



Shropshire Community Health NHS Trust

Telford Musculoskeletal Services

14 Deercote
Holinswood
Telford
TF3 2BH

Telephone: 01952 204476

Website: www.shropscommunityhealth.nhs.uk

2nd April 2020

Dear Service User

Due to the COVID19 pandemic and changes to recent national guidance we are taking a number of precautions to reduce risk to our patients.

All outpatient clinics are being reviewed and we are making changes to all planned appointments. Your outpatient appointment may be postponed to a later date or replaced with a telephone consultation in clinically urgent cases. The decision to delay or use telephone appointments is being made by the clinical team involved in your care.

The patient admin team are working as fast as possible to alert patients who have appointments over the next few days and weeks, if they have not already done so.

If your appointment is changed to a telephone appointment, please note the number may appear as a private or unknown caller. Please do pick up.

If you feel that the condition for which you were referred to us is worsening then please contact 01952 204476. Alternatively you may wish to contact us at shropcom.temspatient@nhs.net. Please provide us with your name, NHS number, Date of Birth and the nature of your enquiry. We will try to respond to you as soon as we are able.

For further information and support tools during this time please visit our homepages www.shropscommunityhealth.nhs.uk/tems or www.shropscommunityhealth.nhs.uk/tems-rheumatology

Once we are able to resume normal service we will contact you in due course to rearrange your appointment.

If you need your letters in another format e.g. braille, audio, or another language, please contact our Patient Advice Liaison Service (PALS) on 01743 277689 or shropcom.customerservices@nhs.net.

Nuala O'Kane – Chair
Jan Ditheridge – Chief Executive

We welcome your Friends and Family feedback. You can do this by following the <http://www.shropscommunityhealth.nhs.uk/fft-survey> or by filling in a feedback form available at clinics or from your health care professional

Thank you for your understanding at this time.

Yours Sincerely,

The Telford Musculoskeletal Services Team

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