

Patient information factsheet

Welcome to the endoscopy department

This factsheet explains what to expect from your appointment today. If you need 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 next to the waiting room, past the white screen. We will show you where the toilets are in the department when we call you through for your appointment.

Refreshments

It's important that you follow the procedure preparation instructions that we sent with your admission letter, including any restrictions on what you can eat or drink. We will offer you refreshments as soon as possible after your procedure.

Friends and relatives can use the cafe on F level, just above endoscopy; or the Feast restaurant on B level; or the cafe and shops on C level near the main hospital entrance.

Booking in

Please come to the reception desk when you arrive, and 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 we will admit you and prepare you for your procedure. We will ask you to change into a hospital gown and then you'll take a seat in another (single-sex) waiting area. We will tell your friend or relative when to return to collect you again. We ask that friends and family don't wait in the department, as we only have limited space.

When it's time for your procedure, we will ask you to walk into the procedure room.

Once your procedure is completed, we will take you to a recovery area where we will monitor you 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. Every procedure takes a different length of time to complete, so it's hard to give exact timings.

We'll update you regularly as to how long you are likely to be with us. Please be prepared to be with us for the whole morning or afternoon, depending on your appointment time.

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We try our best to 'stagger' our admission times in order to keep waiting to a minimum. We 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 offer you refreshments as soon as possible after your procedure is complete.

Reasons for delays

- We may have up to seven 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.
- After you arrive, there may be a delay before a nurse collects you. This is likely to be because 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

Before you leave, we will give you:

- your results
- a copy of the procedure report
- advice on how to care for yourself over the next 24 hours
- advice on what to do if you have any problems or need further information

Feedback

We always welcome feedback 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. Once you leave the department, you can direct your feedback, compliments, comments or complaints to our patient advice and liaison service (PALS) by emailing PALS@uhs.nhs.uk or calling **023 8120 6325**.

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