What happens at the Colorectal Clinic?

Outpatients Department
Central Operations
What is Colorectal?
Colorectal is a branch of medicine that looks at problems with the bowel.

What do I need to bring with me to my appointment?
You will need to bring the following:
- Your appointment letter.
- A list of current medications.
- Your diary or a list of dates you will not be available so that suitable times can be booked for tests, treatment, surgery or a follow up appointment.

Where do I report to on arrival to my appointment?
On arrival, please report to the reception indicated on your appointment letter. The receptionist will check that all your details held on computer, including your name, address and contact numbers are up correct and up to date. You may also be asked for additional information which we are obliged to collect and will help us provide a better service e.g. your ethnic group. You will then be directed to the appropriate waiting area.

What will happen when I arrive in the clinic?
You will be greeted by a nurse and taken to another area to be weighed. You will then be asked to take a seat until you see the Doctor.

How long will I have to wait?
We endeavor to see all patients within 30 minutes of their appointment time. If you are waiting longer than this, please inform the nurse in clinic who will attempt to explain the reason for the delay. Please do not worry if patients attending after you appear to be seeing the Doctor before you. There will be more than one Doctor working in the clinic all seeing patients from different clinic lists.

Patients with earlier appointments may also be returning to clinic having had investigations carried out. All patients are seen in strict order of appointment, but if you have any doubts or worries please ask the nursing staff.

The reason for any delays and the length of time patients can expect to wait will be displayed in the clinic reception area. A verbal announcement of any delays will also be given.

Which doctor will I see?
You will see the Consultant to whom you have been referred or one of their team.

Will there be anyone else present?
There may be nursing/medical students present in the clinic. This is a valuable part of their training. If you would prefer them to leave during your consultation, please inform the clinic nurse.

Will I require treatment?
The Doctor/specialist nurse will ask you about your medical history and about your bowel problems. We will ask you to undress below your waist, a modesty sheet will be provided and your privacy and dignity will be respected at all times. You may require a physical examination; this will include a rectal (back passage) examination. To do this the Doctor places a gloved finger into your back passage to feel for any lumps or swellings. One of the clinic nurses will be supporting you during this examination.
If you would like to be seen by a female, Doctor please inform and check us before your appointment. It may be necessary for you to be given another date so we can be sure a lady Doctor is available.

**What is a Rigid Sigmoidoscopy / Proctoscopy?**
The test allows the doctor to look inside your back passage. You will be asked to lay curled on your side while the doctor gently passes a thin tube into your back passage. A small hand pump is attached to the tube so that a little air can be pumped into the back passage. With the help of a light on the inside of the tube the doctor can see any abnormal areas. Again, a nurse will be present at all times to support you.

**What happens next?**
The Doctor may also recommend the following tests to be done on another day.

- Flexible Sigmoidoscopy
- Colonoscopy
- CT (Computerised Tomography) scan

**Risks, benefits and alternatives**
For more information about the risks, benefits and whether there are alternatives to the procedures mentioned in this booklet, please refer to the information booklet specific to each procedure, which will be provided when the test is arranged. If you do not receive a copy, then please ask for one at the Clinic.

**Interpreting Services**
Interpreting Services are available via a telephone service. If you require this service, inform the nursing staff on arrival.

Alternatively, inform the contact centre on 01724 387710 prior to your appointment.

**Concerns and Queries**
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

**For Diana, Princess of Wales Hospital**
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

**For Scunthorpe General Hospital**
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

**Confidentiality**
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.
Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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