# Appendix 1: Example letter about process of validation and clinical validation

This example letter can be adapted for local use.



Ref: Patient’s NHS number

Trust name

Team/directorate

Address 1

Address 2

Postcode

Telephone

Email address

Date

**Recipient’s name**

Address 1

Address 2

Postcode

**Private and confidential**

Dear **[patient’s name]**

**Important information regarding your dermatology appointment**

We are writing to you regarding your referral to our dermatology service. We are very sorry that you have not yet been offered an appointment.

We have arranged for one of our team to call you on **[date** **and** **time]** to discuss your condition and to agree the best next steps.

We are contacting all our patients in this way to be able to prioritise patients appropriately and make sure that those who require an urgent appointment are seen as quickly as possible.

**How to prepare for your phone call**

Before your phone call with us on **[date and time]** it would be helpful to think about the answers to the following questions:

* How would you describe your current condition?
* Has your condition changed since you were first referred?
* Do you still want an appointment? If not, why not?

Please have your NHS number to hand when we call if possible – this can be found on the top left-hand side of this letter.

**What to do if you have any questions or need to reschedule**

If you have any further questions or would like to reschedule the date/time of your phone call please call us on **[phone number (including opening hours)]** or **[email address].**

**What to do if you no longer need an appointment**

We understand your circumstances may have changed whilst you’ve been waiting. If you no longer need an appointment please let us know as soon as possible on **[phone number]** or **[email address].**

Your sincerely

[Named contact in service/department]