

Private and confidential

Mary Swanson
Capitol Point
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Dermatology service

Royal Berkshire NHS Foundation Trust
London Road
Reading
RG1 5AN

Phone: 0118 322 5111

Email: dermatology@royalberkshire.nhs.uk

Web: www.royalberkshire.nhs.uk

Date: 13 January 2025

Client name: Mrs Swanson

DOB: 23/08/1989

NHS number: 733 040 3083

Dear Mrs Swanson

You recently attended an education session with the Dermatology service and we would now like to offer you a video or telephone appointment with one of our team. We will be able to let you know the different options available to you when you call in to book your appointment.

If you would like to accept an appointment, you need to get in touch with us in the next two weeks. You can:

- **call us** on **0118 322 5111** (Monday to Friday, 8am to 5pm), if we're not available, please leave a message with your name, date of birth and contact number and we will call you back within two working days
- **email us** at **dermatology@royalberkshire.nhs.uk**.

Before you contact us, please complete the Dermatology questionnaire. You can submit this online at <https://www.royalberkshire.nhs.uk/services-and-departments/dermatology>.

If you do not need an appointment, we will send a letter to you, your GP and / or referrer, letting them know you don't need us right now and have been discharged. If this changes or isn't right, please don't worry – we would be happy to offer you a further appointment and our letter will explain the different ways to do this.

How can we help you?

We offer communication support in various formats. Please let us know, or ask someone to tell us on your behalf, before your appointment if you need:

Client name: Mr Bruce XXTESTPATIENT

DOB: 23/08/1989

NHS number: 733 040 3083

- an interpreter, including British Sign Language (BSL)
- information in another language
- large print, Braille, Easy Read, or audio formats.

For details on how we handle your information, visit <https://www.royalberkshire.nhs.uk/services-and-departments> or ask your healthcare professional for more information.

Once you have made an appointment, you can contact us using the details at the top of this letter if you need to cancel or rearrange. If you miss an appointment and don't contact us within two working days, or if you cancel two appointments in a row, you'll be discharged. This helps keep waiting times shorter and allows us to see patients sooner.

Yours sincerely

Dermatology Service