

Ear, Nose & Throat (General) – First Outpatient Appointment

Introduction

The Covid pandemic has had a significant impact on the NHS 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 take place.

Guidance for Patients

Conditions Treated

Glue ear / Otitis media with effusion / Acute otitis media

Epistaxis (nose bleeds) – except acute epistaxis managed as emergency

Recurrent sore throat where the following documented evidence applies:

- 7 or more episodes of tonsillitis in the last year;
- OR 5 episodes per year in the preceding two years;
- OR 3 episodes per year in the preceding three years;
- AND there has been significant severe impact on quality of life indicated by documented evidence of absence from school/work;
- AND/OR failure to thrive

Procedures Performed

- General ENT examination
- Flexible fiberoptic naso-pharyngo-laryngoscopy (nasendoscopy)
- Micro suction of the ear
- Rigid endoscopy of the nose and sinuses
- Nasal cautery

Alternative Services

Discharging ears are referred to the Aural Care service

Hearing loss in adults over 50 years old, or under 50 years old who have had a hearing aid previously, are referred directly to the Audiology hearing aid service

Adults with obstructive sleep apnoea (+/- snoring) and/or significant excessive daytime sleepiness are referred to respiratory medicine

My Planned Care Patient Information Platform

What should I do if my health is deteriorating?

The referral from your GP will have been reviewed and triaged by the ENT 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 the ENT department on 1234 567890. You will be asked the detail the changes in your condition/symptoms since seeing your GP at the time you were 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.

Urgent Health Advice

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

For something life threatening – severe bleeding, breathing difficulties or chest pains – please dial 999.

GP surgeries are still open

If you experience an increase in pain, you should in the first instance contact your General Practitioner for review and advice.

GP surgeries are still open and are working differently to how they did before the COVID-19 pandemic. GP practices continue to make best use of telephone, online and video consultations. Face-to-face appointments are still being given to those who need it.

When you phone or use an online form to contact your GP surgery to make an appointment, you will be asked some questions which are designed to help staff guide you to the most appropriate clinical person to help you with your condition. This could be a nurse, clinical pharmacist, physician's associate, GP or paramedic.

If you would like to contact us directly with a question regarding your ENT appointment please Email: ent.hch@nhs.net