

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.

Waiting Times

As a guide, referral to treatment waiting times are available on the NHS [My Planned Care Website](#).

Guidance for Patients

The ENT Department provides specialist treatment for problems with your ears, nose or throat. This may also include your head and neck and may include headaches or neck lumps.

The hospital provides a highly efficient service with state-of-the-art facilities to treat common problems including:

- Hearing issues caused by ear wax or infections
- Tinnitus (a persistent ringing in the ears)
- Earache
- Ear discharge
- Dizziness, vertigo and balance problems
- Nose and sinus problems- nasal obstruction, loss of smell, nasal discharge, pressure in the sinuses
- Nose bleeds
- Throat problems- sore throat, hoarseness, difficulty swallowing, lump in the throat
- Head and neck lumps
- Foreign body – nose, ear, throat

After an initial assessment, your consultant may ask you to have further tests such as a specialised hearing test, an MRI scan or a CT scan.

Conditions Treated

Glue ear / Otitis media with effusion / Acute otitis media

Epistaxes (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;

My Planned Care Patient Information Platform

- 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

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.

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 department. 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.

Contact Us

01902 307 999