



NHS

**Cambridge
University Hospitals**
NHS Foundation Trust

**Together
Safe
Kind
Excellent**

Advice for patients waiting to be seen at Cambridge University Hospitals

It will take time to restore our services to the levels they were before the pandemic, which means some patients will have to wait longer for treatment than we would like. We thank you for your patience.

**If you need this information in a different format, please email:
accessibility@addenbrookes.nhs.uk or call 01223 256998.**

Please follow the advice below if you have concerns about your health condition. Who you contact will depend on the type of appointment you're waiting for.



First outpatient appointment

If you are waiting for your first outpatient appointment and have not yet been seen by anyone at our hospitals, please contact your GP to let them know if your symptoms have become worse.



Follow up outpatient appointment

If you have already been seen by someone at our hospitals and are waiting for a follow-up appointment, please contact the team at the hospital who are caring for you to let them know if your symptoms have become worse.



Diagnostic appointment

If your GP has referred you for a diagnostic appointment, such as a scan or x-ray, please contact your GP to let them know if your symptoms have become worse. If someone at our hospitals has referred you for a diagnostic appointment, such as a scan or x-ray, please contact the team at the hospital who are caring for you to let them know if your symptoms have become worse.



Surgery or outpatient procedure

If you are waiting for surgery or an outpatient procedure please contact the team at the hospital who are caring for you if your symptoms become worse.



If you feel you no longer need or wish to have treatment

If you feel you no longer need or wish to have treatment please contact the team caring for you at our hospitals and we will discuss this with you and advise on next steps.

Blood tests

We have recently opened a phlebotomy service at the Newmarket Road Park and Ride and would encourage any patients who need to have blood tests done before their appointment to attend there rather than at our hospitals. The service is extremely efficient and straightforward; once your blood tests have been ordered on our system by your clinician, you drive to the park and ride, follow the directions and you will be seen by our experienced staff. The service is available 09:30–16:30 to anybody over the age of 16. Please note there is a 2 metre height restriction on vehicles.

Coming to our hospitals

If you are called into the hospital for a face to face appointment it is very important that you attend.

We have put steps in place in our hospitals to keep you safe – all patients are required to wear masks or face coverings, observe social distancing rules and follow the one-way systems that are in place. We have also increased cleaning in our wards and clinics.

We are also keeping patients apart and testing for Covid-19 frequently. These changes mean that we need more time for each appointment and it may take longer than normal to see you. It is very important that we take these steps to protect you.
