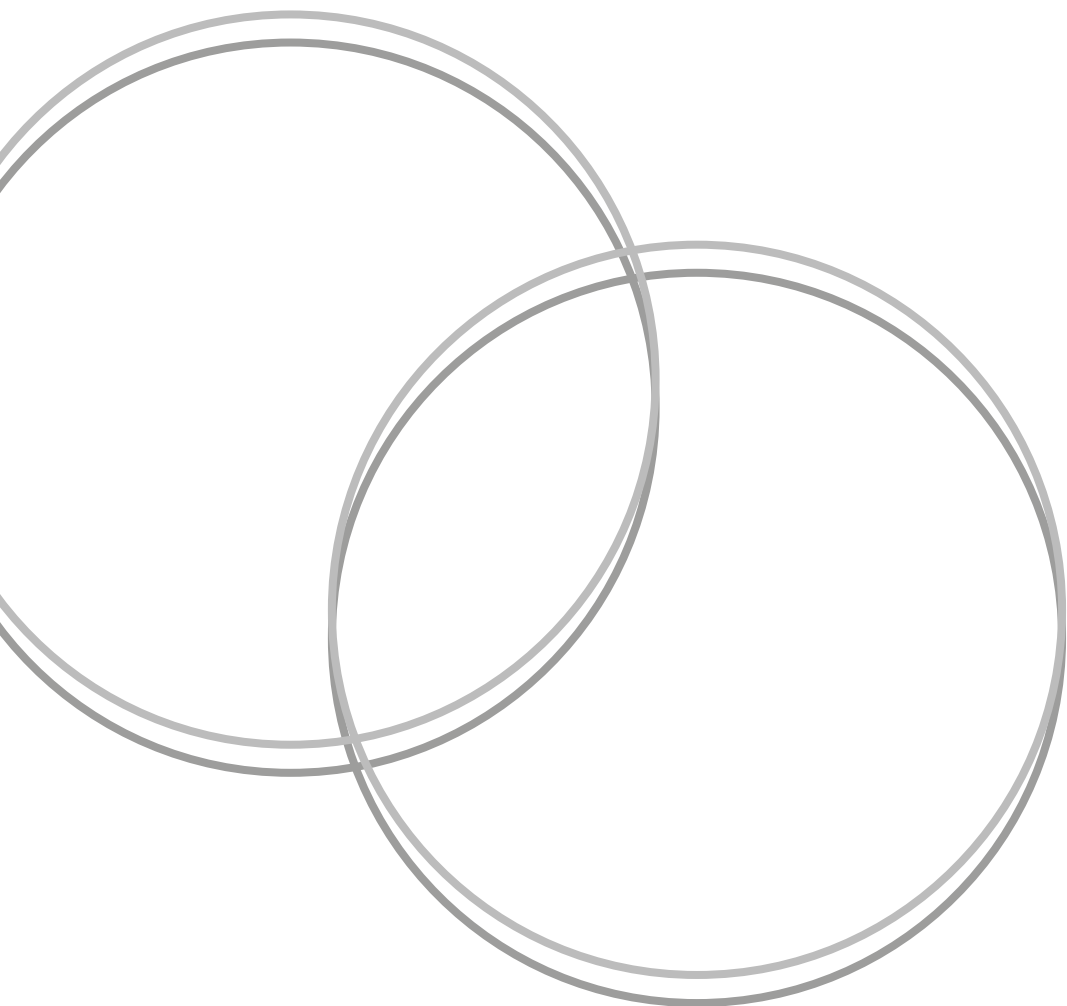




Oxford University Hospitals
NHS Foundation Trust

Ear Nose and Throat (ENT) Department

Information for patients



Welcome to the ENT Outpatient Department. We hope this leaflet will provide you with the information you need about your appointment. If you have any questions, please ask a member of staff for help.

When you arrive

Please inform the reception staff of your arrival and show them your appointment letter.

You may require a hearing test if you have an ear problem. If you do, please arrive 30 minutes before your appointment time.

The waiting room is large. If you have a hearing impairment, there is a loop system fitted – just ask the receptionist. If you have concerns that you may not hear your name called please ask for a pager.

We will make every effort to see you as near to your appointment time as possible. However, the clinics are busy and there may be delays. Our staff will let you know the reason for delays. If there is a particular reason why waiting is difficult, please inform a member of staff. We will give you a pager if there are long delays so you can go to the café until your appointment.

Please allow at least two hours for your visit to the hospital.

Teaching and training

The John Radcliffe Hospital is a teaching hospital, and sometimes a student doctor or nurse will be sitting in on the consultation. Please let us know if you do not wish to be seen by a student.

The hospital is also a centre for research. You may be asked to take part in a study. If you are happy we will discuss the study with you in detail and ask you to sign a consent form.

Your care will not be affected in any way if you do not wish to take part in teaching and training.

Your appointment

Your appointment today may be booked under the care of a consultant. However, you may be seen by another member of their team. This may be a doctor, a specialist nurse, an audiologist or a therapist.

Your appointment will include a consultation and an ENT examination. Appointments are 15 minutes long.

The consultation will include the clinician taking a detailed history about your current problem, followed by a physical examination.

You may need one of the following additional procedures.

1. Audiometry

This is a hearing test to determine how well you hear sounds at different tones.

If needed, this is usually done before you see the doctor. This test can take up to 20 minutes.

It involves seeing the audiologist, sitting in a sound-proof room, putting on some headphones and pressing a button each time you hear a sound. This will be explained to you by the audiologist.

2. Microsuction

Microsuction is a wax-removing technique. It involves using a microscope and a suction device through a plastic speculum to remove the wax or infected debris – like a miniature vacuum cleaner.

This usually takes a few minutes and it is important to keep still during this time.

It can be noisy and, despite our best efforts, may also be painful, especially if you have an active ear infection.

Afterwards you may feel a little dizzy or nauseous, but this should settle down after a few minutes. This procedure can occasionally temporarily worsen tinnitus (noise in the ear). Please tell the doctor if you have tinnitus.

3. Nasoendoscopy

This examination usually takes five minutes, and allows the nose, back of the throat and voice box to be examined in detail using a flexible endoscope which has a camera on the end.

It involves you sitting upright and looking straight ahead. The endoscope is then introduced through the nose and further down to visualise the voice box. It may be uncomfortable and may make you sneeze, or make your eyes water.

If you have concerns about any of the above procedures, please let us know.

Before your appointment

Please let us know if:

- you will be late for your appointment
- you would like to reschedule your appointment.

If you cannot attend an appointment, please let us know as early as possible so we can offer the appointment to someone else.

Telephone: **01865 231 062** option 3 for secretaries.

If you miss your appointment you may be discharged back to your referring doctor or GP.

If you need a sign language interpreter, or another kind of interpreter, please contact us before your appointment.

Telephone: **01865 231 062** option 3 for ENT secretaries.
(Monday to Friday 8.00am to 6.00pm)

What to bring

- Your appointment letter.
- A list of your current medications.
- Money for prescriptions or your medical exemption certificate.
- Details of your GP.
- Any questions you would like to ask the doctor.

Hospital transport

Patients who meet strict medical criteria may request ambulance transport to attend hospital.

Please call: **0300 100 0015**

(Monday to Friday 8.00am to 6.00pm)

We hope that this leaflet answers most of your questions. If you still need help, please contact us, or ask a member of staff when you arrive for your appointment.

Patient Advice and Liaison Service

PALS is a confidential service for patients, relatives and carers. Staff will help with any queries or concerns.

Telephone: **01865 221 473** or **01865 740 868**

(Monday to Friday 9.00am to 5.00pm)

Email: PALSJR@ouh.nhs.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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