



**The Leeds
Teaching Hospitals**
NHS Trust

Clarendon Wing 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 the Leeds General Infirmary. 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 your 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 the Leeds General Infirmary:

By Bus: information about bus routes to the centre of Leeds can be obtained from Metroline: **0113 2457676** (8 am - 8 pm) 7 days per week or check on the website: www.wymetro.com.

From the centre of Leeds, the LGI is a 10 minute walk or alternatively, there is a free bus that runs frequently from the bus / train station to the Jubilee Wing at LGI. For more information, ring Metroline as above.

By Train: the nearest train station is Leeds mainline. From there, access to the hospital is on foot, bus or taxi.

By Car: parking facilities around the hospital in general are severely limited. 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. 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.

By Hospital Transport: if you are eligible for hospital transport due to medical reasons, could you please contact the Endoscopy Unit at least 7 days before the date of 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. Within the department, we have an electronic interpreting device that can be used if you are unable to understand or speak in English. If you require sign language interpreting, please contact the Endoscopy Unit at least 10 days before your appointment so an interpreter can be arranged.

Family members and friends are **NOT** allowed to interpret for a patient 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; and
- signing and lip reading.

How to get to the Endoscopy Unit:

The Endoscopy Department is located on B Floor, Clarendon Wing and can be accessed from the main Clarendon Wing entrance. Alternatively, you can access Clarendon Wing from the Jubilee Wing entrance and Great George Street entrance. You should then follow the signs for Clarendon Wing and go to B floor, signs for the Endoscopy Unit will then be visible.

Booking in

On arrival to the Endoscopy Unit, please report to the reception desk where you will be required to change your mask and sanitize your hands. 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; and
- 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, or if there is a patient on the ward requiring an emergency endoscopy.

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. If you have relatives waiting for you, they can obtain refreshments from:

Jubilee Wing entrance: tea bar and shop

Clarendon Wing, A Floor: tea bar and shop

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:

Cashiers Office

The General Infirmary at Leeds

Great George Street

Leeds

LS2 3EX

Tel: **0113 3923608**

The Cashiers Office is situated in the Great George Street entrance.

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 your 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.leedsth.nhs.uk/patients/findus



What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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