

General Surgery (Including Upper G.I & Colorectal Surgery)

First Outpatient Appointment

Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place.

Waiting Times As a guide

Referral to treatment waiting times are available on the NHS Website:

<https://www.nhs.uk/Services/hospitals/Services/Service/DefaultView.aspx?id=90249>

Guidance for Patients

At Hereford County Hospital we treat the following conditions for patients who meet the referral criteria into General Surgery:

- Gallbladder surgery
- Hernia repair
- Lumps and bumps
- Surgery for haemorrhoids
- Antireflux surgery
- Access to endoscopic diagnostic tests

What should I do if my health is deteriorating?

Urgent Health Advice

For urgent health advice about physical or mental health, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

For something life threatening – severe bleeding, breathing difficulties or chest pains – please dial 999.

GP surgeries are still open

If you experience an increase in pain, you should in the first instance contact your General Practitioner for review and advice.

My Planned Care Patient Information Platform



GP surgeries are still open and are working differently to how they did before the COVID-19 pandemic. GP practices continue to make best use of telephone, online and video consultations. Face-to-face appointments are still being given to those who need it.

When you phone or use an online form to contact your GP surgery to make an appointment, you will be asked some questions which are designed to help staff guide you to the most appropriate clinical person to help you with your condition. This could be a nurse, clinical pharmacist, physician's associate, GP or paramedic.