

**PATIENT SCENARIO:**

# Gastroenterology

## What is Gastroenterology?

The Gastroenterology service provides care for people with stomach, pancreas, bowel or liver problems.

## What is our preferred option?

We have been piloting a new way of providing Gastroenterology services since winter 2018. We have been concentrating our inpatient services on one ward (Snowhill), in Cheltenham. Our preferred option is to make these changes permanent, with inpatient Gastroenterology services located at CGH.

## What would this mean for patients?

Joan is 67 years old. She lives in the Tewkesbury. She has previously been fitted with a stent and is taking blood thinning medication daily.

Joan's daughter brings her to Cheltenham A&E one afternoon because she had been vomiting blood. Joan sees a senior member of the Gastroenterology team shortly after she arrives in hospital. They admit her onto Snowhill ward and request an endoscopy, which is carried out the following morning in the new daily protected inpatient endoscopy slots.

This confirms that Joan has mild gastritis, and, as her test was carried out in the morning she can go home later the same day.

## What are the benefits?

Joan was able to be admitted directly to the ward, which meant that she was able to be seen more quickly by the appropriate specialist for her condition.

There are now more endoscopy sessions, with spaces left for urgent patients. This means shorter waiting times and they were able to diagnose and treat Joan more quickly. Her diagnosis was made quickly and her stay in hospital was significantly reduced.

It should be noted that had she come into A&E at Gloucestershire Royal Hospital, there are beds for emergency gastroenterology patients, so her treatment would have been the same.

