



# Your service guide for Goole and District Hospital

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Goole and District Hospital is part of Northern Lincolnshire and Goole NHS Foundation Trust and has many facilities, including inpatient wards for surgical and medical patients, a day surgery unit incorporating an endoscopy service, an ophthalmology suite with operating theatre, three further operating theatres, a midwifery-led maternity service, an outpatients department, radiology department, as well as a coffee shop and a chapel.

You have a choice about where you receive treatment and when. Patient choice is a part of the Department of Health policy allowing you a choice of hospitals under the 'Choose and Book' system, should you need a referral. Please speak to your GP about getting a referral and using Choose and Book.

Whichever service you choose, staff at Goole and District Hospital aim to provide the highest standards of care from the moment we receive your referral to the completion of your treatment.

Comments from patients include:

**Knee arthroscopy** Excellent hospital, staff very friendly and reassuring, real team working shown. I felt really well cared for and everything was clearly explained. The consultant and anaesthetist were really good at explaining what would happen and making the whole experience better than expected. Please tell all the staff they are wonderful and I would recommend Goole hospital to everyone.

**Pre-op assessment** Second visit to this clinic and once again an excellent service. Wonderful little hospital and caring staff.

**A wonderful hospital** I have had two operations at this hospital, the first exploratory and the second a major op. On both occasions the care was excellent, the staff are friendly, professional and very approachable – all of them, cleaning staff, everyone. I was very apprehensive about my second operation, but I was made to feel very safe, kept pain free and comfortable. I have recovered very quickly thanks to the care I've received before, during and after my surgeries. I can't praise them enough.

# What's available at Goole and District Hospital?



## Audiology

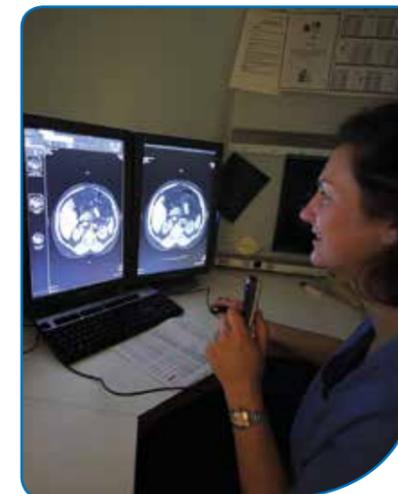
Services relating to impaired hearing are now offered at Goole hospital and the Marshes Surgery in Snaith, providing a convenient access point to have a hearing aid fitted or repaired.

Patients will be seen by a qualified and experienced audiologist who understands that everyone has their own preference when it comes to hearing aids. Staff are on hand to help people make an informed decision about the types of hearing aids that may be suited to their requirements, assisting in finding the right one for them.

Follow-up appointments will be made by staff without further visits being necessary to a GP. Any new patient requiring a first hearing assessment should contact their GP for a direct referral. Existing NHS hearing aid users who need an appointment should call (01724) 387798 to arrange this.

## Cardiology

Outpatient clinics take place weekly. Technical procedures are available at Goole, echocardiograms, rapid access and stress tests, 24-hour tapes, and blood pressure monitoring. Interventional procedures, eg pacemakers, diagnostic coronary angiograms, PCIs (percutaneous coronary interventions), which treat the narrowed or obstructed arteries of the heart, and many other procedures are available at our Scunthorpe site.



## Colorectal

Outpatient clinics are available fortnightly at Goole. Our colorectal department specialises in all areas of bowel dysfunctions. We have a dedicated team whose wealth of knowledge and experience span many areas of expertise. Our consultants work closely with clinical nurse specialists to offer a full range of patient care. Common conditions that would indicate the need to seek a colorectal surgeon's opinion could include: rectal bleeding, changes in bowel habits, abdominal mass, anal symptoms, faecal incontinence, rectal prolapse, Crohn's disease and colitis.

## CT & MRI

The hospital offers regular access to a mobile MRI and CT service on Tuesdays. The provision of scanning facilities at Goole avoids the need for patients to travel to Scunthorpe hospital. However, there are some limitations for using the mobile scanners, such as mobility and paediatric cases – your GP will be able to advise whether it is suitable for you.

## Dermatology

We offer a consultant-led dermatology service for managing all skin conditions, dermatological surgery and skin cancer management. We offer weekly clinics, and one-stop clinics are also available where you will be assessed and if appropriate have treatment on the same day.

## Diabetes

Weekly clinics deal with all aspects of diabetes management including glucose control, hypertension control, cholesterol control and obesity management. Renal complications of diabetes including proteinuria and diabetic chronic kidney disease are also managed as part of these clinics. Conditions treated at diabetic clinics include foot complications including ulcers, peripheral neuropathy and Charcot foot, insulin pump treatment, diabetes in pregnancy including endocrine and pre-conception clinics. We also offer an educational course for patients with type 1 diabetes.

## Deep vein thrombosis (DVT)

A one-stop DVT service is available on ward 3 at Goole, your GP can refer you directly to the service where you will be seen and treatment will start on the same day.

## Ear nose and throat (ENT)

Weekly clinics are held in Goole and every six weeks at Snaith GP surgery. ENT surgeons diagnose and treat conditions of the ears, nose, throat, head and neck. This can include anything from balance disorders, nasal polyps, snoring and nasal blockages to more complex areas such as tumours of the throat and larynx, head and neck cancers and thyroid disorders. Surgical procedures take place at Scunthorpe hospital.

## Endocrinology

Endocrine clinics are offered covering: Thyroid disease eg thyroid nodular disease, Grave's disease, hypothyroidism; pituitary problems eg acromegaly, Cushing's disease, prolactinomas and other pituitary tumours, short stature; adrenal gland problems eg adrenal nodules including incidentalomas, pheochromocytoma, Conn's syndrome; sexual problems eg hypogonadism including erectile dysfunction, delayed puberty, polycystic ovarian syndrome, hirsutism, metabolic problems eg calcium related problems including primary hyperparathyroidism, osteoporosis, vitamin D deficiency and multiple endocrine neoplasias; radioiodine treatment is offered to suitable patients with benign thyroid disease including thyrotoxicosis and subclinical thyrotoxicosis.

## Endoscopy

We provide gastroscopies, flexible sigmoidoscopy, colonoscopy and flexible cystoscopies. 'Direct access' is available which means if your GP thinks you require a procedure the GP can refer you direct for the test without the need for an outpatient appointment first, and you would have a short consultation before the procedure.

## Gastroenterology

Weekly outpatient clinics are held on Tuesday afternoons with a consultant and two doctors in attendance. All medical gastroenterological conditions are treated including inflammatory bowel disease; Crohn's disease; irritable bowel syndrome; diverticulosis; liver conditions including hepatitis and chronic liver disease; stomach conditions including gastro oesophageal reflux disease/ulcers/dyspepsia; coeliac disease, bile salt malabsorption; and gallbladder stones.

## General medicine

Weekly outpatient clinics for stroke, adult and elderly medical patients. A general medical and rehabilitation unit on site provides intensive rehabilitation for patients with complex needs, eg stroke, Parkinson's, multiple sclerosis, and also rehab for patients who have had falls. The unit also provides a high standard of care for patients with a wide range of medical conditions such as heart failure, cellulitis, and chronic obstructive pulmonary disease. It also provides day care for patients requiring blood transfusions, iron and other infusions.

## General surgery

General surgery at Goole hospital focuses on the abdominal organs, from the intestines, small bowel and colon through to pancreas, gall bladder and more. Goole offers a one-stop clinic on Mondays for several procedures including hernias, varicose veins and keyhole surgery. Patients attend for a consultation in the morning with a view to having surgery if required on the same day. Weekly outpatient clinics are held on Tuesday mornings. At your first appointment, should you require any surgery, you will meet the nursing teams who will carry out a pre-assessment and will discuss with you your home circumstances and any adaptations that may be required following surgery.

## Gynaecology

General gynaecology, gynaecology oncology, and colposcopy clinics are held at Goole hospital, as well as a regular general gynaecology clinic at Snaith. GPs can refer patients into an outpatient hysteroscopy clinic and we also have inpatient facilities.

## Haematology

We provide a weekly comprehensive outpatient haematological service and have a dedicated team delivering a range of investigations, treatments and support services to patients. Conditions treated include both malignant and non-malignant haematological conditions (blood disorders) which often require complex treatments including chemotherapy, which would be provided by our Scunthorpe site.

## Immunology

The immunology service provides general immunology and allergy clinics on a monthly basis at Goole and are linked into a wider network of clinics across the region. Our clinics deal with many different disorders, including immunodeficiency (excessive numbers of infections), autoimmune diseases, allergies and anaphylaxis.

## Maternity (obstetrics)

We have daily midwifery clinics at the hospital, and a weekly antenatal clinic. The maternity service at Goole is midwifery-led with a home-from-home delivery unit for low-risk women, which has a birthing couch and birthing pool. Women who are classed as 'high-risk' are booked for delivery at Scunthorpe hospital, as deliveries at Goole are for 'low-risk' births only. Low-risk women also have the option of giving birth at home, with the support of a community midwife.

## Minor injuries unit

Goole minor injuries unit (MIU) is open 24 hours a day, every day, all year round and is a great alternative to A&E (nearest ones are Hull, Scunthorpe and Doncaster) if you have suffered from a minor injury. It has a team of highly dedicated and skilled doctors and nurses who aim to provide a friendly, efficient and a quick service. They can provide treatment for sprains, strains and broken bones, wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries, injuries to the back, shoulder and chest. Patients can self-refer (no appointment needed) or can be referred by their GP. Some patients are brought in by ambulance. Our x-ray facilities are open from 9am to 5pm, Monday to Friday, with an on-call service available on evenings and weekends.

## Nutrition and dietetics

Outpatient clinics are offered to adults in Goole twice a week. We accept referrals from consultants and GPs and see people for a wide variety of problems, including diabetes, weight management, nutrition support, coeliac disease, and allergies. The emphasis is on providing information and advice that is tailored to each person's individual needs, and promoting lifestyle changes to help self management.

## Paediatrics (children)

The hospital has general paediatrics outpatient clinics and paediatric diabetic clinics.

## Pain

Our chronic pain service offers a range of treatments and interventions to help people with chronic pain to manage their symptoms. We have weekly outpatient clinics and procedure lists.

## Physiotherapy

The outpatient physiotherapy department is open 8am to 4.30pm, Monday to Friday. We treat referrals from consultants and GPs for a wide variety of conditions including neck and back pain, soft tissue injuries, strains and sprains. Advice on education, self management, home exercise programmes and lifestyle changes is included in all treatment sessions.



## Psychology

The clinical health psychology service is available for adults and their families and carers. We treat people who are referred to us by consultants within the Trust. We provide psychological assessment and therapy and also work with other health professionals in the management of patients' psychological needs. We provide care and support for patients adjusting to a diagnosis and help them maximise their quality of life.

## Oncology (cancer)

Consultant medical care for some specialty cancer patients is provided by visiting consultant oncologists from Queens Cancer Centre, Castle Hill Hospital, Hull.

## Meet the team

### Orthopaedics (bones)

Patients can have a variety of orthopaedic surgical procedures at Goole, including knee, hip and shoulder replacements, and treatment of sports injuries. At your first outpatient appointment if you require surgery you will meet the nursing teams who will carry out a pre-assessment and will discuss with you your home circumstances and any adaptations that may be required following surgery. Everything will be completed wherever possible during your first visit avoiding any further visits prior to having surgery. Goole also has a fracture clinic twice a week and also a weekly musculoskeletal (MSK) clinic. The MSK service treats patients with a range of musculoskeletal conditions affecting their spine and upper and lower limbs, including their feet. This will include such things as soft tissue problems, joint conditions, back pain, neck pain and sports injuries. It is a one-stop service as it offers assessment, diagnosis, access to diagnostic tests, injection therapy and physiotherapy treatment or advice. If patients need referring for surgery, this will also be done on the day, as well as their surgical pre-assessment.

### Ophthalmology (eyes)

A recently refurbished state-of-the-art ophthalmic suite at Goole hospital houses some of the latest specialist diagnostic and surgical equipment. This integrated unit provides a full range of eye services for common conditions such as cataract, glaucoma and macular degeneration with provision by specialist consultants in these areas. There is a one-stop facility for many diagnostic and even surgical procedures and also an ocular skin cancer service for diagnosis and treatment of basal cell carcinoma.

### Radiology

The hospital provides a general x-ray service. Patients referred by their GP are requested to come to x-ray between 8.30am and 4.30pm, Monday to Friday. An appointment is not necessary.

**Respiratory:** Respiratory medicine is concerned with the diagnosis and treatment of conditions affecting the lungs. We offer a weekly service covering all aspects of the specialty, including airways diseases (asthma, chronic obstructive pulmonary disease); interstitial lung diseases (extrinsic allergic and fibrosing alveolitis); lung cancer; tuberculosis and other lung infections.

### Rheumatology

Our clinics offer a wide range of services for the diagnosis and treatment of joint, bone and connective tissue disorders. A range of conditions are treated including inflammatory arthritis, osteoporosis and connective tissue disorders.

### Ultrasound

Patients can now have a non-obstetric (non-pregnancy related) ultrasound scan at Goole hospital or The Surgery, Holme on Spalding Moor. This means your GP can make a referral using an electronic system in their surgery and we will then contact you within five days of receiving the request and offer you a choice of venue, date and time of appointment that is convenient to you. You will receive confirmation of your appointment as well as written information that explains the purpose of the scan and any preparation required. Following your examination, a clinical report is written immediately after the scan and this will be communicated the same day electronically via a secure network link back to your GP.

### Urology

Urology covers diseases of the urinary tract (kidney, ureter, bladder, prostate, urethra) and male reproductive organs (penis, testicles, fertility). We have outpatient clinics twice a week at Goole supported by four surgical sessions per week. We also offer a haematuria (blood in your urine) one-stop service, which service enables you to have an ultrasound examination and proceed to surgery for a flexible cystoscopy all on the same day. We also provide an ESWL (extracorporeal shock wave lithotripsy) procedure for urinary stones on a monthly basis.



Ward 2/3 manager  
Sister Lynn King



Ward 5/6 manager  
Sister Sue Chisholm



Day surgery unit and  
ophthalmology suite manager  
Sister Jane Hopkins



Minor injuries unit manager  
Sister Anita Kenny



Ophthalmology lead consultant  
Mr Rajan 'Boni' Bhojwani



Orthopaedic lead consultant  
Mr Andrew Edwards



## Useful contact details

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Goole hospital switchboard **(01405) 720720**

Patient Advice and Liaison Service **(01724) 290132**  
or email **nlg-tr.PALS@nhs.net**

Administration enquiries **(01724) 290171**

Admissions office **(01724) 290023**  
or email **nlg-tr.GOContactCentre@nhs.net**

Antenatal clinic **(01405) 720720 ext 4079**

Audiology service **(01724) 387798**

Radiology reception **(01724) 290018**

## How to get to Goole and District Hospital

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The hospital is situated one mile from the town centre in Woodland Avenue. Pay and display parking is available on site. There is also a cycle shelter; the G3 bus makes frequent stops on the site and the Arriva 400 bus also stops there. A patient transport service is available for some patients, call **(01405) 720720 ext 4170** for information.

Follow us on

 **@GooleHospital** and **@NHSNLaG**

 **/nhsnlag**

**[www.nlg.nhs.uk](http://www.nlg.nhs.uk)**

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