



**The Leeds  
Teaching Hospitals**  
NHS Trust

# Wharfedale Hospital Endoscopy Unit

Information for patients

At the Endoscopy Unit our aim is to provide you with an individualised, high standard of evidence-based care, within a safe environment.

We will treat you in a confidential manner, maintaining your dignity and privacy and respecting your religious and cultural beliefs.

Our multidisciplinary team are committed to ensuring your physical and psychological well being and will provide you with any relevant advice and information.

We are happy to listen to any suggestions and feedback that you have in order that we may improve our services. A comments box is available in the reception area, we welcome any suggestions that you have about the endoscopy service.

## Introduction to the Endoscopy Unit

Welcome to the Endoscopy Unit at Wharfedale Hospital. Whilst we understand that attending for any test can be a frightening thought, we hope to make you comfortable during your stay in the Endoscopy Unit and hope this leaflet will answer some of the questions that you may have.

Our aim is to provide the best possible care and ensure that you stay with us runs smoothly. The staff are here to help so if you have any questions or require any assistance please ask.

## How to get to Wharfedale Hospital

**By Bus:** there is a regular service directly to the hospital.

For information about bus routes or times ring Metroline **0113 2457676** (8.00 am - 8.00 pm) 7 days a week or check on the website: [www.wymetro.com](http://www.wymetro.com)

**By Train:** the nearest train station is Menston. From there access to the hospital is by bus or taxi.

**By Car:** Pay and display parking facilities are available in the visitor car park. Availability of spaces may be limited at peak times. Your carer is able to wait for you in the unit, however it may be easier to ask a relative or friend to drive you to the hospital and drop you off at the day unit. **Remember**, if you are having sedation this person must be contactable and able to return to collect you from the unit when you are ready to go home. You should also ensure that you have someone who can care for you for 24hrs after if you are having sedation.

**By Hospital Transport:** If you require hospital transport for medical reasons could you please contact the Endoscopy Unit at least 7 days prior to your appointment to arrange this, **you must bring an escort with you if you are having sedation.**

## Interpreter service

It is essential that good communication be maintained at all times during your visit to the Endoscopy Unit. You **must** request an interpreter if you are unable to understand or speak in English. If you would prefer a male or female interpreter you should inform the administration team of your requirement. Family members and friends are **NOT** allowed to interpret for patients attending for procedures where informed consent is required, this is applicable for **ALL** endoscopic procedures. The trust provides a comprehensive range of services including:

- Interpreting
- Hearing loops
- Signing and lip reading

## How to get to the Endoscopy Unit at Wharfedale Hospital

The Endoscopy Unit is located on the 1st floor. The department can be accessed from the North entrance (next to the car park). If you enter via the South entrance (near the bus stop) you will need to walk along the ground floor corridor to the North entrance and then go up to the 1st floor where the Endoscopy Unit is directly accessible.

## Booking in

On arrival to the Wharfedale Endoscopy Unit please report to the reception desk. You should bring your letter with you detailing the procedure that you are having.

Your personal details will be checked and you will be shown where to wait. A member of the nursing team caring for you will then call for you to admit you and take a more detailed account of your medical history and also give you additional information about your test, the nurse will also answer any queries that you may have. To maintain security, infection control and the privacy of all patients in the department it is the Endoscopy Unit's policy **not** to allow relatives into the clinical areas.

Exceptions are:

- Interpreters provided by the Leeds Teaching Hospitals Trust
- Those accompanying patients with special needs

If you have dependant children please make arrangements for them to be cared for so that they are not brought into hospital

## Delays

Occasionally delays may occur on the endoscopy list that you are booked onto. Delays occur when endoscopy procedures take longer than we expected.

The nursing staff will try to inform you of any delays to your appointment time, however if you feel that you have been waiting a long time please ask the receptionist

## What to bring

Please refer to your procedure information that will give you a guide as to what items you will need to bring with you.

## Money and valuables

You are strongly advised not to bring money and valuables with you to the Endoscopy Unit. The trust cannot accept responsibility for any property brought into the hospital. You will be asked to sign a property disclaimer during your admission process.

## Facilities

The Endoscopy Unit is a self-contained unit with limited facilities of toilets and pay phones only. If you have relatives waiting for you they can obtain refreshments from

**Ground floor restaurant, café, shop and toilet facilities**

## Travel expenses

If you are entitled to travel expenses you must make a claim within 3 months of the date of your appointment. For any queries regarding eligibility or how to claim contact:

**Patients' Affairs Office / Cashier**

**St. James University Hospital**

**Beckett Street , Leeds LS9 7TF**

**0113 2065142 / 2066968**

The Patients Affairs Office is situated on Level 4, Gledhow Wing, St James's University Hospital.

## Complaints and suggestions

We are always trying to improve the services we offer and welcome any comments about the care you receive. You may wish to raise these with a member of staff in the unit, before you leave so that any problem can be dealt with quickly.

You have the right to make a formal complaint about your treatment or the service provided. Copies of the complaints procedure are available in the unit. If you wish to complain please contact:

### Trust Complaints Officer

**Tel: 0113 2066261**

You can also write to:

**The Patients' Relations Manager or Chief Executive  
Trust Headquarters  
St James University Hospital  
Beckett Street, Leeds LS9 7TF**

## Further information

If you have any problems or concerns after reading all you information, please contact the Endoscopy Unit. The number will be on your admission letter.

For further information about hospital sites (and maps), transport, directions, visitor pay and display charges or other patient information please visit our website at:

[www.https://www.leedsth.nhs.uk/patients-visitors/our-hospitals/wharfedale-hospital/](https://www.leedsth.nhs.uk/patients-visitors/our-hospitals/wharfedale-hospital/)



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