

My Planned Care Patient Information Platform



Dental & Maxillo-Facial

There is information and guidance available for each specialty at ULHT.

Please visit [Oral and Maxillofacial Surgery - United Lincolnshire Hospitals \(ulh.nhs.uk\)](https://ulh.nhs.uk) for information pertaining to dental/maxillo-facial services.

Introduction

The COVID-19 pandemic has had a big impact on the NHS. Although COVID cases in our hospitals have now reduced we are still having to work in COVID-safe ways. As a Trust we are working hard to tackle the backlog of patients whose care has been impacted by the pandemic. We need to do this whilst also keeping our patients safe.

We know that patients on our waiting lists are anxious about the length of time that they are having to wait for their hospital appointments and unfortunately, at the moment it is difficult to confirm how long any wait may be.

We are reviewing patients who have been waiting a long time to help us prioritise those in most urgent need. Please be assured we are doing our utmost to ensure you and your families get the treatment you require as soon as possible. This document will provide you with information on how you can support yourself whilst waiting to attend the hospital.

Guidance for Patients

You may have been to see your GP and they advised that they were going to refer you to the hospital, but you haven't yet had an appointment through. Until you have received your appointment you will stay under the care of your GP. Patients may receive an automatically generated letter from the NHS e-referral service on our behalf asking them to contact us if they do not receive an appointment within the next 10 weekdays (14 days) for urgent referrals and 40 weekdays (56 days) for routine referrals from when they saw their GP.

Please be assured ULHT has received your referral and we will be in contact with an appointment as soon as possible, although this is likely to be longer than the times stated due to extended wait times caused by the COVID-19 pandemic.

Referrals from your GP will be reviewed for clinical urgency and all patients are booked chronologically based upon the outcome of this review.

If you no longer require an appointment please let us know as soon as possible as that will allow us time to offer an earlier appointment to another patient.

My Planned Care Patient Information Platform

If you would like to cancel, change your appointment or speak to a staff member please call the numbers below:

For a first appointment

ULHT New Appointments Line (first appointment any site) – 01522 573200

For further appointments:

Lincoln: 01522 573199

Pilgrim: 01205 446422

Grantham: 01476 464740

Louth: 01507 631247

Telephone lines are open from Monday to Friday.

Additional guidance can also be found on our website - [Rearrange or cancel appointment - United Lincolnshire Hospitals \(ulh.nhs.uk\)](https://www.lincolnshirehospitals.nhs.uk/rearrange-or-cancel-appointment)

What should I do if my health is deteriorating?

If your symptoms deteriorate please contact us on the telephone number below for a specialist to review your referral letter and changing symptoms. Your GP won't be able to help with getting your referral dealt with any quicker, however they may be able to support with symptom management if your symptoms have worsened.

ULHT New Appointments Line (first appointment any site) – 01522 573200

Please note that expedite letters for routine planned operations or appointment dates are not being offered to patients at this time. We understand the frustration this may cause but expedite letters cannot now make a difference to patient waiting times in the way they may have done, prior to the Covid-19 pandemic. Hospitals do not have the capacity to speed up routine referrals.

You can find helpful advice and information to support you while you are waiting for your appointment on our website. Please visit [Waiting for your outpatient appointment during the COVID-19 Pandemic - United Lincolnshire Hospitals \(ulh.nhs.uk\)](https://www.lincolnshirehospitals.nhs.uk/waiting-for-your-outpatient-appointment-during-the-covid-19-pandemic)

Thank you for your continued patience and understanding during this challenging time.

Contact Us

Please use these numbers to be put through to the specialty you have been referred to.

Lincoln County Hospital 01522 512512

Pilgrim Hospital, Boston 01205 364801

Grantham & District Hospital 01476 565232

County Hospital, Louth 01507 600100