



## Patient Information Sheet

### Ear, nose and throat (ENT) diagnostics hub

#### What is the ENT diagnostics hub?

The ear, nose and throat (ENT) diagnostics hub is a new pathway that will help us to manage patient referrals. It has been specifically designed so we can see patients in more quickly, to enable any necessary treatment to start. It will be run by trained ENT physician associates.

#### What to expect

The aim of your visit is to collect all the information to allow the ENT doctor to diagnose the cause of your problem and start treatment or management of your condition. Or, depending on the findings, reassure you and your GP.

The information will be collected by a physician associate (a clinically trained member of the ENT team). The ENT doctor will review this information and let you and your GP know the results.

Upon arrival, you will be booked in and asked to fill in a form on a computer tablet that will explore the symptoms you have been referred with. If you are not able to use the computer tablet, the physician associate will assist you. Once completed, you will be seen by a physician associate, who will examine you and record the results on a video for the consultant to review.

The examination findings will be recorded on a video which will be sent to the ENT doctor. Once the examination is completed, this will be the end of your appointment.

#### **Please note that you will not be seeing an ENT doctor at this appointment.**

Your results will be reviewed by an ENT doctor, and you will be contacted by letter. This may confirm one of the following:

- You need to start treatment (typically tablets, sprays or drops)
- We need to arrange further investigations, such as a scan or blood tests
- You can be reassured, with an explanation of your symptoms; there will be no follow-up appointment and you will be discharged back to your GP
- You will be booked into a face-to-face appointment with an ENT consultant to discuss your symptoms further

If any non-urgent treatment is required, your GP will be contacted to arrange this for you. If there are any findings of concern, you will be contacted to arrange a more urgent review and/or further investigations.

Your appointment will take no longer than 20 minutes.

If you no longer require this appointment, please contact the department so that your referral can be closed.

If you would like to cancel or change your appointment, please contact 0121 370 5460/7045 or respond to your text or email appointment notification.

## Information for Patients

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### Patient transport

If you require patient transport, please contact your GP to arrange this. You can also find further information on our website: <https://www.uhb.nhs.uk/patient-transport.htm> or by calling 0800 035 6511. The back of your appointment letter provides information about public transport.

### After your appointment

You will receive a letter within two to three weeks with the results of the ENT doctor's review.

If you do not receive a letter within this timeframe, please call 0121 371 5470 or 0121 371 5460.

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email [interpreting.service@uhb.nhs.uk](mailto:interpreting.service@uhb.nhs.uk)