

# My Planned Care Patient Information Platform

## Ear Nose and Throat– Waiting well

### Introduction

**Ear Nose and Throat (ENT)** deals with ear problems such as hearing loss, ear infections and balance problems; nose problems such as nasal polyps and sinusitis and throat problems such as swallowing and voice problems. Lumps in the neck including thyroid lumps are also dealt with by ENT. If you are waiting to be seen in the ENT clinic advice on what to do whilst you are waiting is available at: [Health A to Z - NHS \(www.nhs.uk\)](https://www.nhs.uk) where you can search for advice on your particular condition.

Advice and information is also available at: [ENT Conditions and Procedures | ENT UK](#)

Some ENT conditions can be helped by general health measures such as stopping smoking. Advice is available here: [Live Well - NHS \(www.nhs.uk\)](https://www.nhs.uk)

## What should I do if my health is deteriorating?

### GP surgeries are still open

Please contact your GP surgery for advice if you feel your condition is deteriorating.

GP surgeries are still open but may be working differently to how they did before the COVID-19 pandemic. GP practices are utilising telephone, online and video consultations. Face-to-face appointments are still being given to those who need it.

GP surgeries can contact the Rheumatology department for advice if needed.

### 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](https://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.