



*Better  
Together*

## Patient information

### Colorectal Team Telephone Assessment Service

Surgical Division

Royal Liverpool Hospital and Broadgreen Hospital PIF 1918 V1

Based on the symptoms you have discussed with your family doctor (GP), you may have a problem with your bowels.

Your GP has referred you urgently to the colorectal (bowel) service in the Royal Liverpool Hospital for a telephone assessment of your symptoms.

**A highly trained nurse will phone you** at the time you have agreed with your doctor.

Your doctor has referred you urgently, however most people with bowel symptoms do not have cancer. It is likely the cause is something minor but you should have your symptoms checked out.

### **What to expect:**

- The nurse will phone you at the agreed time.
- The telephone assessment will last for about 20 minutes.
- The nurse will ask you about your bowel symptoms; any other health conditions you have; your personal circumstances and any medicines, tablets or drugs you are taking.
- The nurse will read the letter your doctor has sent, and will ask you questions during the phone call. At the end of the phone call, the nurse will recommend the most suitable test or appointment for you, based on all your information. The nurse will be able to give you an indication of how long you will have to wait for your test or appointment.
- The nurse will afterwards make arrangements to book you in for the test or appointment that is most suitable.

- Dependent upon the test arranged you may need to take some medicine (bowel preparation); the nurse will discuss this with you at the time of the phone call. The relevant department where the tests are carried out will send you detailed information about the test you need with your appointment letter.

### **What you can do to prepare before the phone call:**

- Make a note of anything you want to tell the nurse.
- Make a note of all the symptoms you have been having and any changes to your lifestyle.
- Think about your family – have any relatives got a history of cancer? The nurse may ask you about this.
- Bowels are an embarrassing subject and you may feel reluctant to discuss your symptoms, please be reassured that the nurses have lots of experience and have seen everything; please be honest, don't be embarrassed; you can tell the nurse anything about your symptoms and how you are feeling.
- Write down any questions you want to ask – the nurse will try his/her best to answer them
- If you don't speak English (you might be reading this for a friend or relative) please let your GP know, so alternative arrangements can be made.

## **During the phone call:**

### **If you miss the call:**

**You should contact the Colorectal Clerical team on**

**Tel: 0151 706 3403**

**Text phone number: 18001 0151 706 3403**

this is an answering machine if no-one is available to take your call please leave your name and number and some-one will return your call as soon as they can.

## **What happens after the test has been performed**

- A telephone follow up appointment will be arranged to discuss your results and you will receive an appointment letter to confirm this. You will not have to attend the hospital for this appointment.
- If your test results suggest further tests are required you will be contacted by the nurse and a further test will be arranged.
- If there is any concern about your test results you will be invited back to one of the Consultant's clinics to discuss this further and the telephone follow up appointment will be cancelled.

## **Further information**

**If you have any questions please contact the Colorectal Clerical team:**

**Tel: 0151 706 3403**

**Text phone number: 18001 0151 706 3403**

**Author: Surgical Division**

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در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

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