

Date .....

Ref: EXP02/.....

Name .....

Address .....

.....

.....

Date of Birth .....

The above patient informs us that they have contacted your department with regard to expediting their appointment and been told by a member of your team that before such a request can be considered, that they contact us and ask us to supply a letter providing the same information about which you have already been informed. Notwithstanding that such actions represent a breach of clause 12.2 of the NHS Standard Contract 2023-24 by which hospitals must comply, we are assisting the patient with their request, which for the avoidance of doubt, is as follows:

***Tick any that apply:***

Actively getting worse                       Waited too long                       New symptoms

***Please provide as much detail as possible for the hospital to consider your request:***

We should be grateful if you would consider their request and communicate directly with the patient.

Yours sincerely

Ivy Grove Surgery