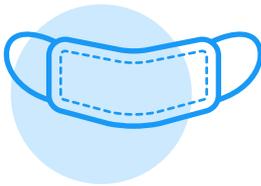


Coming in for an Endoscopy during COVID-19

Working to keep patients safe

We'd like to share with you the measures we've put in place to ensure you're fully informed and reassured that we're doing everything possible to keep you safe and provide the highest level of care.

Protecting you during your stay in hospital



Face masks

Face masks may still be required in our hospitals. Please take one from the supply at the hospital entrance. If you are unable to wear a face mask, please let our staff know and they will advise you on the most appropriate measures. Staff will wear appropriate personal protective equipment to protect you.



Hand sanitiser

On arrival you will see hand sanitiser that you should use. Please clean your hands before eating and after blowing your nose.



Concerns

If there are any concerns, we will discuss these with you in a private area and agree the best way forward for your safety.

Preparation for your endoscopy: what to expect

Telephone pre-assessment

Before your procedure, we need to complete a pre-assessment by telephone. The call from our pre-assessment team will come from a withheld number. For security we will need to confirm some personal information with you as we begin the call, including date of birth, address and postcode. The call will be between 9am-6pm Monday-Friday but if you miss it, don't worry, we will try you again.

During the call, which will be between 10 and 14 days before your planned procedure date and will last about ten minutes, we'll ask you a mixture of health and lifestyle questions and some respiratory infection screening questions.

We will also provide you with some important pre-procedure information regarding your admission. It would be advisable to have a list of all your current medication to hand.

Alternatively, if you would prefer to call us at a time that suits you, please get in touch on **0800 015 2190**.

If you have a pre-existing condition, such as diabetes, you may need a face-to-face or video consultation; you will be notified if this is required when your pre-assessment appointment is arranged.

If you have confirmed COVID-19 infection or any respiratory symptoms that could be COVID-19, then your procedure will be rescheduled and another pre-assessment appointment will be booked accordingly.

At your pre-assessment we will assess your fitness for the procedure and discuss the requirements related to COVID-19 and keeping you safe.

Appointments to collect your bowel preparation for your procedure

Following your pre-assessment you will receive an appointment letter and/or telephone call to confirm the date and time to attend the hospital to collect your bowel preparation for your endoscopy procedure.

Optimising your health and wellbeing

These may include:

- taking regular exercise
- doing strengthening and balance exercises
- improving your mental wellbeing
- reducing your alcohol consumption
- stopping smoking
- controlling any existing conditions

You can access further information on improving your health before your operation here: <https://www.cpoc.org.uk/patients>

Here to help

Our team is here to help you – before, during and after your visit to one of our sites. We're always happy to listen to any concerns you may have, provide guidance and information you require and support your wellbeing.