

# Ear, Nose & Throat (ENT) Surgical Services

## **Introducing See-on-Symptoms follow-up**

It has been normal practice for many patients with stable conditions to be seen regularly in follow-up clinics in the outpatient department. Some of these routine follow-up appointments are not necessarily required and follow-up can be conducted safely via other means. The ENT surgical service is now using a system which allows you, the patient, to initiate follow-up appointments based on your individual requirements and avoids unnecessary attendance in clinics with all of the unwanted burdens (travel, parking, time etc.).

This information aims to explain what See-on-Symptoms follow-up is and how it works, together with all of the information needed to contact the ENT Surgery Unit to discuss your current health status and to arrange follow-up appointments for yourself.

## **What is ENT See-on-Symptoms follow-up?**

The See-on-Symptoms follow-up puts you in control of your hospital follow-up if you have any concerns related to the condition for which you were originally seen in the clinic.

Your doctor will identify you as suitable for See-on-Symptoms follow-up and inform you about the process to be followed.

- You will be provided with contact details of our designated answerphone to leave a brief message with your name, date of birth, hospital number (if you know it) and a contact telephone number.
- **You will also be asked for the condition you are calling about and the details of any new or worsening symptoms you are experiencing in this answerphone message.**
- **New symptoms could include:**
  - **Hoarseness**
  - **Difficulty swallowing**
  - **Any neck lumps**
- You will be contacted within two working days to confirm the date of your clinic appointment.
- We will aim to see you within 2 weeks of your telephone call.

Once you have received this information, you will no longer be given a routine follow-up appointment. Instead, you will be able to contact the ENT team directly to discuss any concerns and to arrange a telephone/video appointment with the clinical team.

Telephone ENT Team 029 2184 7462