

# My Planned Care Patient information Platform

## AUDIOLOGY

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### Introduction

We hope that this guide will explain about the COVID-19 protocols before your surgery and the My Planned Care patient information platform, that will help to support you leading up until your surgery. Please contact the team if you require further information via the details at the end of this letter.

### My Planned Care patient information platform

The My Planned Care patient information platform provides you with information about how you can support yourself whilst you are waiting to attend the hospital for your treatment. Clinicians who are responsible for your care have written the guidance.

### Our ENT Surgery Service

Our Audiology is a challenging and expanding field of clinical science and technology, involving the study of hearing and balance. Our team provide a comprehensive service to adults including:

- Adult Hearing Assessment
- Audiological Rehabilitation
- Digital Hearing Aid Fittings
- Diagnostic Audiology, for hearing/balance disorders
- Grommet Review Clinic
- Complex Case Clinic (for adult hearing aid users requiring more intensive aftercare)
- Regular joint clinics with Telecare & Sensory Team
- Hearing Aid repairs and follow-up service
- Tinnitus Therapy
- Diagnostic Audiometry, to support Ear Nose and Throat (ENT) Services
- Paediatric testing and fitting of hearing aids

We also provide a Newborn Hearing Screening programme, with further diagnostic testing and work closely, in providing a full comprehensive paediatric (children's) hearing service. Our services are currently provided across three sites:

- The Princess Alexandra Hospital
- St Margaret Hospital
- Hearts and Essex Hospital



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### COVID-19

The COVID-19 pandemic has had a significant impact on the NHS and the 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 commence.

It is extremely important that you follow the self-isolation and COVID-19 test before your operation.

If you have recently tested positive for COVID-19, you have an increased risk of lung complications, or other serious complications, if you have an operation under general anaesthetic.

If you have tested positive for COVID-19 up to seven weeks before your operation, please contact your surgeon to discuss the risks and benefits.

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Upon discussion with your surgeon, you might be able to choose between general and local anaesthetic including eye-drop anaesthesia

After seven weeks, if your symptoms have gone, your risk will reduce to the same level as before you tested positive for COVID-19. However, if you still have COVID-19 symptoms, your risk will remain high.

The risk also depends on your age, overall health and the type of surgery that you are undergoing.

### Guidance for Patients

Whilst you are waiting for your surgical intervention it is important that you remain as active and as medically fit as possible. If you have any long-standing conditions such as high blood pressure you should get this reviewed at your Doctor's surgery to make sure it remains well controlled. This will also help prevent any unnecessary delays when you come for your pre-operative assessment. Maintaining a well-balanced diet is also important, as is reducing any excessive weight that may be impacting on your general health. If you are a current smoker it would be advisable to seek support to help with stopping, advice can be found at your local pharmacy or Doctor's surgery. You can access further information on Essex well-being service on the link below:

<https://www.essexwellbeingservice.co.uk/>



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### What should I do about my medication?

Make sure your team knows about all the medication you take and follow their advice. This includes all blood-thinning medication as well as herbal and complementary remedies, dietary supplements, and medical you can buy over the counter. If you take hormone replacement therapy (HRT), your surgeon may recommend that you stop taking it as it may increase the risk of the cancer coming back.

### What can I do to help make the operation a success?

If you smoke, stopping smoking now may reduce your risk of developing complications and will improve your long-term health. Regular exercise should help to prepare you for the operation, help you to recover and improve your longterm health. Before you start exercising, ask the breast cancer team of your GP for advice.

You can reduce your risk of infection in a surgical wound.

- In the week before the operation, do not shave or wax the areas where a cut is likely to be made.
- Try to have a bath or shower either the day before or on the day of the operation.
- Keep warm around the time of the operation. Let the breast cancer team know if you feel cold.
- If you are diabetic, keep your blood sugar levels under control around the time of your procedure.

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

#### Urgent health advice

For urgent health advice about your physical or mental health, that is not an emergency, please call NHS 111 from any landline or mobile phone. You can also visit [www.nhs.uk](http://www.nhs.uk). The service is available 24 hours a day, seven days a week.

#### Life threatening emergencies

For life threatening emergencies, including severe bleeding, breathing difficulties or chest pains, please dial 999 immediately.

#### Contact your GP surgery

If you experience an increase in pain, a significant change in your symptoms or eyesight, contact your GP surgery in the first instance for a review and to seek advice.

GP surgeries remain open and may operate differently prior to COVID-19. GP practices continue to offer telephone, online and video consultations, and offer face-to-face appointments for patients who are a high clinical priority.

When you call or use an online form to contact your GP surgery to make an appointment, you will need to answer a series of questions to enable the team to guide you to the most appropriate clinical person to help with your condition.



This could be a nurse, clinical pharmacist, physician's associate, GP or paramedic.

You can view a list of GP practices with the relevant contact details via the website below:

[Find a GP - NHS \(www.nhs.uk\)](http://www.nhs.uk)

## Contact details

If you have any further queries or concerns, please contact our audiology team via the contact details below:

**Appointments:** 01279444455

Please note we will not give explicit clinical advice via telephone/email until you have been reviewed at a clinic by a consultant.

