REBUILD GENERAL PRACTICE

# HOSPITAL QUERIES

There are long delays in hospitals, and we understand the frustration this can cause patients. We are not in control or have any influence on the hospitals waiting times and patients need to direct their concerns to the relevant hospital bodies.

In the majority of these cases your query needs to be raised with the relevant secretarial team at the hospital. It is not appropriate to divert this back to the surgery if you are having difficulty getting through to the team. We use the same contact numbers or emails for these secretarial teams as you do and requests from patients to chase appointment times significantly adds to our workload.

Equally we get numerous requests where patients are told a letter from the GP will speed up the referral process. This rarely changed outcomes for patients waiting times. Your clinical details of the severity of your condition will have been shared by the clinician at the time of your referral and will have been triaged by the hospital team already. If your symptoms are worsening, then we would ask that you make an appointment with the GP for further assessment.

**If you are unhappy with the waiting times at your hospital or the ability to contact hospital teams about your care, you should contact the relevant PALS (Patient Advice Liaison Service) at your hospital.**

The PALS team can help with investigating reasons for delays in care and escalating with the appropriate clinical teams.

**Please remember you can also raise your concerns with your local politician on how the NHS and its funding it currently being managed.**