

Outpatient Appointment Enquiries – Useful Information

When calling please have your RTX or NHS number available

(This is available on your appointment letter)

If you are ringing on behalf of someone else aged 16 or over, then we will ask to speak to that person first to ask their permission, unless there is prior agreement written in their record. This is to fulfil our duty of care to maintain confidentiality.

Please let us know if your address or home / mobile phone number has changed since you last saw a NHS health professional.

Please let us know if you are going to be on holiday so we can avoid offering you an appointment during those dates.

If you have a call identifier on your telephone, our calling number (although not withheld) will not be recognised by your phone.

In order to maintain your privacy, we try to avoid leaving answerphone messages. Sometimes however it is necessary for us to do this. We always leave as little information as possible. We will make a note on your record if you tell us we can leave messages.

Please inform us in advance if you are unable to attend your appointment so we can offer it to someone else. In 2016 over 36,000 patients did not attend their appointment costing the Trust £3 million.

When calling please have your RTX or NHS number available

(This is available on your appointment letter)