

## Ear, Nose & Throat (General) – 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

#### Conditions Treated

Glue ear / Otitis media with effusion / Acute otitis media

Epistaxes (nose bleeds) – except acute epistaxis managed as emergency

Recurrent sore throat where the following documented evidence applies:

- 7 or more episodes of tonsillitis in the last year;
- OR 5 episodes per year in the preceding two years;
- OR 3 episodes per year in the preceding three years;
- AND there has been significant severe impact on quality of life indicated by documented evidence of absence from school/work;
- AND/OR failure to thrive

#### Procedures Performed

- General ENT examination
- Flexible fiberoptic naso-pharyngo-laryngoscopy (nasendoscopy)
- Microsuction of the ear
- Rigid endoscopy of the nose and sinuses
- Nasal cautery

#### Alternative Services

Discharging ears with wax are referred to the Aural Care service.

## **My Planned Care Patient Information Platform**

Hearing loss in adults over 50 years old, or under 50 years old who have had a hearing aid previously, are referred directly to the Audiology hearing aid service

Adults with obstructive sleep apnoea (+/- snoring) and/or significant excessive daytime sleepiness are referred to respiratory medicine/ENT.

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

The referral from your GP will have been reviewed and triaged by the ENT 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**

Medical Secretaries on: Walsall 01922 721172 extension: