

ROYAL CORNWALL HOSPITALS NHS TRUST PATIENT HOTLINE – ELECTIVE CARE

A new hotline has been created to deal with enquiries from patients regarding waiting times for appointments or treatments which may have been delayed as part of the hospital's response to the COVID19 pandemic.

This hotline is in place to field enquiries from patients who are awaiting:

- a new or follow-up outpatient appointment OR
- diagnostic or elective admission AND
- are concerned that their condition or symptoms are deteriorating.

The key aim of the hotline is to:

- ✓ avoid patients having to return to their GP to raise concerns or expedite care
- ✓ ensure there is a clear route in for enquiries where patients are concerned about their condition
- ✓ help avoid patients coming to harm whilst on a waiting list.

The hotline can be contacted by phoning 0800 0357777 or

email:- rcht.cornwall.patienthotline@nhs.net.

Enquiries are then directed to the appropriate specialty for clinical review and appropriate action.

Please do not contact this hotline for general enquiries about waiting times, or if you have a query about COVID-19.

Average waiting times for first new appointments will shortly be published and regularly updated on the Trust's website - <https://www.royalcornwall.nhs.uk/>