



We have an online system called 'My Health and Care Record' where you are able to access personal information securely, relating to the care we provide you. More information is available on our website:

<https://www.esht.nhs.uk/my-health-and-care-record>

Useful Contacts and information:

Appointment booking team

Opening hours: Mon – Fri 8am – 6pm
Sat 9am – 12pm

(Closed Sundays and Bank Holidays)

Contact numbers: Appointments 0300 131 4600

Email address: esht.outpatientappointments@nhs.net

ESHT website: www.esht.nhs.uk

If you would like this information in another language, audio, Braille, Easy Read, or large print ; the telephone number and email address for accessible information team. Tel: 0300 131 4434 Email: esh-tr.AccessibleInformation@nhs.net

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS):

Conquest Hospital – 0300 131 5309, email esh-tr.palsh@nhs.net

Eastbourne DGH PALS - 0300 131 4784, email esh-tr.palse@nhs.net

Crohns and Colitis UK website: <https://crohnsandcolitis.org.uk/>



East Sussex Healthcare
NHS Trust

Patient Information Leaflet for Patient Initiated Follow-Up Gastroenterology

Conditions covered:

Microscopic colitis	Benign oesophageal stricture
Eosinophilic oesophagitis	Small intestinal bacterial overgrowth
Primary bile acid malabsorption	Stable chronic pancreatitis
Stable pancreatic insufficiency	Limited and stable inflammatory bowel disease

Appointments Number:

0300 131 4600

What is Patient initiated follow-up?

Patient initiated follow-up puts you, the patient, in control of when you are seen by the gastroenterology team, if you experience a deterioration in your condition.

Attending regular outpatient appointments scheduled by the hospital can cause unnecessary anxiety – e.g. time taken to travel, park and wait for the appointment – if your condition is stable. Sometimes, regular outpatient appointments may not result in any change to your treatment. In fact, your condition may flare up in between regular booked appointments and it's during this time that you really need our input.

Patient initiated follow-up will put you in control of making an appointment when you need it the most.

For all other concerns, or if you are feeling unwell, your GP will remain your first point of contact.

How does it work?

You will be advised by the team if your condition is now suitable to have patient initiated follow-ups instead of the regular appointments scheduled by the hospital.

Your clinician will have advised you about the process and given you this patient information sheet for you to consider if you want to have your follow-ups in this way; it is your decision.

How will I book a patient initiated appointment?

To book an appointment to see the team, please call the appointments number on the front of this leaflet and a member of our team will arrange an appointment for you.

Will you still be looking after me if I do not call for a patient initiated follow-up?

Yes, you can contact us for advice by telephone as before. These details are at the top of your clinic letters.

When should I call for a patient initiated follow-up?

You should call if you feel you are experiencing a flare up of your condition.

When should I not use patient initiated follow-up?

Patient initiated follow-up should not be requested for regular follow-ups.

If you require urgent medical advice you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Emergency Department (A&E).

How do I arrange an appointment?

If you have a flare up of your symptoms, just follow the steps below and the team will help you:

- 1** Call the appointment team on the number provided on the front page of this leaflet
- 2** Explain that you are on a patient initiated follow-up pathway
- 3** Agree an appointment date and time
- 4** Attend your clinic appointment.

In the event you need to leave a message when you call, please leave the following information:

- Your full name and date of birth
- Your hospital number and/or NHS number
- A telephone number where we can call you between 8am and 4pm
- Date of your last Gastroenterology appointment.