



Hospital Appointments – Waiting Lists

We are aware that many patients are facing considerable waits for outpatient appointments and elective procedures. 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.

A Greater Manchester NHS website has been set up to provide help and advice to anyone waiting for a hospital appointment or procedure. Please visit the link below in the first instance:

<https://whileyouwait.org.uk>

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 overleaf that you can complete and send back to the hospital advising them of any change in your symptoms, or any other extenuating reason that you feel your appointment should be prioritised. The hospital would prefer you to complete this electronically and email it to them, but you can also complete by hand and post to them. Details will be usually available on the last correspondence you received from the hospital.

Hospital Trust	Email address for appointment queries
Stockport NHS Foundation Trust (Stepping Hill Hospital)	Central.Appointments@stockport.nhs.uk
Manchester Foundation Trust (Wythenshawe/Manchester Royal Infirmary):	mft.callcentre@nhs.net
Salford Royal Foundation Trust	refertosalfordroyal@nhs.net

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
Alvanley Family Practice

PATIENT REQUEST TO EXPEDITE HOSPITAL APPOINTMENT OR PROCEDURE

Date	
Hospital Name	
Hospital Address	
Hospital Email Address	
Department	
Consultant/Clinic (if known)	
<p>Dear Colleague, The patient below is registered at Alvanley Family 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, Alvanley Family Practice</p>	
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