

WHAT HAPPENS IF I NEED TO HAVE BLOOD TESTS?

A GP will provide you with a blood test form and you will be asked to book an appointment to have the blood test with your practice.

Alternatively you can present your blood forms at one of the local walk-in clinics (no appointment necessary).

Blood tests are done on a 'first come, first served' basis. Unless told otherwise by a GP, there is no need to fast or make any other preparation.

Blood testing is provided at any of the following clinics:

Queen Mary's Hospital, Roehampton Lane, SW15 5PN – Ground Floor, Suite 2, Blood Test room

Monday – Friday 08:30 – 17:00 (last ticket issued at 16:45)

St John's Therapy Centre, 162 St John's Hill, SW11 1SW – Ground Floor, Entrance B

Monday – Thursday 08:00 – 17:00 (last ticket issued at 16:45)

Nelson Health Centre, Kingston Road, SW20 8DA – Ground Floor, Blood Test room

Monday – Friday 08:00 – 19:30 (last ticket issued at 19:00)

Saturday 08:00 – 14:00 (last ticket issued at 13:30)

Brocklebank Group Practice (SW18 4DU)

Monday - Friday 08:30 - 12:00

Balham Park Surgery (SW17 7AW)

Monday - Friday 08:00 - 14:00

Saturday 09:00 - 11:00

WHAT HAPPENS IF I NEED TO HAVE A FAECAL CALPROTECTIN TEST?

A GP will provide you with a stool pot and the necessary information on why the test is being carried out, how to provide a stool sample and where to take it for analysis. Stool samples can be left with your GP or you can take the stool sample directly to St George's Hospital, Blackshaw Road, SW17 0QT.

ADDITIONAL SERVICES

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 09:30 – 16:30, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453

Email: pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Website: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

St. George's Hospital

Blackshaw Road

Tooting

SW17 0QR

CAS Pathway Coordinator 020 8725 2321



Gastroenterology Clinical Assessment Service (CAS)

Patient information leaflet

GASTROENTEROLOGY CLINICAL ASSESSMENT SERVICE

We are working hard to improve our services for patients needing investigation and/or treatment of some stomach and digestive disorders.

We are piloting a new service with a number of GP practices. This new service is led by consultant gastroenterologists and aims to give you a better experience, quicker diagnosis, shorter waiting times and access to the right clinician from the outset.

A GP will provide in detail information on the CAS process

WHY ARE WE INTRODUCING THIS NEW GASTROENTEROLOGY SERVICE?

Currently the wait for a Gastroenterology Outpatients appointment is approximately three months. Typically you would be seen by a clinician (often not a consultant) and sent for tests or referred to another service, for example to see a dietician. This whole process can take up to nine months, which we know is very frustrating for our patients. We want to improve the service provided and speed up the process by performing all the necessary tests upfront.

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WHAT HAPPENS NEXT?

Your GP will carry out an initial assessment and refer you for a number of standard investigations in order to support the consultant in making an informed decision about your care.

Investigations your GP may request include the Following:

- Blood tests
- Stool test (faeces test)
- Ultrasound scan.

A consultant will then review your referral alongside test results provided by your GP and decide on further investigations if appropriate such as:

- Endoscopy (camera exam) of the stomach and / or large bowel
- X-ray, ultrasound scan, CT ('CAT') or MRI scan.

ARE THERE ANY PEOPLE WHO CANNOT PARTICIPATE IN THE PILOT?

All the tests we conduct are very safe and in general they are suitable for most people. However, if you are pregnant or if you have any allergies or mobility issues please let us know using the contact details provided as some tests may not be appropriate.



WHAT WILL HAPPEN AFTER I HAVE HAD ALL MY TESTS?

A consultant gastroenterologist will review your test results. The anticipated time will be within six weeks of your last test being undertaken or maybe sooner. (Please note stool test and biopsy results sometimes take longer).

If after reviewing the test results the consultant decides they need to see you for a face to face appointment, this will be arranged for you. However if you do not need to be seen in person, the consultant will write to you and your GP with your test results and next steps. This may include onward referral to a specialist dietician.

If you would still prefer to attend a face to face appointment after receiving a letter containing your results and advice, this can be arranged for you.

We may need to contact you:

Please ensure that your contact details are up to date with your GP and be aware that calls from the hospital will appear as a withheld number so please answer.

What should I do if I want more information?

If you require additional information or have any questions please call **020 8725 2321** and leave a message stating your name, date of birth and contact details and a member of the team will call you back.