

Colorectal Service – 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 [My Planned Care Website](#).

Guidance for Patients

The General Surgery department based at New Cross Hospital deals with conditions of the stomach, liver, intestines and other vital organs in the abdomen (belly). Many of the procedures carried out by the team are Day Surgery cases.

Adults and children with abdominal problems are dealt with either through routine outpatient appointments or, if necessary, by emergency procedure. The department offers a comprehensive service from initial assessment through to surgery, medication or counselling. We also operate a 2-week fast-track system for any GP-referred patients with cancer symptoms.

The Colorectal Nursing team at New Cross is made up of senior nurses who have all undertaken extended training in relation to bowel disease. The Colorectal Nursing team specialises in providing care, support and education to patients who have a bowel stoma such as a colostomy or ileostomy, bowel cancer, or a functional bowel disorder.

What should I do if my health is deteriorating?

The referral from your GP will have been reviewed and triaged by the team to grade your clinical priority based on the information in the referral.

If you are concerned that your condition or symptoms are deteriorating since you were referred to us, please contact the department. You will be asked the detail the changes in your condition/symptoms since seeing your GP at the time you were referred, and this will be passed to the clinical team will re-assess your priority.

In the case of needing emergency care or urgent review, please contact 111 or your own GP.

Contact Us

01902 307 999