Dear [\_*Patient Name\_*]

We are pleased to confirm that an appointment has been made for you within the

[ ] clinic.

**Appointment:**

**Date:**

**Time:**

**At:**

With a member of the [ ] team.

**What if I cannot attend my appointment?**

* **Contact us as soon as possible** by using the details at the top of this letter so that we can reschedule your appointment.

**What will happen if I do not attend my appointment?**

* If you do not attend this appointment without contacting us, other people waiting longer for their hospital appointment and you could be discharged back to your GP.

**What should I do to prepare?**

* Bring a list of your current medicine(s) with you.
* Follow any specific instructions you have been given by your hospital department.
* You might find it helpful to write down the questions that you would like to ask and bring something to write on so you can make a note of the answers.

**What if I have special requirements?**

* If you have any additional needs because of a disability or impairment, please contact us to discuss how we can support you.
* If you would like this letter in an alternative format, for example large print or easy read, or if you need help to communicate (for example because you use British Sign Language), let us know as soon as possible.

**Other Information**

* If you feel unwell or have a cold, flu or transferable infection and your appointment is not clinically urgent, please consider rebooking your appointment. If you are not sure whether your appointment is clinically urgent, contact us using the details at the top of this letter.

**Appointment Reminders**

* If you have given us your mobile number, you may receive a text reminder regarding your appointment. If you wish to opt out of this service, please contact us using the details at the top of this letter.

Yours sincerely,

[ ] Team

**For urgent medical help contact 111 first to get help quickly and safely**

If you are thinking of coming to the Emergency Department (A&E), contact NHS 111 first and they will advise you about the most appropriate place to go for treatment.

Please only go straight to the Emergency Department if you or someone with you needs immediate care for something that is very serious including breathing difficulties, chest pain, life-threatening injuries, or a loss of consciousness. If you are unsure, contact 111 (available 24 hours a day, 7 days a week).

**Smoking is not allowed in our buildings and grounds**

If you need help to quit smoking or to manage your smoking, please contact your GP or [ *local smoking team* ].

**Patient Advice and Liaison Services (PALS)**

PALS can provide information, advice and support to patients and relatives and will listen to and act on your concerns, suggestions, or queries. Contact us on [ ]

**Learning Disability Liaison Service**

We support adult patients over the age of 18 with a learning disability to prepare for a visit. Contact is on [ ].

**Hospital transport details**

*Latest eligibility criteria and website details*