

Patient information

Welcome to the Gastroenterology Unit

Gastroenterology

We hope this information will help to answer some questions that you may have, regarding the time you will spend in the department and what will happen.

On arrival

The reception staff will record your arrival and you will then be asked to take a seat in the waiting area.

You may be asked some personal questions, so we can ensure that all of your information is up to date on our IT system.

If you have any difficulty with your hearing please tell the receptionist when you arrive as a loop system is available in the department.

During your procedure you will be treated in endoscopy room number.

The name of the endoscopist in your room will be displayed on the television screen within the main reception.

In the waiting area

Patient information is available in all outpatient areas. Most waiting areas are within easy reach of a WRVS refreshment bar. All waiting areas have access to toilets.

Pre – procedure

Most people are seen within 30 minutes of their appointment time. However, some patient's procedures can take longer than anticipated; this could increase your waiting time.

Some appointments can also take longer than others, depending on the clinical needs of each patient.

We are aware of how frustrating it is to be kept waiting and we will keep you informed about any delays. Any delays are written on the television screen. Please be patient with us as we aim to get through each list as efficiently as we can.

Before going in to your procedure

A member of staff will call your name when it is time for you to see the nurse. You will be shown to an assessment room. The nurse will ask you a series of questions. This is to ensure that all of your personal and clinical details are correct and that you are medically fit enough to have the procedure.

Dependant on the procedure you are having, you may be asked to put on a gown. We will also provide you with dignity shorts. If you still need to have an enema this can be given by the nursing staff.

It may be necessary for you to have a cannula inserted in to your arm if you require sedation during your procedure.

The nursing staff/ or occasionally the endoscopist, will go through your procedure and ask you to sign the consent form. Feel free to ask for further explanation if there is anything you do not understand. If you forget to ask the doctor something, please ask your endoscopy nurse, who will try to help you.

During the procedure

Our staff will try to ensure that they explain things clearly to you, in a professional and courteous manner. You will be supported throughout your procedure at all times by a nurse. There will be another nurse and endoscopist in the room also.

As we are a teaching hospital there may be student endoscopists/student nurses observing in the room.

If you do not wish to have students present during your scope please inform your nursing support.

You have the right to refuse observers and this will not affect your treatment in any way.

Post procedure

After your procedure you may be discharged directly from the procedure room. Any results, after care and future appointments, will be discussed with you before you leave.

If you have had sedation you will be taken directly to the recovery area.

Recovery area

During the recovery period staff members will check your pulse and blood pressure and you will be required to have a short period of rest.

Pre-Discharge area

Once you have recovered, the nursing staff will ask you to wait in the seated secondary recovery area where you can have a cup of tea and a biscuit. Providing your relative/escort has arrived to take you home, the staff nurse can go through the discharge arrangements with you.

Discharge home

Once you are medically fit you can be discharged. Any results, after care and future appointments will be discussed with you before you leave.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

If you have any questions or queries, please contact the Gastroenterology Unit during the following hours

Monday – Thursday	07.30 – 18.30 hrs
Friday	0730 – 1830 hrs
Saturday/Sunday/BH	0800 – 1600 hrs

Tel: 0151 706 2656/ 2819/2726

Text phone number: 18001 0151 706 2656/2819/2726

Clinic appointment enquiries

Tel: 0151 706 5555

Text phone number: 18001 0151 706 5555

The Emergency Department (A&E) is open 24 hours

Tel: 0151 706 2051/2050.

Text phone number: 18001 0151 706 2051/2050

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

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.

زانیاری پیومندیدار بهو نه‌خوشانه‌ی له‌لایهن تراسته‌وه په‌سهند کراون، نه‌گهر داوا بکرنیت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی دهنگ، هیلی موون و ئلیکترۆنیکي هیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.