appointment can be emailed to you with your consent, along with some information regarding your treatment options.

Your consultation usually takes place via telephone with a nurse however you will be informed by BPAS beforehand if you are required to attend the Bedford Centre for a face-to-face consultation. Please note that all patients under the age of 18 are required to attend for a face-to-face consultation and are asked to bring an appropriate adult with them to their appointment.

Consultation appointments usually last for thirty minutes, however BPAS will book a 60-minute appointment for you if any of the below apply:

- Complex pre-existing medical conditions
- Requirement for interpreting services
- Sensitive or safeguarding concerns

This is to allow adequate time for a thorough and comprehensive consultation.

On the day of your consultation

You may be contacted for your consultation up to one hour after your allotted appointment time, please make sure you are available to take the call. We would advise being in a quiet and private setting for this. We will call you from an unknown number – please ensure your mobile phone settings are applied to accept unknown calls.

At the beginning of your appointment the nurse will ask you to confirm your personal identification details. We also need to ask some personal questions during the consultation-

please be reassured that this is for clinical and safeguarding reasons. Everything you tell us is strictly confidential. Doctors, nurses and health workers cannot share information about you without your agreement unless they think that you or another person is in danger. In these exceptional cases they would try to discuss it with you first.

This leaflet can be formally translated on request via our Patient Experience Team, although response times to have information translated can vary. To request formal translation services or if you would like to make any suggestions or comments about the content of this leaflet, please contact the Patient Experience Team on 0151 702 4353 or by email at pals@lwh.nhs.uk

Liverpool Women's NHS Foundation Trust
Crown Street
Liverpool
L8 7SS

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