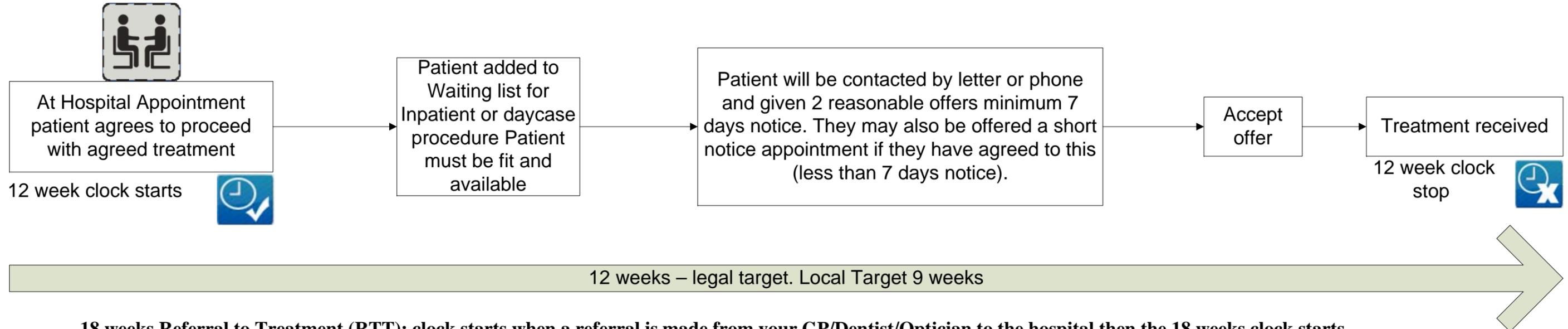


# “Help Us Help You”

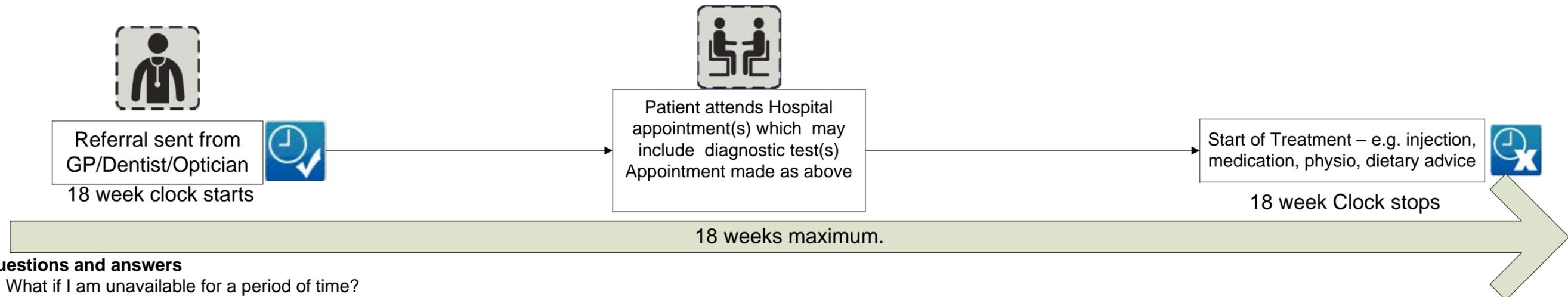
To be seen within agreed National Waiting Times

## How are the waiting times calculated i.e. when will my clock start and stop?

**12 weeks Treatment Time Guarantee (TTG):** This sets out when all eligible patients should start to receive their Inpatient or day case treatment following an agreement to treat .



**18 weeks Referral to Treatment (RTT):** clock starts when a referral is made from your GP/Dentist/Optician to the hospital then the 18 weeks clock starts



### Questions and answers

**Q.** What if I am unavailable for a period of time?

**A.** If you are not available for a period of time ( maximum 12 weeks) for a good reason e.g. due to work commitments, holidays, exams, then as long as you let the hospital know, your clock will be “paused” at that point and will restart when you become available. Also let us know if you are unavailable to take short notice appointment i.e. less than 7 days notice.

**Q.** What if I have to cancel an appointment/admission date?

**A.** If you cancel your clock will be reset to the beginning of the 12 week period and you will be offered a new date. If you cancel again or do not attend the next agreed appointment/admission, you may be referred back to the person who referred you to discuss future options.

**Q.** How can I help?

**A.** Always confirm your appointment if requested to do so  
Keep your agreed hospital appointment/admission date  
Let us know if you need to cancel an appointment/admission  
Let us know if you change your name/telephone number/address, have any special needs or if you are an Armed Forces Veteran