

19 Lance Lane, Liverpool, L15 6TS
Tel: 0151 737 2882 Fax: 0151 737 2883
www.lancelanemedicalcentre.nhs.uk

Dear Patient,

Hospital Appointments – Waiting Lists

The COVID Pandemic has meant that many hospital appointments and procedures have had to be postponed or rescheduled. We understand that this may cause considerable anxiety, and we are finding large numbers of people contacting their GP practice to chase up where their referral is up to. Unfortunately, GP practices have no access or influence over hospital waiting lists. Some people are being advised by administrative staff at hospitals to get a letter from their GP to expedite their appointment. In the vast majority of cases, we have been advised that this rarely results in the hospital being able to bring this forward. Hospital specialists have asked that patients and GP practices avoid contacting them to try and expedite appointments. We have been advised that each department has a robust process in place to prioritise their waiting lists, and hospital colleagues are working as hard as they can to get through the backlog. If you are waiting for an appointment or procedure, our local hospitals have advised that they will contact you as soon as they can. GP practices have been specifically advised not to submit additional or duplicate referrals, even if patients request this, as this is causing additional delays and confusion in processing all referrals.

Only if there has been a significant change in your symptoms should you contact the hospital to inform them of this change. We have provided a template below that you can complete and return to the surgery to be forwarded to the hospital.

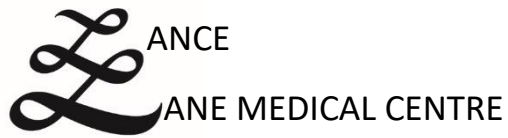
In the event of a sudden change in clinical condition that is potentially life threatening, please contact the practice or NHS 111 in the first instance.

Yours sincerely,

The Clinical Team

Lance Lane Medical Centre

<u>PATIENT REQUEST TO EXPEDITE HOSPITAL APPOINTMENT OR PROCEDURE</u>	
Date	
Hospital Name	
Hospital Address	
Hospital Email Address	
Department Consultant/Clinic (if known)	



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Dear Colleague,
 The patient below is registered at Lance Lane Medical Practice and is on a waiting list for an appointment or procedure at your hospital trust. They have requested (or been requested) to provide a written request to expedite their appointment. We have asked the patient to update you below of any change in their clinical condition or other extenuating circumstances than they feel warrants their case to be prioritised differently to the information you currently hold. We would be grateful if you could arrange for the relevant person to review the information below and keep our patient updated of the likely wait before you can see them.
 Many thanks
 Yours Faithfully
 The Clinical Team,
 Lance Lane Medical Centre

Patient Full Name	
Patient Date of Birth	
Patient NHS Number (if known)	
Patient Hospital Number (if known)	
Patient Contact Details (phone/email)	
Condition/Symptoms/Procedure on Waiting List for: Please specify if you are waiting for a first outpatient appointment, a follow-up appointment or a procedure	
Summary of any significant changes in symptoms, deterioration in clinical state or other circumstances that you feel requires a reprioritisation of your place on the waiting list	