

My Planned Care Patient Information Platform

ENT (Otolaryngology) Ear, Nose and Throat - First Out Patient Appointment

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

You have been referred to the ENT Service which deals with diseases and conditions of the Ear, Nose and Throat. You may also be being seen because another specialist has referred you for specific advice and/or intervention.

We will write to you with information regarding your first appointment, what the intention of the appointment is, where to come and at what time. Occasionally, we may ask that you have some tests prior to your first appointment, but you will be fully informed as to what you need to do.

It is therefore very important to contact us if you are unable to make any of your appointments with the Hospital. Please contact us on the number shown on your hospital letters, or for appointments call us on 0300 422 6941

This number is for both GRH and CGH and operated Monday–Friday 09.00–17.30, excluding bank holidays. Note: the line is closed between 13.00 and 14.00

Managing long term conditions such as Diabetes and High Blood Pressure well will help maximise the potential benefits from ongoing treatment.

Improving your general health will have a positive impact of your physical wellbeing; Whether you want to lose weight, get more active or quit smoking, there are many resources available at the Better Health website <https://www.nhs.uk/better-health>

Your mental wellbeing is also important and resources to help you can be found at <https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/top-tips-to-improve-your-mental-wellbeing>

Take your medication

If you have been prescribed medication to manage your condition whilst you await treatment, it is important that you follow the instructions from the doctor or pharmacist who has prescribed this.

When taking medication you should always:

- Take it at the right time of the day and the dose recommended by your GP
- Check the instructions, to make sure you are taking it correctly. Some medications should only be taken with a meal, or with water or food.
- Use your own supply and never take medication prescribed for someone else

It is important to let your GP, Pharmacist or Consultant in charge of your care know if you experience any side effects as they may wish to review the dose, or the medications you take.

Before taking any over-the-counter medication or supplements, that you can buy without a prescription, it is important to check with your pharmacist to ensure there is no effect on your prescribed medications.

What should I do if my health is deteriorating?

If you have any concerns prior to your first appointment, please contact your GP in the first instance., as soon as possible.

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.

Life Threatening Emergencies

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

Additional Support

For advice and support for a Healthier lifestyle, please review the information we have on our website at www.ghc.nhs.uk and/or Healthy Lifestyles Gloucestershire www.hlsghos.org

The Stop Smoking Service provides a range of options to help you quit including support from an advisor, stop smoking medications, e-cigarettes and a digital offer for those who wish to quit by themselves. If you are not ready to quit just yet but would like more information on how to protect your family, Smoke free Homes, advises on how to make your home and car smoke free.

The Weight Management Service supports adults aged 18 years or over who want to lose weight and have been identified as obese.

Why not download the BEST YOU App on your smart phone



Create goals and track your progress PLUS regularly updated free tips, top advice, easy recipes and much more.

Whether you intend to:

- Increase your activity levels
- Stop smoking
- Reach /maintain a healthy weight
- Reduce the amount of alcohol you drink

...using Best-You is proven to help you achieve your goals.

Contact Us

Please contact the ENT Outpatient Appointment Line – 0300 422 6941