Expedite Letter Requests – template letter

Date

Dear x

Thank you for raising the issue around your specialist care with us.

Unfortunately, GPs have no control over where you are on the waiting list and are unable to enquire about and / or expedite your referral. An expedite letter has no influence over hospital waiting lists.

All our hospitals and community specialist services have dedicated teams available to help you with such queries and problems called the “Patient Advice and Liaison Service” (PALS). They help manage your journey through the NHS following our GP referral. They have access to information about waiting times and appointments that we don’t. Sadly, we don’t have the same size teams as hospitals to help manage their queries, so contacting the PALS team should be your next step, they are ideally placed to help you. You can also find current waiting times online via my planned care.

In the meantime, if your symptoms become more severe, please contact the specialist’s secretary. Contact details will be on any correspondence from the hospital. For new symptoms which may not be related to your original condition please let us know.

You can find links to current waiting times and how to find your relevant PALS on the following page.

Yours sincerely,

Practice Signature

Practice Logo

**My Planned Care: Current waiting times**

**Lancashire & South Cumbria**

[North West – My Planned Care NHS](North%20West%20%E2%80%93%20My%20Planned%20Care%20NHS%20-%20https%3A/www.myplannedcare.nhs.uk/nwest/)

**North Cumbria**

[North East and Yorkshire – My Planned Care NHS](https://www.myplannedcare.nhs.uk/ney/)

**Patient Advice and Liaison Service:**

[Find patient advice and liaison services (PALS) - NHS (www.nhs.uk)](https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals)