

HOW CAN YOU HELP US TO HELP YOU?

- Discuss with your GP how your treatment fits into your commitments. Patients should only be referred when they are sufficiently fit, ready, willing and able to be treated.
- If your treatment is routine please make sure you will be available for the next 18 weeks. If you are planning a holiday or have other commitments, you and your GP may decide to delay your referral until it is more convenient for you.
- If you are unavailable for more than 28 days during your course of treatment we will discharge you back to the care of your GP to be re referred at a time when you can attend the hospital.
- Please tell us if you change address or your telephone number
- Arrive on time for your appointments.
- Please let us know in plenty of time if you are unable to attend. Appointments cancelled with less than 48 hours notice may mean we have to refer you back to the care of your GP.

Nine out of ten patients arrive on time for their appointments.

However, just one missed appointment causes delays for you and other patients. Over 36,000 appointments across SaTH were lost due to patients failing to attend in 2013.

- If you miss an appointment and do not let us know in advance, then we may ask you to go back to your GP who can then refer you back to us again if and when it is appropriate and convenient for you.
- During the course of your treatment, we understand that it may occasionally be necessary to change an appointment due to unforeseen circumstances, but please note that if you change your appointments more than once, you may be returned to the care of your GP for a discussion to confirm your future needs and availability.
- Many patients find that it helps to write a list of questions down before coming so that they don't forget to ask them.
- Please tell the consultant if you are on waiting list for another operation as you will not be added to another waiting list.

What if I haven't received an appointment date?

If you think you are waiting too long for an appointment, please contact the SaTH Booking teams on:
01743 261044 or 01952 282810
Open: Mon – Friday 8am – 8pm
or Saturday 9am – 12.00pm

If you are still not satisfied, please contact the Patient Advice and Liaison Service (PALS)
Royal Shrewsbury Hospital 01743 261691
Princess Royal Hospital 01952 282888



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We Value **Respect**
Together We **Achieve**

18 week RTT



**How does
18 week
Referral To Treatment
affect me?**

**SHROPSHIRE
PATIENTS' GROUP**

To contact your patient representatives to provide confidential feedback:
Leave a message for Malcolm or Judith
on 07501 051 054 or email:
malcandj@aol.co.uk and they will get back to you.

WHAT IS REFERRAL TO TREATMENT (RTT) TIME?

The NHS Constitution gives patients who live in England the right to access services within a maximum waiting time of 18 weeks or to take reasonable steps to offer you suitable alternative providers if this is not possible.

The RTT target for all Welsh residents, whether treated in Wales or elsewhere, with the exclusion of cardiology, mental health, palliative care, dentistry and self-referral is that 95% of patients should wait less than 26 weeks from RTT and 100% of patients (not treated within 26 weeks) are treated within a maximum of 36 weeks.

Your 18 week clock keeps ticking from your referral until you receive your first treatment. Even if you require diagnostic tests, for English residents, this should take no longer than 18 weeks.

Sometimes however, it may not be possible for you to receive treatment within 18 weeks. This may be because you may not be medically fit to receive treatment or you may need several tests completed in sequence. Some patients do choose to wait longer than 18 weeks due to their personal circumstances.

WHAT CAN I EXPECT FROM SHREWSBURY AND TELFORD HOSPITAL?

Patient care is our priority and we will honour the commitments that we make to you wherever possible.

- When you require an Out Patient appointment, your GP will refer you to a specialist via the Choose and Book electronic service or by a referral letter
- We will try to see you at the hospital site of your choice – however, this may not always be possible and you may have to travel to either the Princess Royal Hospital in Telford or the Royal Shrewsbury Hospital in Shrewsbury (or another site where our clinical teams work) for your appointment/treatment.
- Your 18 week clock starts on the day the hospital receives your referral details or on the day you make the booking for your first appointment, via the choose and book service
- It is really important that you are available to attend the hospital when you are given an appointment. We will offer you a choice of at least 2 dates with at least 3 weeks notice. If you are unable to make either of these dates then we may refer you back to the care of your GP.



- You may be offered more dates *at short notice*, but if you cannot attend these, we will not discharge you back to the care of your GP.
- If you are unable to agree a date within the 18 weeks we may refer you back to the care of your GP and ask that you contact us at a time you will be available.
- We will do all we can to keep to your appointment time. However, sometimes, urgent and unforeseen clinical issues mean that your appointment may not be on time. We will tell you this when you arrive and if your appointment is delayed by more than 2 hours we can refund your parking charge.
- We will try not to cancel your appointment or operation. Unfortunately sometimes this is unavoidable but we will try to limit this as much as possible and let you know as soon as we can.
- If we have your home and/or mobile number we may send you a voicemail and/or text reminder about your appointment to help you keep your appointment time.

Please remember you can always talk to your GP or your consultant about what you can expect to happen next.

