

United Lincolnshire Hospitals NHS Trust is committed to improving its services by listening to you and learning from your experiences; positive or negative.

## Informing us of your concerns – the first step

If you have a concern about the care or treatment you received, or are still receiving, the first step is to bring this to the attention of staff (you can ask to speak to the manager, if necessary) in the department as soon as possible. If you are unable to get the support you need, then contact Patient Advice & Liaison Service.

PALS is a confidential, on-the-spot advice and support service for patients, relatives and carers.

### Lincoln County Hospital

(Near main reception)

Tel: 01522 707071

Greetwell Road, Lincoln

LN2 5QY

### Pilgrim Hospital, Boston

(In main reception)

Tel: 01205 446243

Sibsey Road, Boston

PE21 9QS

### Grantham & District Hospital

(By Ward 6)

Tel: 01476 464861

101 Manthorpe Road,

Grantham NG31 8DG

PALS@ulh.nhs.uk

### PALS opening times (all sites)

Monday to Friday: 8.00am to 4.00pm

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

Excellence in rural healthcare



# Welcome to the Endoscopy unit

## Procedure Information

Please read this booklet as soon as possible and well in advance of your appointment. If you do not follow the advice on how to prepare for your procedure it may not be possible to do it and you may have to return on another day

**Please bring this booklet and consent form with you when you attend for your appointment**

Helpline or enquiries (8.30am to 5.00pm Monday to Friday)

For appointments and general enquiries

Boston 01205 445072  
Grantham 01476 464366 / 01205 445072  
Lincoln 01522 573849  
Louth 01522 573849 / 01507 631437

For procedure related enquiries (8.30am to 6.00pm Monday to Friday)

Boston 01205 446559  
Grantham 01476 464085  
Lincoln 01522 573016  
Louth 01507 631236

For more information please see: [www.ulh.nhs.uk](http://www.ulh.nhs.uk)

### For your information: your appointment

An appointment for your:

**Flexible Sigmoidoscopy    Colonoscopy    Gastroscopy**

**Colonoscopy & Gastroscopy**

has been arranged at the following Endoscopy unit:

**Boston    Grantham    Lincoln    Louth**

**Day and date**

**Time**

**Please telephone the endoscopy unit if this is not convenient or you would like to discuss any aspect of the procedure (the numbers are on the front of this leaflet).**

We will do our best not to cancel your appointment date but unfortunately sometimes this cannot be avoided.

**Please read this booklet carefully as it contains important information about your appointment.**

### For our information: collection details

**Please write the name and telephone number of the relative or friend who will be collecting you:**

Name

Telephone number

department. A £1 coin is required. Please ask for assistance if needed. Please return all wheelchairs to the collection point. You may of course bring your own wheelchair or any other equipment.

### What if I need transport?

You must contact the TASL on **0808 164 4586** for transport enquiries. They will arrange transport for you. Do not forget if you are having sedation, you will also need to book a seat for your escort. Transport is not guaranteed.

### What to bring with you

Please bring with you:

- Change for the car park if needed
- This booklet and the procedure booklet together with your consent form
- Your completed health questionnaire
- Details of all your medication including inhalers. A printed copy of a repeat prescription sheet is ideal, otherwise bring your drugs in their original packaging
- You may need some money for the pharmacy if you are prescribed any new medicine

### What if I do not attend?

You may be discharged and referred back to your GP.

### Charitable donations

Each endoscopy unit has a charitable fund which is used to improve the patient experience. If you would like to make a donation you may do so online via the Trust website ([www.ulh.nhs.uk](http://www.ulh.nhs.uk)) or speak to a member of staff within the department.

## Car parking

Charges current at time of printing and may change. Please check boards/website.

	<b>Boston Grantham and Lincoln</b>	<b>Louth</b>
0 – 1 hours	£1.70	£1.00
1 – 4 hours	£4.20	£2.00
Over 6 hours, patients and their visitors	£5.00	£2.00
Blue badge holders (daily charge)	£1.90	Free

Louth charges are not set by ULHT

Boston, Grantham and Lincoln: you will need to enter your number plate at the pay kiosk before leaving the car park. Payment may be made by coins/notes/credit/debit card/Apple/Android pay/contactless. Or using [good2go](#) app

Louth: coins only 5p, 10p, 50p, £1, £2

Blue badge holders: show the picture portion of your badge to any reception area for parking concession. The clock section should be left on clear display in your vehicle

## Concessions

- Patients who receive certain benefit payments and who are eligible to claim travelling expenses may claim for car parking charges at main reception

## Dropping off and picking up

- Patients being dropped off or picked up from designated pick up points will be able to do so free of charge (maximum of 20 minutes)

## Wheelchairs

If you require a wheelchair there is a supply just inside the main entrance. At Louth hospital these are in the outpatient

## Aim of the leaflet

This leaflet aims to provide patients with information about the Endoscopy unit.

## Introduction

We will make every effort to make your stay as comfortable, relaxed and as pleasant as possible.

With this and the other enclosed information booklet about your procedure, we aim to answer your questions and hopefully put you at ease.

Please complete the enclosed health questionnaire.

After reading the information and guidance below, please contact us if you have any questions or concerns (telephone numbers are given on the front cover of this booklet).

**Please read the procedure booklet as soon as possible before your appointment as this provides important information about how to prepare for your test. If you do not follow the advice given it may not be possible to do your procedure and you may have to return on another day.**

**Please let us know as early as possible if, for any reason, you are unable to attend your appointment.**

**If your preferred language is not English please ring the appointments team and they will arrange an interpreter.**

## Important information

### Eating and drinking

You should follow the instructions in the procedure booklet about when to stop eating and drinking.

### Patients with diabetes

If you have diabetes please read the specific instructions for this group of patients in the enclosed procedure booklet. If you need to contact the Diabetes Nursing Team please telephone:

<b>Boston:</b>	<b>01205 445695</b>
<b>Grantham:</b>	<b>01476 464815</b>
<b>Lincoln:</b>	<b>01522 573074</b>
<b>Louth:</b>	<b>01507 631349</b>

### Your family

If you have young children you will need to arrange childcare. The endoscopy unit does not have childcare facilities.

There is limited seating available within the endoscopy units, therefore, relatives and friends are encouraged to use the various refreshment areas throughout the hospital while they are waiting. Reception staff will happily provide directions if needed.

### Jewellery

We recommend that you do not bring jewellery or valuables to the endoscopy unit.

## We want you to be our partner in care

Please help us by:

- Providing full information on your health history and medications
- Keeping your appointment or giving notice to the hospital if you are unable to do so

## Waiting times in the endoscopy unit

- It may appear that some patients are being called for their appointment before you, this is because several treatment rooms are in use
- We aim to keep waiting times as short as possible. However some patients have complex problems which require more time
- We will aim to keep you informed of any delays

## Students on clinical placements

Students may be present when you see the doctor or nurse, as this forms a valuable part of their training. If you do not wish students to be present please tell a member of staff. Your treatment will not be affected in any way.

## On the day

On arrival at the hospital please report to the endoscopy unit.

A member of the endoscopy staff will help you prepare for your procedure and answer any questions you may have.

An information leaflet about after-care may be given to you before you leave. Remember to follow any special instructions given to you by the nurse or doctor.