

Ear, Nose & Throat (ENT)

Introduction

Waiting times for NHS services have increased significantly since the start of the COVID-19 pandemic across the country. While many aspects of day-to-day life are returning to how they were before the pandemic, COVID-19 still impacts our local NHS services. Our hospitals are under increased pressure and there is still a very high demand for healthcare services and hospital beds across Warwickshire. Whilst we recognise that patients are waiting longer than we would all like, it is not always possible to identify when treatment will take place. However, we are taking a number of steps to try and improve this situation and our teams are working hard to see you as quickly as we possibly can. We are reviewing patients who have been waiting a long time as we know some people's conditions, needs and treatment wishes will change over time. All patients waiting are prioritised according to their clinical need and we are doing our utmost to ensure you get the treatment you require as soon as possible.

This document provides you with information on the type of procedures and treatment available, how you are able to support yourself whilst waiting to attend, who to contact should you require any further assistance.

Guidance for Patients

Conditions Treated

All ENT problems Snoring, Facial Pain & Nasal Deformity

Procedures Performed

Outpatient Assessment and Treatment of ENT Conditions – Tertiary Referral as required

Wait times start as soon as we have a referral from your GP, optician, dentist or other clinician and end when you have received treatment or a decision not to treat is made.

As a guide, current referral to treatment waiting times are available on the 'My Planned Care' NHS website below

<https://www.myplannedcare.nhs.uk/mids/george-eliot/>

My Planned Care Patient Information Platform

What should I do if my health is deteriorating?

The referral will have been reviewed and triaged by the Speciality Clinical 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 one of the Secretarial/Administration Team on the number below.

On the call you will be asked the detail the changes in your condition/symptoms since seeing being 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 in the first instance who will advise if urgent medical care is required.

Contact Us

ENT Secretaries

02476 865293

Please note we will be unable give explicit clinical advice via telephone/email until you have been reviewed within clinic by a consultant first.