



What to do if your hospital treatment has been affected by the COVID-19 pandemic.

Easy Read version

July 2021



If your hospital treatment has been affected by COVID-19 this leaflet gives you useful information.

The information will help you while you are waiting for:



- An outpatient appointment
- Tests
- An operation
- Seeing a specialist at hospital



You might have to wait longer for some treatments. This is because of infection control guidance. NHS must do this to keep patients and staff safe.



Patients are still being seen and treated. You will be seen in order of how urgently your treatment is needed.



We do this based on how urgent your need is.

This will continue while we work to get back to normal service.



NHS Scotland is working hard to get more services working again.

We will do this as quickly as we can while keeping everyone safe.



Our clinicians/clinical experts are continuously looking at how to do this. This is to make sure you get appointments to support your care.



To help - make sure your GP has your up-to-date information.



This should include the way you want to be contacted.



You might not get a face-to-face appointment. You might have your appointment by taking part in:

- A telephone call
- A video call



You will usually get a letter before your appointment.



If you cannot attend, please let us know as soon as possible. This means we can see another patient instead.



You can make another appointment that suits you.

For your safety, attend hospital only when asked to.



Your referral will be reviewed by a clinical team so you can be seen as soon as possible.



You may have to wait longer while services restart safely.



You might be asked to go to a hospital further away from where you live.

This means you could get treated quicker.

Some things you can do to help are:



- Make sure you attend your appointment
- Tell us if you do not need your appointment
- Read any information we send you, so you know what to expect



We want you to be involved in decisions about your care.



You should ask questions about it so you can make decisions about tests and treatments.



You can use **BRAN** questions to do this.

This means:

- What are the **B**enefits?
- What are the **R**isks?
- What are the **A**lternatives?
- What if I do **N**othing?



While waiting for an appointment you should get information on how to manage your condition.

This includes contact information in case you have any questions.



Please follow all advice whilst you are waiting to be seen.



You can find information on the NHS Inform self-help guides.



If you need more information, contact the hospital team you are waiting to see.



If your condition or symptoms get worse contact your GP.



You can get advice and some medicines from the pharmacy.



You can call **NHS 24 on111** for information about managing your symptoms.



If you think your condition or symptoms might be life-threatening, then you should call 999.



If your mental health is being affected, you can call **NHS24 on 111**. Choose the mental health option. This is a 24-hour service.



You can call Breathing Space on **0800 83 85 87**.

They are open:

Monday – Thursday 6pm – 2am.

Friday – Monday 6pm – 6am.



You can call Living Life on **0800 328 9655** open Monday- Friday 1pm – 9pm.

© Crown copyright 2021

'Made with Photosymbols' © Photosymbols



This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/opengovernmentlicence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at www.gov.scot Any enquiries regarding this publication should be sent to us at The Scottish Government St Andrew's House Edinburgh EH1 3DG

Published by The Scottish Government, March 2021

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6.