**What to do if your condition has deteriorated, and you are waiting for a hospital appointment about this.**

Following the pandemic, hospital waiting times for procedures and appointments have unfortunately increased.  If you are waiting for a procedure or appointment at the hospital, please do not contact the surgery about this UNLESS YOUR SYMPTOMS ARE NOW SEVERE – in this case please contact us, as we do not have access to the hospital appointment or waiting list system.

If your condition has worsened, please contact the outpatient department to enquire when your appointment will be. The details of the outpatient department should be on any correspondence that you have received from the hospital.  If you feel that your symptoms have got worse and that the waiting time is too long, then please contact the specialist’s secretary to ask them to request that the specialist reviews your referral in light of your new symptoms. The number and email for the specialist secretary should be on the correspondence which you have received from them.  If you are unable to contact outpatients or the specialist secretary then please contact the Patient Advice and Liaison Service (PALS) email:   esh-tr.patientexperience@nhs.net or telephone 0300 131 4784

If you are concerned that your new symptoms may not be related to your original condition then you should contact us, and we can assess, advise and manage your new condition.