

Gastroenterology – Endoscopy – Upper GI

Introduction

We are reviewing patients who have been waiting a long time to help us prioritise those in most urgent need. Please be assured we are doing our utmost to ensure you and your families get the treatment you require as soon as possible. If you used the NHS e-Referral Service to book your appointment it will have given you 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 they advised that they were going to refer you to the hospital, but you haven't yet had an appointment through. 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 as that will allow us time to offer an earlier appointment to another patient. If you do not have the phone number for the specialty you will be reviewed in but would like to cancel, change your appointment or speak to a staff member please call our switchboard number and they will be able to direct your call to the correct specialty.

Royal Derby Hospital Switchboard - 01332 340131

Queen's Hospital Burton Switchboard - 01283 566333

There are often things you can do and changes you can make that can help you to manage your condition whilst you are waiting. There is a range of information and guidance for each specialty at UHDB. Please visit <https://www.uhdb.nhs.uk/a-z-of-all-services> for further help and support.

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, and you feel that your symptoms are worsening, then please call our switchboard numbers. If you are yet to receive your appointment, and you feel that your symptoms are worsening, then see your GP.

For urgent health advice about physical or mental health, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

If you have severe bleeding, breathing difficulties or chest pains – please dial **999 immediately**.

My Planned Care Patient Information Platform

Any email enquiries can be sent to our Patient Advice and Liaison Service (PALS);
uhdb.contactpalsderby@nhs.net

If you feel that the hospital haven't been able to resolve your concerns after you have spoken to them about your waiting time, you can speak to our dedicated PALS team, visit <https://www.uhdb.nhs.uk/patient-advice-and-liaison-service-pals/> for further details.