

Patient information factsheet

Welcome to the endoscopy department

This factsheet aims to provide you with some useful information about the department to help you know what to expect from your appointment today. If you require any further information, please ask a member of staff.

About the endoscopy department

Opening hours

We're open seven days a week, from 8am to 6.30pm.

Toilets

There are toilets situated next to the waiting room, past the white screen. We have additional toilets available in the department which you will be shown once you are called through for your appointment.

Refreshments

- It's important that you follow the procedure preparation instructions that were supplied with your admission letter, including any restrictions that may have been placed on what you can eat or drink. We will ensure you get access to refreshments as soon as possible after your procedure.
- For friends and relatives, there is a cafe on F level, just above endoscopy; the Spice of Life restaurant is on B level and there is a cafe and shops on C level near the main hospital entrance.

Booking in

- Please report to the reception desk when you arrive, then take a seat in the waiting room. A nurse will collect you from the waiting room and take you to a private interview room where you will be admitted and prepared for your procedure. You will be asked to change into a hospital gown and then you'll take a seat in another (single-sex) waiting area, and your friend or relative will be advised what time to return to collect you again. We request that friends and family don't wait in the department, as we only have limited space.
- When it's time for your procedure, we'll ask you to walk into the procedure room.
- Once your procedure is completed, you will be taken to a recovery area where you will be monitored until you are ready to leave. When you are ready, we will offer you some refreshments.

Waiting times

- We do everything we can to avoid keeping you waiting any longer than necessary, but because every procedure takes a different length of time to complete, sometimes it's hard to give exact timings. We'll update you regularly as to how long you are likely to be with us. But please be prepared to be with us for the whole morning or afternoon, depending on whether you are a morning or afternoon admission.
- We try our best to 'stagger' our admission times in order to keep waiting to a minimum and realise you are likely to be hungry and/or thirsty as a result of being 'nil-by-mouth' and that this can be difficult. We will ensure you have access to refreshments as soon as possible after your procedure is complete.
- We may have up to six procedure rooms working at the same time so sometimes another patient who arrived after you may be called in before you are. This does not mean you have been forgotten, but that the other person is on a different list to you.
- If you experience a delay between your arrival and being collected by a nurse, it's likely to mean that your nurse is still with another patient.
- We also provide an emergency service and sometimes emergency admissions can impact on your waiting time. We will let you know if this happens.

In all cases, we thank you for your patience and understanding. If you have any immediate concerns or questions, please ask at the reception desk to speak to one of the nurses who will be happy to advise you.

Your results

You will receive your results today and a copy of the procedure report, along with advice on how to care for yourself over the next 24 hours and what to do if you have any problems or need further information.

Feedback

We always welcome feedback in order to help us learn about what we're doing well and what could be improved. Before you leave, we will ask you to complete a 'Friends and Family' test card as we are always trying to make improvements and act on your comments. Once you leave the department, you can direct your feedback, compliments, comments or complaints to patientsupportservices@uhs.nhs.uk or visit our website www.uhs.nhs.uk.

If you need a translation of this document, an interpreter or a version in large print, Braille or on audio tape, please telephone 023 8120 4688 for help.