

## Liver unit

# Welcome to the nurse-led pre-assessment clinic

## Information for patients, relatives and carers

### Introduction

This leaflet gives you essential information about your visit to our clinic in the liver unit. We look forward to seeing you and providing the best care possible.

### How to find the clinic

The clinic is in the liver unit, on the 10th floor of the QEQM Building, St Mary's Hospital, Paddington.

Find St Mary's hospital: [www.imperial.nhs.uk/our-locations/st-marys-hospital/find-us](http://www.imperial.nhs.uk/our-locations/st-marys-hospital/find-us)

### Purpose of the clinic

You've been invited to our nurse-led pre-assessment clinic because your GP was concerned about the health of your liver. They asked for you to be seen by our hepatology team.

Hepatology is a type of medicine that treats problems affecting the liver, gallbladder, bile ducts and pancreas. Our senior hepatology doctor agreed you needed to be seen in the liver unit, after checking your records.

Our nurse-led clinic is the first step. It's important because it lets us check your health status. It also helps us plan any treatment you may need from the hepatology team.

### What to expect

During your appointment, the nurse will:

- collect a blood sample
- carry out a fibroscan to check the condition of your liver. Having a fibroscan is quick and painless. A small device produces high-frequency sound waves, enables us to score the health of your liver. This device does not break your skin or enter your body.
- measure your weight and height to calculate your body mass index (BMI)
- ask you about the type and amount of alcohol you drink, how often, and for how long
- give you practical information about your liver health and explain what happens next

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## Appointment details

You'll have a 30-minute appointment with the nurse.

## Preparation

Do not eat anything for 4 hours before your appointment. You need to have an empty stomach for the fibroscan. You can continue taking your usual medications and drink clear fluids, like water or black tea or coffee.

## Consultant review

After your assessment, the hepatology consultant will review your results. Based on this review, you may either:

- be given an appointment for a face-to-face consultation in one of our clinics, or
- discharged back to your GP but the consultant will give advice to you and your GP regarding the conclusions of your assessment and whether they recommend any further action

## Contact information

If you have any questions or need to reschedule, please contact the clinic.

**Specialist hepatology nurses** – available Monday to Friday from 08:30 to 16:30.

- 020 3312 1313
- 020 3312 1879

### Reception main telephone number

- 020 3312 1804

The unit is closed on weekends and during the holidays.

Please leave a voicemail with your:

- name / NHS number
- contact number
- date of birth
- query

A team member will contact you during usual working hours. Do not use this number for emergencies.

Postal address: Liver unit, QEQM Building, St Mary's Hospital, Praed Street, W2 1NY

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## Survey: tell us what you think of our clinic

We want this survey to help us improve the experience for our patients in the pre-assessment clinic. So, we'd be grateful if you could take part. You've spent time with us and your opinion matters.

Use the QR code or web link below.



[www.oc-meridian.com/OCQ/u/imp699](http://www.oc-meridian.com/OCQ/u/imp699)

Your answers and comments will not be shared.

## How do I make a comment about my visit?

We aim to provide the best possible service. Staff will be happy to answer any questions. If you have **suggestions** or **comments**, you can also contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). Email [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) They are often able to help solve problems on your behalf.

Or you can make a complaint to our complaints department. Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net) Telephone: **020 3312 1337 / 1349**. Write to Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: [imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)