



Shropshire Community Health

NHS Trust

Outpatient s Department

Whitchurch Community Hospital

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Whitchurch

Shropshire

SY13 1NT

Email: shropcom.whitchurchreception@nhs.net

Website: www.shropscommunityhealth.nhs.uk and [service webpage](#)

Date: October 2020

Dear Service User,

You are currently on our waiting list. We wanted to contact you to reassure you that you have not been forgotten in these very challenging times.

Due to the impact of COVID on the country, and in particular the NHS, we have had to adapt services in line with national guidance. Since July 2020, we have been doing everything possible to get back to offering appointments across all of our services as quickly and as safely as we can.

We appreciate this has been very difficult and worrying time for everyone and are sorry for any impact or delays that you may experience. We are making progress in bringing our services back towards a new normal, with extra precautions required by the Government to keep you safe. This means that your appointment and treatment could be over the phone, video or face to face.

The capacity of all NHS care has been reduced to keep people safe through infection prevention and control which means there are longer waits for our services and investigations. We are prioritising people by identifying the needs of those who have suffered significant deterioration in their condition and those who have waited the longest. We are available for advice via the contact details at the top of this letter if your condition deteriorates.

Looking after yourself is key, so whilst you await your appointment it's important that you maintain a good diet, keep active and look after your health and well being.

Best wishes,

Dr Jane Povey
Medical Director