Ref: Patient’s NHS number

**Recipient’s name**

Name

Team/Department

Address 1

Address 2

Address 3

Postcode

Telephone

Email address

Date

Address 1

Address 2

Address 3

Address 4

Postcode

**Private and confidential**

**Your upcoming appointment with [XXX insert team/hospital]**

Dear [patient name],

We have booked you an appointment with our **[insert team/specialty]** at **[insert hospital name].**

**Appointment type: In person appointment**

[Template letters for video appointments and telephone appointments can be [found here](https://future.nhs.uk/providerVC/view?objectID=33876816)].

**Date: [day, date, month, year]**

**Time: [time]**

**Location: [provide full address including postcode]**

Please come to [add detail of where to report to] on arrival. [Consider adding detail on directions to the appointment and information about where to park]

We will call or text you two days [edit as appropriate] before your appointment to remind you.

**How to change your appointment**

If you would like a telephone or video appointment instead, please contact us on [enter telephone number for service]. We may need to change the time and date of your appointment.

**If you no longer need an appointment or if you are unable to attend, please contact us as soon as possible.** You can call us on [insert phone number], email us [insert email address] or use our app/the NHS app [delete as appropriate].

Letting us know in advance that you are unable to attend allows us to offer your appointment to someone else.

**On the day of your appointment**

You might find it helpful to prepare some questions or write down a list of things you’d like to discuss during your appointment.

[Space to include any information about what to bring to the appointment, how to prepare or whether the patient needs to arrive early. You might like to signpost patients to this page on NHS.uk: <https://www.nhs.uk/nhs-services/hospitals/going-into-hospital/outpatients-and-day-patients/>]

Some patients are eligible to claim back the cost of travel to specialist NHS care through the [Healthcare Travel Costs Scheme (HTCS)](https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/). You can find out more on the NHS website or ask us for advice [provide relevant phone number if available].

**Contacting us**

If you have any questions about your appointment or need to let us know about any accessibility requirements, please call us on [insert phone number].

Yours sincerely,

[Insert name of service and provider]