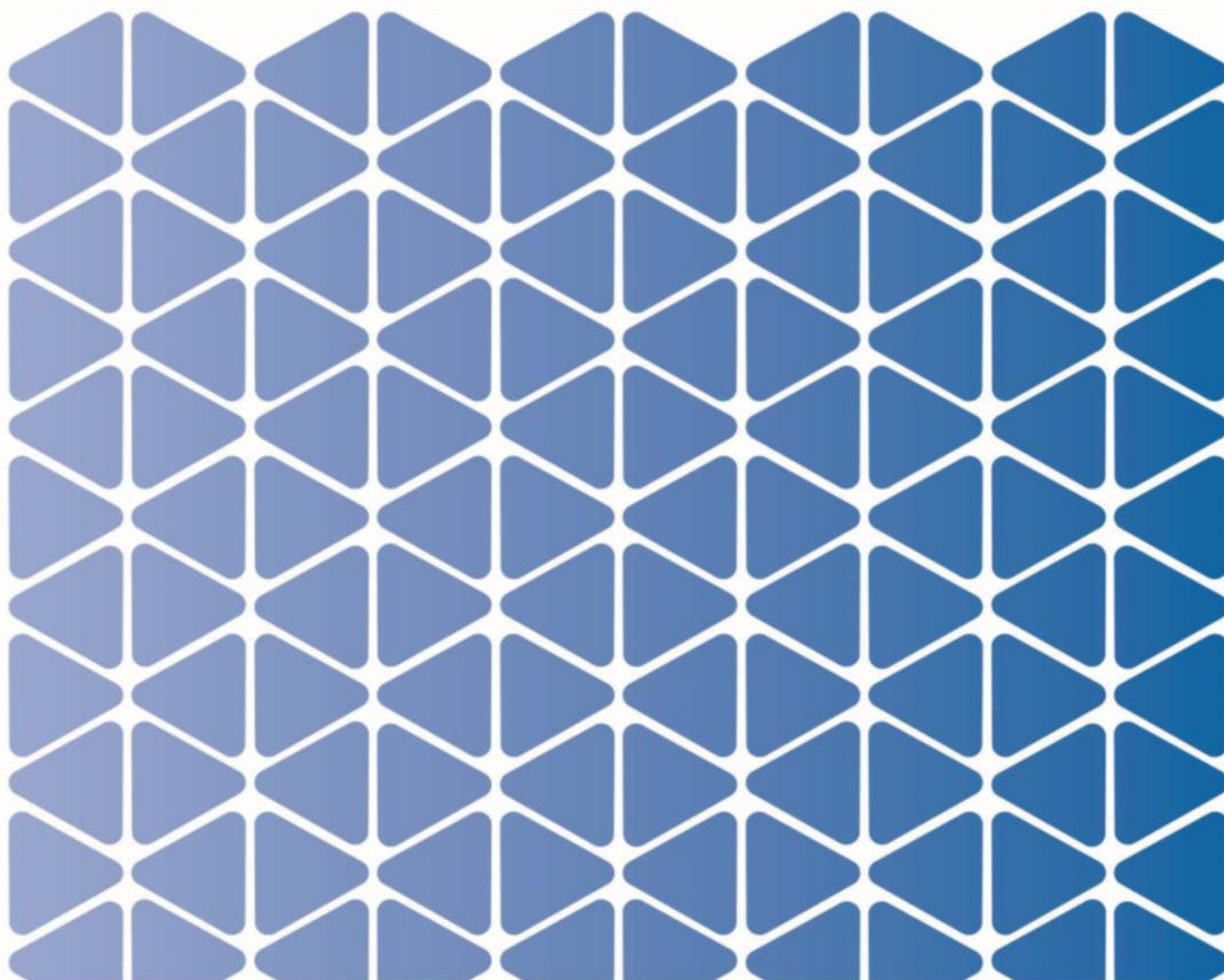




PATIENT INFORMATION

ENDOSCOPY UNIT

OESOPHAGEAL DILATATION



IT IS IMPORTANT THAT YOU FOLLOW THE INSTRUCTIONS GIVEN IN THIS PATIENT CENTRED REPORT

Your procedure has been performed by: _____

Today your oesophagus (gullet) has been stretched,

If you experience any of the following the 24 hours after your procedure:-

- Severe neck or shoulder pain
- Small swellings on the skin in the neck/chest area
- Shortness of breath (*that is not normal to you*)
- A high temperature
- Vomit a large amount of blood (equivalent to an egg cupful)

Please telephone on the number below.

You have been given sedative to make you drowsy, therefore, it is important that you:-

1. Rest quietly for the remainder of the day, with someone to look after you for 12 hours, as you will still be affected by the sedative drugs for up to 24 hours
2. Because sedation can impair your reflexes and judgement, it is advisable to have the following day off work but in any event for the first 24 hours following sedation

DO NOT:

- Drive a car
 - Drink alcohol
 - Take sleeping tablets
 - Operate any machinery or electrical items – even a kettle
 - Sign any legally binding documents
 - Work at height (including climbing ladders or onto chairs)
3. You have been given cool drinks prior to discharge. On your return home gradually introduce warmer drinks. Once these are tolerated a soft food diet can be taken returning to a normal diet the following day.

If you have any problems or queries about your procedure:

Please telephone:

Monday – Friday 8am-6pm - **The Endoscopy unit on 01905 733085**

In emergency/outside of these hours please contact –NHS 111 or 999 emergency services

A copy of your procedure report will be sent to your GP within 24-48 hours.
Please ask if you have not received information about the results of your procedure before you leave.

Nursing Staff – please tick, as appropriate, the outcome from the Endoscopy report

- ☐ **You do not need a follow up appointment.**
We will contact your GP with the results of your procedure.
Please make an appointment to see your GP if you have any further questions.
- ☐ **You will need to have this procedure again.**
We will send you an appointment in roughly _____ weeks / months / years.
- ☐ **During your test, the Endoscopist found you had: -**

- ☐ **You have been given an information leaflet.**
- ☐ **The Endoscopist has spoken to you about your diagnosis, or given a copy of the report**
- ☐ **If necessary you will receive an appointment by post to see the consultant in the outpatient clinic.**
- ☐ **All repeat procedure appointment dates are reviewed once the biopsy results are available and in line with current best practice.**

If you have any questions, please ask the nursing staff, who will be happy to explain anything you are not sure about.

Filled in by (name): _____ Date: _____

Signature: _____ Time: _____

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.