

**OFFICES OF  
ACUTE SENIOR  
LEADERSHIP TEAM**

**Ashgrove House (3<sup>rd</sup> West)**  
Ashgrove Road West  
Aberdeen  
AB25 2ZA



Dear (Patient Name)

I am writing to you with an update on your wait for a hospital appointment, test or procedure and what we are doing to ensure you are seen as quickly as possible, as we manage our waiting lists.

As you may be aware, there are long waits for NHS services across Scotland. We remain committed to seeing people and offering them treatment as quickly as we can, while continuing to arrange our waiting lists based on clinical need and ensure those who are in the most urgent need of treatment are seen soonest.

In order to do this, and ensure patients are seen much more quickly than is currently the case, health boards across the country are uniting to use their capacity differently – allowing patients to be treated and have an improved quality of life as quickly as possible.

Where possible, we want to deliver your care within Grampian. However, it is not possible for us to see all patients locally within acceptable timeframes. We are focusing on ensuring treatment can take place in a safe and timely manner. Therefore, it is now possible that you will be offered an appointment at a hospital elsewhere in Scotland.

Some health boards have more capacity in certain specialties than others. As a result, patients may now be asked to travel to hospitals elsewhere in Scotland for their assessment or treatment – with all reasonable travel and accommodation expenses being covered. In some circumstances it will be significantly quicker for patients to be seen elsewhere.

By attending an appointment elsewhere, you will ensure not only that you are treated as quickly as possible, but that we can cut waiting lists for all patients in the region and ensure those who are medically unable to travel can be seen closer to home in a more timely manner also.

Arranging treatment elsewhere in Scotland is supported by the Scottish Government, who are permitting boards to set aside some of the Treatment Time Guarantee legislation. If you are offered an appointment elsewhere in Scotland, you are not obliged to accept it. However, you should be aware that if you decline two appointments out with Grampian your waiting time clock will be reset to zero, unless your care has been classified as being clinically urgent and you will be placed at the back of the queue.

If asked to travel, arrangements will be made in advance to cover travel and accommodation expenses. We acknowledge that travelling out with Grampian may be significantly inconvenient, however, there is clinical benefit in ensuring our patients are seen sooner.

NHS Grampian has also changed the way we manage patients who could not attend (CNA) or did not attend (DNA) an appointment with patients who CNA twice or DNA once being

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removed from the waiting list. This will mean that a new referral from your GP will be necessary, placing you back at the end of the queue.

I recognise this is a change from a previous approach to treating patients, however, due to the ongoing pressure across the NHS, this is required to ensure that those with the most clinical need are seen as quickly as possible. Our preference remains to treat people as close to their home as we can, and we value your support and the part that you can play in this to improve waiting times for everybody.

It is vital we all work together to improve things as we move forward, and we thank you for supporting us in this. Please be assured the care you receive, if you are asked to travel to another health board, will be of the same high standard and we will meet all reasonable travel and accommodation expenses.

You do not need to take any action at present. Once we are ready to offer you an appointment, we will contact you directly with all the details. If your circumstances change or your clinical condition worsens, please contact the team responsible for your care without delay.

There is information to support this at this link: [Frequently Asked Questions](#) or the QR Code below.



Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Bachoo', written in a cursive style.

**Paul Bachoo**  
**Portfolio Executive Lead**  
**Integrated Specialist Care Services Portfolio**

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