



Mrs Jing Yang
165 Covington Way
LONDON
SW16 3AH

21 February 2023

Patient Number: 5240059
NHS Number: 622 207 4227
Contact Number: 0208 401 3979
CH-TR.generalsurgery@nhs.net

Opening Hours: 08.30 – 17.30 Monday – Friday

Dear Mrs Yang

Confirmation of your Appointment

An appointment has been made for:

Date: **Wednesday 22 February 2023**
Time: **09:30**
Location: **This is a Telephone appointment.**

With: **a member of Colorectal team** or a member of the team
Speciality: **Colorectal Surgery** (Colorectal Surgery 2WW Tel Ass New)

If you need any additional communication support or information to enable you to join this appointment, please inform us as soon as possible, using the contact number or email address above.

Please ensure you have the telephone volume turned up at the time your appointment is due, so that you do not miss the call. Please be aware that when we call you the displayed phone number might appear as either "Private Number" or "0208 401 3000".

Our aim is to telephone all patients on time; however, this is not always possible. You may be telephoned up to one hour after the booked appointment time. We apologise in advance for any inconvenience this may cause.

If you miss your appointment, we will try calling you again within a one-hour time slot. If you miss the second telephone call then, in line with the Trust's Access Policy, you may be discharged back to your GP or referring clinician, following a clinical review of your referral.

If you need to rearrange your appointment, please notify us as far in advance as possible so that we can utilise the appointment slot. Please aim to provide us with a minimum of one week's notice for any rescheduling.

For further information, please visit our website: <http://www.croydonhealthservices.nhs.uk>

Yours sincerely

Appointments Administrator

