

# EAR, NOSE AND THROAT (ENT)

## WHILE YOU WAIT FOR YOUR PROCEDURE

Unfortunately, waiting times have increased due to the COVID-19 social distancing restrictions necessary on the hospital site and because, during the pandemic, we have been providing extra support to other hospitals in the region. As a result, the number of patients we would normally see has been limited.

While you are waiting you can use any extra time in a positive way to help yourself to be healthier before your surgery. Here are the ways that you can put yourself in the best place to have your procedure.

*“While still in its early days, the website will only provide an average waiting time for all procedures across a particular specialty, and therefore this should not be taken as an exact measure of how long you will wait.”*

*Some procedures will happen more quickly, while others may take longer than the average wait time stated. More detailed information is expected to be included on the platform over time, as the site develops.”*

## MOVING MORE

*“If physical activity were a drug, we would refer to it as a miracle cure, due to the great many illnesses it can prevent and help treat.”*

– Chief Medical Officer for the UK

National guidelines for physical activity recommend 150 minutes of moderate intensity per week or at least 75 minutes of intensity per week.

These websites have excellent resources to help children of all abilities to achieve these goals.

 [Moving Medicine](#)

 [NHS - Change4Life](#)

## EATING MORE HEALTHILY

A healthy diet is important for development and even more essential before an operation. Preventing iron deficiency can reduce the risk of requiring a blood transfusion and improve recovery after major surgery. Iron rich diets are the best way to make this happen or sometimes iron supplements are needed to top up iron levels.

You can read more about the benefits of iron rich diets by searching ‘NHSBT iron in your diet’. Find useful tips and ideas on eating more healthily at Change4Life:

 [NHS - Change4Life](#)

If you do not require your appointment / procedure please contact the Appointment and Referrals (ARC) team:

**01482 604444**

**[hyp-tr.arc@nhs.net](mailto:hyp-tr.arc@nhs.net)**

## MENTAL WELLBEING

The Mental Health Crisis Intervention Team is for adults aged 18 to 64. It is an urgent care service for people living in Hull and the East Riding of Yorkshire who are experiencing an acute mental health crisis. This service is community-based and includes doctors, psychologists, nurses, social workers, occupational therapists, healthcare assistants and associate practitioners.

We provide crisis interventions through telephone support, assessments and intensive community based treatment via the Home Treatment Team. Assessments and treatment can take place virtually via phone and video call, or in an appropriate community setting such as a NHS site, or your own home.

 [NHS Humber - Mental Health Crisis Team](#)

## SOCIAL PRESCRIBING

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

When social prescribing works well, people can be easily referred to link workers from a wide range of local agencies, including general practice, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals, fire service, police, job centres, social care services, housing associations and voluntary, community and social enterprise (VCSE) organisations. Self-referral is also encouraged.

 [NHS England - Social Prescribing](#)

## VOLUNTARY SERVICES

Many NHS organisations and charities need help from volunteers. This is a great way to support the NHS and get involved in your community. Local NHS Trust websites usually include details of how to get involved.

 [NHS England - Volunteering](#)

The Voluntary Community and Social Enterprise (VCSE) Health and Wellbeing Alliance (HW Alliance) is a partnership between sector representatives and the health and care system. It is a key element of the [Health and Wellbeing Programme](#), enabling the sector to share its expertise at a national level with the aim of improving services for all communities.

 [NHS England - Health and Wellbeing](#)

## MONEY & SOCIAL CARE

Dealing with money issues can sometimes be off-putting, but if you don't understand how things like credit or mortgages work, you could end up losing out financially or getting yourself deep in debt. The following pages will give you the information you need to make the right choices, including help to deal with your debt problems, how to avoid losing your home and how to get your finances back into shape.

 [Citizens Advice - Debt and Money](#)

To get a carer's assessment, please contact the social services department of the council that covers your area.

 [Citizens Advice - Social Care](#)

## CREATING A SMOKE FREE LIFESTYLE

There's a free local Stop Smoking Service (LSSS) near you. With their professional help, you're 3 times as likely to quit for good. If you or a family member would like support stopping smoking visit the NHS website for advice and support.

 [NHS - Take steps now to stop smoking](#)

## CONNECT WELL - HULL

Connect Well Hull offers advice and will help you to access support and guidance on a range of issues, including appointments with Welfare Advisers and Wellbeing Co-ordinators in 27 locations across the city, including GP practices.

Support to access appointments and services is available.

 [Connect Well Hull](#)

## PAIN MANAGEMENT

Pain Concern is a charity working to support and inform people with pain and those who care for them, whether family, friends or healthcare professionals. We believe that pain is best faced together by the 'Pain Community' of people with pain, their family, supporters and healthcare professionals.

This ideal is reflected in the make-up of the Pain Concern team. Whether by phone, online or in person, we have some great tools available to help you manage your pain. Confidential, anonymous and free telephone and email services to individuals in the UK via our helpline.

Find out how we can put pain in its place - resources to help you self-manage your pain.

 [Pain Concern](#)

## HEALTHWATCH

Healthwatch is the independent consumer champion for the community, influencing all local health and social care services. Healthwatch's role is to enable local people to monitor the standards of provision of local care services and decide whether and how local care services could and ought to be improved. Healthwatch gives people a voice to help improve the design of services as well as help to make the right choices about the services they receive.

 [Healthwatch](#)

## PATIENT INFORMATION LEAFLETS

Here you will find some helpful information for patients and carers. This information is for guidance purposes only and does not replace professional clinical advice. Use the filters and searches below to find what you need. If there's something you can't find, please contact us.

 [Hull Hospitals - Patient Leaflets](#)

## CONTACT US

If you want to discuss any of the above, please contact the Appointment and Referrals (ARC) team:

**01482 604444**

**[hyp-tr.arc@nhs.net](mailto:hyp-tr.arc@nhs.net)**