

Welcome to the Endoscopy unit

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Aim of the leaflet

This information aims to provide you with information about the Endoscopy unit.

Please read the leaflet about your procedure/s as soon as possible before your appointment. 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.

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 leaflet/s about your procedure/s, we aim to answer your questions and hopefully put you at ease.

After reading the information and guidance below, please contact us if you have any questions or concerns on the telephone numbers given.

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.

Our Hospitals and contact details

For appointments/ general enquiries

8.30am to 6.00pm
Monday to Friday

Boston	01205 445072
Grantham	01476 464366
Lincoln	01522 573849

For procedure related enquiries

8.30am to 6.00pm
Monday to Friday

Boston	01205 446559
Grantham	01476 464085
Lincoln	01522 573016

Bowel Cancer Screening Programme patients

All enquiries: 01522 597548

Lincoln County Hospital,

Greetwell Road,
Lincoln
LN2 5QY

Pilgrim Hospital Boston,

Sibsey Road,
Boston
PE21 9QS

**Grantham and District
Hospital,**

101 Manthorpe Road,
Grantham
NG31 8DG

Louth County Hospital,

High Holme Road,
Louth
LN11 0EU

Car parking charges (correct at time of printing and are subject to change)

Grantham, Boston & Lincoln:

Up to 30 minutes	Free
Up to 1 hour	£1.00
1 to 4 hours	£2.00
4 to 24 hours	£5.00
Blue badge holders (see note below)	Free
Motorbikes	Free

You will need to enter your car registration at the pay kiosk before leaving the car park. Payment may be made using coins/notes/credit/debit card/contactless. No change can be given.

Or you may use the [good2go](#) app. to pay for your parking online after your visit

Blue Badge Holders: Grantham, Boston and Lincoln If you have not already registered please take the photo part of your Blue Badge to the Main Hospital Reception or Endoscopy Reception to register. Leave the clock section in your car on clear display.

Once registered you can freely use the hospital's blue badge and patient and visitor parking while attending appointments or visiting patients without visiting the payment machines. You must display your entire Blue Badge until you leave. If your Blue Badge expires, or you visit in a different vehicle, you will need to visit reception to update your details.

Louth car parking charges:

Up to 1 hour £1.00; All day £2.00. Coins only: 5p, 10p, 50p, £1, £2 (card payments not accepted). Louth parking charges are not set by ULHT.

Blue badge holders: Louth

Blue badge holders are exempt from parking charges.

Concessions

Patients who receive certain benefit payments and who are eligible to claim travelling expenses may claim for car parking charges.

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 20 minutes). On the Lincoln site there are drop off points located just outside the endoscopy unit.

Wheelchairs

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

Contact East Midlands Ambulance Service non-emergency transport service (NEPTS) booking line on **0300 300 3434** to book transport. If you are eligible they will arrange transport for you. Do not forget if you are having sedation, you will also need to book a seat for a friend or relative to travel with you.

The Transport Helpline (**0345 456 4474**) provides advice on transport options such as community car schemes and CallConnect. They offer an advisory service only and are not able to book transport for you.

Alternatively, you may choose to reach out to Royal Voluntary Service where their patient transport service may help you to get to and from essential medical appointments. Please call 03305 550310 or 01522 305313 for further details.

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.

What to bring with you

- Your consent form
- Details of all your medications including inhalers (a printed copy of a repeat prescription sheet is ideal, otherwise bring your drugs in their original packaging)
- If you take warfarin, **please bring your yellow book**
- Contact details of the relative or friend who will be collecting you

Important information regarding your procedure

Eating and drinking

You should follow the instructions in the procedure leaflet 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 leaflet. If you need to contact the Diabetes Nursing Team please telephone: 01522 573074

Waiting times in the endoscopy unit

Overall you may expect to be in the department for 1 to 4 hours.

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 conditions which require more time. We also treat emergency patients who will take priority where needed. We will aim to keep you informed of any delays.

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.

Students on clinical placements

Students and/or trainee endoscopists may be present when you see the doctor or nurse, as this forms a valuable part of their training. Trainee endoscopists are supervised by an experienced and suitably qualified endoscopist at all times. If you do not wish students or trainees to be present please tell a member of staff. Your treatment will not be affected in any way.

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) or speak to a member of staff within the department.

For more information please see: www.ulhcharity.org.uk

Feedback about our services

We would like to know more about your experience so we know how we are doing. Your experience counts.

We are committed to delivering the best in care and are constantly looking at ways to improve the care and services we provide at our hospitals.

- **‘Care Opinion’** is an independent online feedback service that aims to promote honest and meaningful conversations between patients and health services. It believes that telling your story can help make health services better.

To tell your story please visit www.careopinion.org.uk or scan the QR code



- **NHS Friends and Family Test**

We value your feedback as it helps us to improve our services. The Friends and Family Test (FFT) is a national scheme enabling patients, who use our services, to tell us and other patients what they think about the quality of care they receive.

“Thinking about your recent visit, overall how was your experience of our service?”

Shortly after your time at one of our hospitals or services you will be given the opportunity to answer the following questions via a text or automated phone call:

Overall, how was your experience of our service?

Very Good *Good* *Neither Good nor Poor* *Poor* *Very Poor* *Don't Know*

Please can you tell us why you gave your answer?

Please visit www.ulh.nhs.uk to find out other ways to leave us your feedback

United Lincolnshire Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio or braille, please email the Patient Information team at patient.information@ulh.nhs.uk