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Improving access to endoscopy diagnostic services

The Cheshire and Merseyside Endoscopy Hub is supporting patients from across the region to access diagnostic tests more quickly, helping them receive answers sooner and move forward with the next steps in their care.

Based at Halton Hospital, the hub is a specialist NHS service providing endoscopy tests in a modern, purpose-built environment. Patients are cared for by experienced NHS teams working to the same clinical standards as their local hospital.



The hub forms part of the Cheshire and Merseyside Endoscopy Network and provides additional capacity for endoscopy services across the region. By working together and offering suitable patients' appointments at the hub, we can provide greater appointment choice, improve access to diagnostic tests and support delivery of the six-week diagnostic standard.

What does this mean for patients?

Suitable patients may be offered the opportunity to have their endoscopy procedure at the hub, where an earlier appointment may be available.

Importantly, the hub is an extension of local services. A patient's ongoing care remains with their local hospital and only their diagnostic test takes place at the hub. Results are returned to the local hospital so their care can continue as normal.

Choosing an appointment at the hub is entirely the patient's decision. Patients can change their mind at any time and should never feel pressured to accept an appointment.

The hub offers a convenient location at Halton Hospital, close to motorway links with a large car park, and most procedures are completed as day cases.

The important role colleagues play

How we talk about the hub can make a real difference to whether patients feel confident considering an appointment there.

When discussing the option, colleagues should explain that the hub offers safe, expert NHS care and the possibility of an earlier appointment, while making clear that the patient's care remains with their local hospital.

Colleagues should avoid describing patients as being moved or redirected, using unnecessarily complex language or presenting the hub in a way that puts pressure on patients. Any questions or concerns should be listened to and addressed appropriately.

Staff are encouraged to familiarise themselves with the Endoscopy Hub and the supporting resources available, so they can confidently discuss the option with suitable patients.

For further information, contact the Endoscopy Hub team at ncm.endohub@nhs.net or call 01928 753396.