

Ref: **Patient's NHS number**

Acute trust name

**Patient's name**

Team/Directorate

Address 1

Address 1

Address 2

Address 2

Address 3

Address 3

Address 4

Postcode

Postcode

Telephone

**Private and confidential**

Email address

Date

Dear **[Patient's name]**

We are writing to you as you are currently on **[consultants' name]** waiting list in the **[specialty]** department.

We are sorry that your treatment has been delayed due to the changes we had to make to deal with the COVID-19 pandemic.

We'd like to speak to you by phone or video call about your treatment. We're doing this for everyone on the waiting list. We've arranged for [xxxx] to call you on **[date & time]**. If that's not possible, please call [xxxxx] to change the appointment. Please have your NHS number, which can be found on the top left-hand side of this letter.

When we speak, we'll ask how you have been doing and what you would like to do next in terms of your treatment. We'll be happy to answer any questions you might have, for instance if you'd like to know more about how patients are kept safe from COVID-19 in hospital, or what your options are about when to go ahead with your treatment.

We'll be speaking to you by telephone or video call, unless we need to see you in person or you cannot speak by phone or video call. Speaking to people by phone or video call is one of the ways we are keeping patients safe by minimising exposure to COVID-19.

**Do not attend the hospital for this appointment, unless we have arranged with you to come in for a consultation at the hospital.**

If we don't hear from you, we will contact you on [date and time], on [telephone number / other method]. Please let us know if it will not be possible for us to contact you in this way.

If you no longer have symptoms for and feel that you no longer need to be seen please contact us on the above number.

