Ref: **Patient’s NHS number**

Acute trust name

Team/Directorate

Address 1

Address 2

Address 3

Postcode

Telephone

Email address

Date



**Patient’s name**

Address 1

Address 2

Address 3

Address 4

Postcode

**Private and confidential**

Dear [**Patient’s name]**

We are writing to you as you are currentlyon **[consultants’ name]** waiting list within the **[specialty]** department.

We are very sorry that your treatment has been delayed. This was necessary for us to be able to keep you and other patients safe in response to the COVID-19 pandemic.

We have arranged for one of the [xxxx] team to call you on **[date** **&** **time]** to discuss your condition and treatment. You will be asked how you’ve been doing, and together with you, we will agree on the best next steps for you. We will be happy to answer any questions you might have, including providing more information about how we are keeping patients safe from COVID-19. You can also use this as an opportunity to let us know if you’ll need any help or support during your treatment. We are contacting all patients to have a conversation to ensure all patients are treated as per clinical need.

Before your appointment you might like to think about the following questions:

* How would you describe your current condition, and has this changed since you first received your referral?
* Do you still want to proceed with my treatment? If not, why not?

Please try to have your NHS number to hand if possible - this can be found on the top left-hand side of this letter. **If this appointment time is not convenient for you or you no longer have symptoms, then please call [xxxxx]**. **Please do not attend the hospital unless explicitly asked to do so.**

If you have any further questions, either before or after your appointment, then please do not hesitate to contact us on [xxx].