

**NHS Forth Valley**

**“Help Us Help You”**  
**to be seen quickly within**  
**agreed National Waiting Times**

A decorative graphic at the bottom of the page consisting of a light blue background with a darker blue wave shape that curves upwards from the left and right sides, meeting in the center.

This leaflet explains the National Waiting Times introduced by the Scottish Government to ensure patients across Scotland are seen and treated quickly within an agreed timescale. From the 1st October 2012 the 12 week Treatment Time Guarantee came into force as part of the Patient Rights (Scotland) Act 2011.

This complemented the waiting time of 18 weeks Referral to Treatment guarantee that came into force on 1st December 2011.

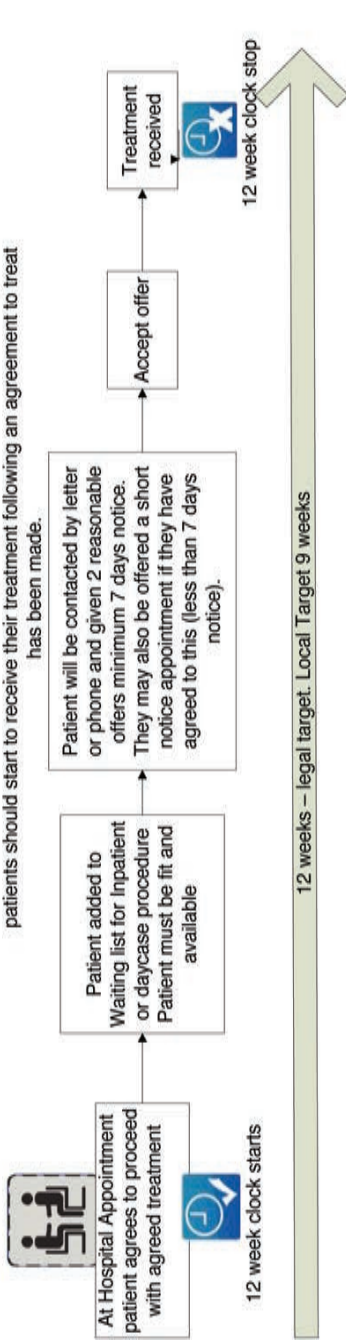
## Question and Answers (Q&A)

- Q.** What if I am unavailable for a period of time?
- A.** If you are not available for a period of time (max 12 weeks) for a good reason – for example 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 available to take a short notice appointment. Multiple periods of unavailability will be discouraged.
- 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 who referred you to discuss future options.
- Q.** How can I help?
- A.** You can help by:
- Always confirm your appointments if requested to do so
  - Keeping your agreed hospital appointment and admission date
  - Letting us know if you need to cancel/move an appointment
  - Letting us know if you are going to be unavailable for a period of time
  - Letting us know if you change your name, address or telephone number or any special needs and if you are an Armed Forces veteran
- Q.** What sites are classed as a reasonable offer site?
- A.** Any NHS facility adjoining NHS FV, National waiting times facilities e.g. Golden Jubilee Hospital and any BMI private facility. Any site within NHS Scotland may be considered in special circumstances. You could receive an offer from any of the above.
- Q.** Where can I get more information?
- A.** Please speak to your GP/hospital staff when you attend or call us using the contact details provided on the correspondence you receive regarding your procedure.

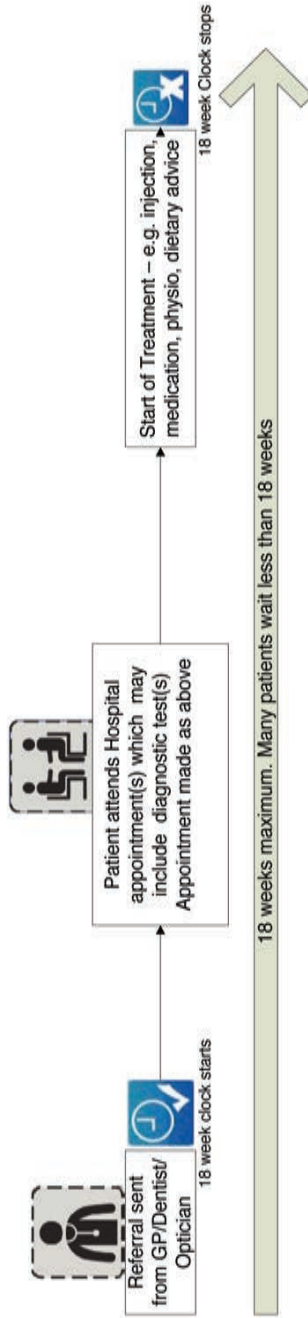
## Clock Start and Stop

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

12 weeks Treatment Time Guarantee (TTG) – This sets out when all eligible patients should start to receive their treatment following an agreement to treat has been made.



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



Further information on the 12 weeks Treatment Time Guarantee and the Patients Rights (Scotland) Act can be found on the Scottish Government Website: [www.scotland.gov.uk/Topics/Health/PatientRightsBill](http://www.scotland.gov.uk/Topics/Health/PatientRightsBill)

For information on the 18 weeks Referral to Treatment Standard visits: [www.18weeks.scot.nhs.uk](http://www.18weeks.scot.nhs.uk)

For the latest health news visit: [www.nhsforthvalley.com](http://www.nhsforthvalley.com) or follow on twitter @NHSForthValley or on facebook at [www.facebook.com.nhsforthvalley](http://www.facebook.com.nhsforthvalley)

## Patient Appointments/Cancellations

If you have an enquiry about an appointment or would like to cancel it, please call 01324 566249 or email: [FV-UHB.RTT@nhs.net](mailto:FV-UHB.RTT@nhs.net)

### If you can't go let us know!

Every month around 2,000 people across Forth Valley fail to turn up for hospital appointments. This costs the NHS millions of pounds each year and increases waiting times. So if you are unable to attend or no longer require your hospital appointment please let us know so we can offer it to someone else.

**We are happy to consider requests for this publication in other languages or formats such as large print. Please call 01324 590886 (24hrs), fax 01324 590867 or email [FV-UHB.disabilitydepartment@nhs.net](mailto:FV-UHB.disabilitydepartment@nhs.net)**

**For all the latest health news visit [www.nhsforthvalley.com](http://www.nhsforthvalley.com) follow us on [twitter](#) @NHSForthValley or like us on [facebook](#) at [www.facebook.com/nhsforthvalley](http://www.facebook.com/nhsforthvalley)**

### SMOKING IS NOT PERMITTED ON NHS FORTH VALLEY PREMISES

This includes corridors, doorways, car parks and any of our grounds. If you do smoke on NHS premises you may be liable to prosecution and a fine.



**INVESTORS  
IN PEOPLE** | Silver



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