

Covid-19 and patients waiting for hospital treatment

Information for patients

The NHS has had to delay many operations and treatments because of COVID-19. We are sorry if this has happened to you.

We are now re-opening our services safely.

We know that you are waiting for treatment. We have not forgotten you.

We will contact you with a new appointment date as soon as we can.

Do not call the hospital. We will contact you. If you feel very ill, call

- your doctor or
- your consultant's (hospital doctor) secretary.

The secretary's phone number will be on your hospital letter.

Text only



If after talking to your doctor or consultant's secretary you are still worried, call the Patient Advice and Liaison Service (PALS).

Phone: 01227 78 31 45

Email: ekh-tr.pals@nhs.net

If you feel better and no longer need treatment, please call your consultant's secretary.

Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.

Phone: 01227 78 31 45 The team can phone you back.

Email: ekh-tr.pals@nhs.net

Post: Patient Advice and Liaison Service (PALS)
Trust Offices Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG

Created together with people with a communication need, the experts by experience