My Planned Care Patient Information Platform

Dorset County Hospital
NHS Foundation Trust

Upper Gastrointestinal Surgery: Antireflux Surgery

Introduction

The COVID-19 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. This document provides you with information on how you are able to support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care.

When you are waiting for further treatment it can sometimes feel like a long wait. The information and advice here is aimed at helping you manage that wait so you arrive for your appointment in the best possible physical and mental health.

The NHS has limited resources which means that we are unable to treat you as quickly as we would like. Each healthcare provider has to consider the type of help you need, how quickly you need treatment, the best course of action to help you and when and where you can be seen.

The process of sorting patients based on their individual needs is called prioritisation. The system of prioritisation is applied consistently across the NHS to help us to decide the order in which patients receive their treatment. This is essential to ensure that we provide care based on need. The system means that care is delivered in the fairest way possible.

Once a referral has been made from primary care to secondary care, the specialist team conduct assessments and then agree with you on the right course of action. At this stage, the urgency will be assessed. If you have a long-term health condition, for example, you may need treatment faster than someone without.

Guidance for Patients

Should you experience a change in your symptoms and feel you need to be seen sooner, please contact your GP in the first instance for further assessment. If your GP feels it clinically appropriate, he/she will request to expedite your appointment.

All outpatient appointment queries contact: 0300 019 4762

Upper Gastrointestinal Surgery: Antireflux Surgery: 0300 019 4499

What should I do if my health is deteriorating?

Should you experience a change in your symptoms and feel you need to be seen sooner, please contact your GP in the first instance for further assessment. If your GP feels it clinically appropriate, he/she will request to expedite your appointment.

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The contents of this information has been reviewed and approved by the Senior Leadership Group of Dorset County Hospital NHS Foundation Trust

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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.

Contact Us

Upper GI Secretaries:

Mr Byrom/Mr Bennett	0300 019 4150
Mr Davies/Mr Cowie	0300 019 4619
Bariatric Service Secretary	0300 019 4319

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