



The Leeds
Teaching Hospitals
NHS Trust

Bexley 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 Endoscopy Unit

Welcome to the Endoscopy Unit at Bexley Wing, St. James's. Whilst we understand that attending for any test can be a frightening experience, 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 St James's

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

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

By Car: Parking facilities at 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 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.

Short-term parking facilities are available to anyone dropping off and picking up a patient. You can find out how long you may be in the unit when you arrive so that the person taking you home can return to collect you.

There are public "Pay and Display" car parks on Beckett Street and a Multi Storey Car Park on the St. James's hospital site.

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 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. 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. If you require an interpreter, please contact the endoscopy unit at least 10 days before your appointment so an interpreter can be arranged. The trust provides a comprehensive range of services including:

- Interpreting
- Hearing loops
- Signing and lip reading

How to get to the Bexley Wing Endoscopy Unit:

The Endoscopy Unit is located on Level 0 of Bexley Wing. The department can be accessed from the main Bexley Wing entrance and then follow the hospital signs to the unit. There are two entrances to Bexley Wing, one is situated on Becket Street to the front of the hospital and the main entrance on Level 0 can be accessed from the rear of the multi story car park. Patients arriving by car or taxi may find this an easier route as there are drop of points outside the main doors.

Booking in

On arrival to the Bexley Wing 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, 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 with limited facilities. If you have relatives waiting for you they can obtain refreshments from:

Bexley Wing entrance: Level 0, 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) 206 5142 / 206 6968

The Patients Affairs Office is situated on Level 4, Gledhow Wing.

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) 206 6261**

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.leadsth.nhs.uk/patients/findus



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