

PAPER VERSION

Manchester University NHS
Foundation Trust

Patient's name

Oxford Rd
Manchester
M13 9WL

Address 1

Address 2

Address 3

Address 4

Postcode

Telephone 0161 947 0770 or
0800 092 4020

Date

Patient NHS Number:

Patient ID:

Private and confidential

Dear [**Patient's name**]

We are writing to you as you are currently on the waiting list of **{consultants' name}** or his/her colleague in the **{specialty}** department at Manchester University NHS Foundation Trust.

We are sorry that your surgery has been delayed or has been recently cancelled, thank you for your patience.

We are undertaking a review of all patients on the waiting list and would like to understand your current circumstances.

To confirm your choice regarding your surgery, please fill in the online form by going to <https://mft.nhs.uk/waiting-list-review-patient-letters/> and clicking into the survey.

It is important that you complete the form, even if it is to confirm that you want to continue to remain on our waiting list. The online form is a quick and easy way for you to tell us what you want to do.

You may also have received a text from us containing a link to a digital version of this letter. You can also complete the form using the digital version.

Please complete the form within 14 days of the date of this letter.

We are asking about your surgery with the **{specialty}** department only. If you are on our waiting list for other tests or treatments, we will contact you separately about your options.

The choices you have are:

1. I would like to go ahead with my surgery and remain on the waiting list.
2. I would like to go ahead with my surgery but would like to delay coming into hospital until after the COVID-19 pandemic. I am not comfortable coming into hospital at this time. I understand that this request will be reviewed by a clinician.
3. I would like to go ahead with my surgery but would like to delay coming into hospital for a reason that is not linked to the COVID-19 pandemic. I understand that this request will be reviewed by a clinician.
4. I have got better and/or I don't want to have the surgery anymore. I can be discharged. I understand that this request will be reviewed by a clinician.
5. I have had my surgery already and no longer need to be on this waiting list. I understand that this request will be reviewed by a clinician.
6. I have been sent this letter in error. I understand that you may contact me to ask for more information.

If you are unable to access the online form you can call us on 0161 947 0770 or 0800 092 4020 to confirm your choice regarding your surgery. The phone line is open 8am to 6pm, Monday to Friday.

Please accept our apologies that your surgery has been delayed. The COVID-19 pandemic has impacted all of us and how we do things. The changes to our services due to COVID-19 mean that we are not currently able to see as many patients as we would have done before. Our clinical teams have reviewed our waiting lists to ensure that patients with the greatest clinical need are treated first.

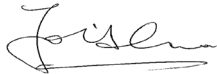
For more information on what you can expect when you come to hospital and on the changes we have made, you can visit our website <https://mft.nhs.uk/coronavirus-covid-19/>

You can find easy read, large print and different language copies of this letter at <https://mft.nhs.uk/waiting-list-review-patient-letters/>

We would like to thank all our patients and their loved ones for your continued patience and support during this difficult time. At Manchester University NHS Foundation

Trust we have been able to respond well to the pandemic so far, and a big part of that is down to the support we have received from you and our local communities, so thank you.

We look forward to hearing from you.



Miss T S Onon
Joint Group Medical Director
/ Responsible Officer

Professor J M Eddleston
Joint Group Medical Director
/ Caldicott Guardian