

# My Planned Care Patient Information Platform

## One Stop Clinic - Urology

### Introduction

We are reviewing patients who have been waiting a long time to help us prioritise those most urgently in need of care. Please rest assured we are doing our utmost to ensure you and your loved ones receive the treatment you require as soon as possible. If you have used the NHS e-Referral Service to book your appointment, you will have been given an indicative appointment and treatment waiting time.

This document will provide you with information on how you can support yourself whilst waiting to attend the hospital. The guidance and advice has been reviewed and approved by clinicians responsible for your care.

### Guidance for Patients

You may have been to see your GP and been told that you were going to be referred to the hospital, but haven't yet received an appointment. Until you have received your appointment you will stay under the care of your GP. Your GP will be aware of direct access diagnostic waiting times and will only request diagnostics tests that will change the future management of your care.

If you no longer require your appointment, please let us know as soon as possible so that we can offer an earlier appointment to another patient. If you would like to cancel or change your appointment but do not have the phone number for the specialty or department you wish to speak to, please call our Trust's switchboard number on **01438 314333** and they will be able to direct you.

There are often things you can do and changes you can make that can help you to cope with your condition whilst you are waiting. We have a range of information and guidance available for each specialty on our website that can be access here: <https://www.enherts-tr.nhs.uk/>

Further links which may help you manage your condition whilst you await treatment;

- <https://www.patientaccess.com/> (Connect to your GP services online)
- <https://www.nhs.uk/mental-health/self-help/>
- <https://www.nhs.uk/conditions/>

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

If you have an appointment but you feel that your symptoms are worsening, please call our Trust's switchboard number on 01438 314333. If you are yet to receive your appointment and you feel that your symptoms are worsening, please contact your GP.

For urgent health advice about physical or mental health that isn't an emergency, please call 111 or visit <https://111.nhs.uk>. The NHS 111 service is available 24 hours a day, seven days a week.

**For Life Threatening Emergencies (severe bleeding, breathing difficulties or chest pains), please call 999 immediately.**

## **PALS team**

If you feel that the hospital clinical team haven't been able to resolve your concerns after you have spoken to them about your waiting time, or if you have any other queries, you can speak to our Patient Advice and Liaison Service (PALS) on 01438 285811 or via [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net). You can also find out more information about their service [on their website page](#).