

What happens at the Colorectal Clinic?

Outpatients Department Clinical Support Services

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries you may have.



Information for patients and visitors

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 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 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 check with us before your

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appointment. It may be necessary for you to be given another date so we can be sure a Female 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, contact the Specialty Admin Team

Diana Princess of Wales Hospital

03303 306529

Scunthorpe General Hospital and Goole District Hospital.

03303 306533

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 – 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 – 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 and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of

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Trust services, other NHS or social care providers and in some cases voluntary sector providers.

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, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

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Grimsby
DN33 2BA
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX
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www.nlg.nhs.uk

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