

Please note if you have any queries, please contact the specialty you have been referred to or the team responsible for your care (not the details in the letter which you received).

Outpatient and Inpatient Waiting Times - Frequently Asked Questions for Patients

What will happen if I don't accept my appointment?

If you are a routine patient and are offered two appointments within NHS Grampian or at Stracathro and you do not accept them, you will be removed from the waiting list. A new referral from your GP may be necessary to place you back on the queue as a new patient.

If you are offered two appointments outwith the NHS Grampian area and do not accept them your waiting times clock will be reset to zero and you will be placed at the back of the queue. A new referral from your GP will not be required in this circumstance.

If you are an urgent patient offered an appointment (within or out with NHS Grampian) and you do not accept it, you will receive clinical input on whether you should be removed from the waiting list. A new referral from your GP may be necessary to place you back on the queue as a new patient.

What will happen if I miss or cancel my appointment?

If you Do Not Attend (DNA) a routine appointment or procedure once, you will be automatically removed from the waiting list.

If you Could Not Attend (CNA) a routine appointment or procedure twice (which you have previously accepted), you will be automatically removed from the waiting list.

If you are marked as urgent clinical input will be sought as to whether to offer you further appointments if you CNA or DNA

How long will I wait?

We would encourage you to look at the information at this link [Waiting Times Information \(nhsgrampian.org\)](http://nhsgrampian.org). For any further information you can contact your Medical Secretary, however, your secretary will not always be able to provide an exact time of how long you will wait, as waiting times often fluctuate depending on a number of factors.

Which hospital will I go to?

You could receive an offer to attend any Health Board in Scotland.

Can I bring someone with me?

If you are travelling out with NHS Grampian for an appointment or a procedure you may be encouraged to bring someone. Information will be provided once your booking is made as different hospitals have individual requirements.

How will I get there?

If you are travelling out with Grampian for an appointment or a procedure NHS Grampian will pay reasonable expenses. We would also help with arranging transport should you require it. Information on this will be provided when your appointment or procedure is booked.

How will I be followed up after my surgery?

Information will be provided at the point of booking. Not every patient requires a follow up appointment after their procedure, and this will be determined by the Clinician who is carrying out your procedure.

Will I receive a letter telling me where to go?

If you are travelling out with NHS Grampian for an appointment or a procedure you will receive all the information you need at the time of booking. This information includes how to claim back expenses and parking and visiting information.

Who do I call between now and my appointment or procedure if needed?

If you have an appointment or procedure already booked there will contact details on the letter. If you are awaiting an initial outpatient consultation appointment, please continue to refer to your General Practitioner (GP). If you have been seen and are awaiting or booked for a procedure you should contact your Clinician's Secretary.

Who do I contact if my condition / deteriorates when I am waiting?

If your circumstances change or your clinical condition worsens, please contact the team responsible for your care without delay.

A handwritten signature in black ink, appearing to be 'A. Jones', written in a cursive style.

Paul Bachoo
Portfolio Executive Lead, Integrated Specialist Care Services