Contact details
Community ENT Service
Royal National Throat, Nose and Ear Hospital, 330 Gray’s Inn Road, London, WC1X 8DA
Telephone: 020 3456 5063
Fax: 020 3456 5199
Website: www.uclh.nhs.uk

PALS – if you have any concerns
Patient Advice and Liaison Service (PALS) is a patient-friendly, easy to access service designed to provide a personal contact point to assist patients, relatives and carers. If you have a problem that you have not been able to sort out we can help you to resolve it. PALS are open 10:00 till 16:00 Monday to Friday.

Telephone: 020 3447 3042
Email: pals@uclh.nhs.uk

Where can I get more information?
University College London Hospitals
Address: 235 Euston Road, London NW1 2BU
Switchboard: 0845 155 5000
Website: www.uclh.nhs.uk

UCLH cannot accept responsibility for information provided by external organisations.

If you need urgent advice before your appointment time and outside normal working hours then please contact NHS choices using the details below.

NHS Choices
Telephone: 111
Website: www.nhs.uk

Royal National Throat, Nose and Ear Hospital
With over 130 years of history as a specialist hospital the RNTNEH is the UK’s largest ear, nose and throat hospital. It is recognised internationally as a centre of excellence, unique in the breadth of knowledge and specialities that it provides. It is part of University College London Hospitals NHS Foundation Trust.

We deal with all aspects of ENT from minor procedures to major complex head and neck surgery.
Your appointment will take about 15 minutes, but may be longer if you require a hearing test or other procedures which may include looking with a microscope into the ear or with an endoscope into the nose or throat.

After your appointment we will write a report to your GP informing them of your diagnosis, investigations and any treatment plans. A copy of this can be sent to you if required.

How do I change or cancel my appointment?
It is very important you are able to attend your appointment. If you need to change or cancel your appointment please let us know as soon as possible, so we can reallocate the appointment to someone else and ensure you are given a new appointment convenient to you.

Telephone: 020 3447 9393
Email: uch.appointments@uclh.nhs.uk

What if I need an operation?
If your condition requires an operation or further specialist management you have the right to make a choice about your NHS provider. The ENT specialist doctor will discuss this with you at your appointment and you will be referred to the NHS hospital of your choice. There are a number of local providers and more information can be found on NHS Choices.

The RNTNEH offers a comprehensive specialist ENT surgical service and you can be put directly onto the waiting list.