

Taunton and Somerset NHS Foundation Trust
Musgrove Park Hospital
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To: All GPs and practice managers

Dear colleague,

As you will be aware, we have been struggling for a while to meet our Referral to Treatment targets. As a result, we are now at a point where a small number of patients are experiencing much longer waits than we would like.

We have therefore decided to put a plan in place whereby all patients who have waited 38 weeks or longer will have their patient notes clinically reviewed. If the clinical review indicates that they should be seen urgently, then this will of course be put in place. But if the clinical review indicates that they should still be treated as 'routine', they have not been contacted in the past month, and their treatment still cannot be booked due to capacity, then we will write to them. The letter will apologise for the delay and advise them to go back to their practice and see a member of their primary care team should their symptoms have worsened or changed. This is what we would normally advise a patient to do if they rang us about a long wait.

We anticipate that around forty patients a month will be written to across Somerset, therefore there should be minimal impact on yourselves.

If you do get a patient coming back to you following receiving one of these letters, and you would like further guidance, please do not hesitate to contact the consultant here at Musgrove.

Yours sincerely

Dr Stuart Walker
Medical director
Taunton and Somerset NHS Foundation Trust