

Last Updated: Monday, 27 January 2025

Millions of outpatient appointments and treatments have been delayed in NHS hospitals during the pandemic. When patients contact the hospital they are sometimes told to ask their GP for an 'expedite letter'. This is frustrating for you and for us and rarely results in your appointment being brought forward.

If your gallbladder or arthritis pain is worse, if your mobility has reduced, or your tinnitus increased, this is not something that a GP can measure. We take your word for it and a hospital should too. Only the hospital can compare your needs with those other patients on their waiting list.

Cumberland House Surgery has created two letters for you to use if you want to inform a hospital of a change in your symptoms. One is for patients waiting for a first appointment with a specialist, the second is for patients waiting for a follow up appointment, treatment or operation.

Please download and print your letter, completing your details and explaining the change in your symptoms. You should post your letter to either outpatient appointments (for first appointments) or your consultants secretary (for follow-up care). Please click on these links for the addresses of local hospitals:

- [Southport & Ormskirk Hospital NHS Trust](#)
- [Aintree University Hospital](#)
- [The Royal Liverpool Hospital](#)
- [Alder Hey Hospital](#)

In the event of a change of a potentially life-threatening health condition - for example a known cancer, or heart or lung symptoms - please contact Cumberland House Surgery, 999 or 111 in the first instance.

EXPEDITE LETTER TEMPLATES

[Expedite Template - First Appointment](#)

[Expedite Template - Follow Up Appointment](#)

As a guide here is a link to offer assistance with your wait times but please note we are not responsible for information being updated in this link.

[My Planned Care](#)