

What should I do if I need more information?

Please speak to hospital staff when you come to your appointment or phone us using the number on your appointment letter.

You will also find more information at:



<http://www.nhsinform.scot>

If you would like a copy of this leaflet printed in your community language (Polish, Mandarin, Urdu, Arabic and Turkish), please call the City of Edinburgh Council's Interpretation and Translation Service (ITS) on **0131 242 8181** and quote reference 13-0331.

Niniejsza broszura zawiera informacje dotyczące czasu oczekiwania oraz Twojej wizyty w szpitalu. Aby otrzymać kopię broszury w języku polskim, prosimy zadzwonić pod nr tel. 0131 242 8181 i podać nr referencyjny 13-0331.

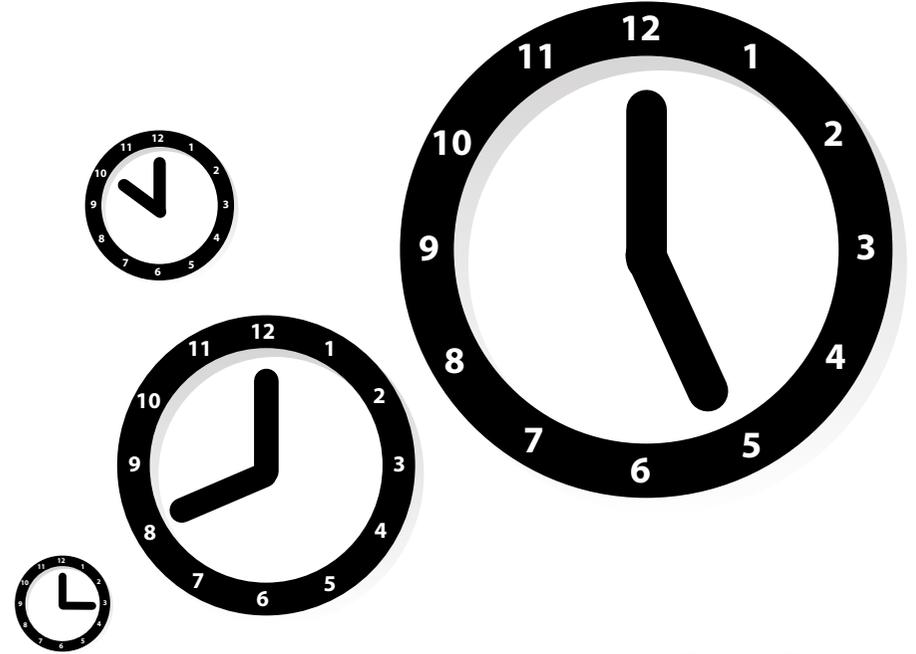
本传单载有等候医院预约时间和你的医院预约信息。请拨 **0131 242 8181** 并说出参考编号 **13-0331** 索取本传单中文版本。

یہ کتابچہ ہاسپٹل کے انتظار کے اوقات اور ہاسپٹل میں آپ کی ملاقات کی مقرر کردہ تاریخ اور وقت کے متعلق معلومات پر مشتمل ہے۔
اُردو کا پی حاصل کرنے کیلئے **0131 242 8181** پر ٹیلی فون کریں اور ریفرنس نمبر **13-0331** کا حوالہ دیں۔

يحتوي هذا المنشور على معلومات عن مدة الانتظار وميعاد مقابلتك للطبيب في المستشفى. للحصول على نسخة باللغة العربية يرجى الاتصال هاتفياً بالرقم 0131 242 8181 وذكر رقم الإشارة 13-0331

Bu broşür, hastane bekleme süreleri ve hastane randevunuz hakkında bilgi vermektedir. Türkçe dilinde yazılmış bir broşür için 0131 242 8181'i arayınız ve referans numarasının 13-0331 olduğunu söyleyiniz.

Your hospital waiting times explained



How long will I wait?

We will do everything we can to make your waiting time as short as possible. The time you will wait will depend on your condition and the service you have been referred to.

What are the waiting time guarantees?

The Scottish Government has different waiting time guarantees that should be met and these include the waiting time for:

- Your first appointment in outpatients
- Tests like endoscopy, CT scan and ultrasound
- Treatment - like an operation.

Most patients should start treatment within 18 weeks of being referred by their GP. For more information visit:

<http://www.hris.org.uk/patient-information/information-about-health-rights/charter/waiting-times/>

What is the Government Treatment Time Guarantee?

The Patient Rights (Scotland) Act 2011 and the 2012 Charter of Patient Rights and Responsibilities state that when your consultant and you have agreed to go ahead with treatment as an inpatient or day patient, you have a right to start to receive that treatment within 12 weeks. **Most people begin treatment before 12 weeks.**

How will I get my appointment?



You will get an appointment letter

or



A letter asking you to phone and arrange an appointment.

Please tell us if you change your name, address or phone number to make sure we can contact you.



You will usually be offered the next available appointment, at any of our sites in NHS Lothian or one of our healthcare partners. We are working with healthcare partners to help us see everyone as soon as possible.

We will give you at least seven days' notice of this appointment. Please consider your appointment carefully because if you refuse two reasonable offers of appointment, we may send you back to the person who referred you to us, e.g. your GP / dentist, and your waiting time may start again.

Your letter and any leaflets we send you should give all the information you need. Please read them carefully and contact us if you have any questions.

What should I do if I cannot come at a certain time?

If you know, for example, that you are going on holiday, please let us know as soon as possible and we will make sure you do not get an appointment during that time.

Your waiting time will pause until you are available again. If this is longer than 24 weeks, you will be removed from the list and we will ask that you are referred again when you are available.

What should I do if I cannot attend my appointment?



• **Phone and tell us as soon as possible** - we can then give that appointment to someone else who needs it

- We can arrange a new appointment for you
- If you cancel an agreed appointment your waiting time will start again
- If you are asked to confirm an appointment, please make sure you do - if you do not confirm your appointment it could be offered to someone else.

What happens if I do not attend my appointment?

- If you have not told us you cannot attend, you might be removed from the waiting list
- A letter will be sent to you and your referrer to explain this.