

Minor Surgery - Waiting List

Being placed on the waiting list

- You will only be placed onto the waiting list when there is a clear clinical indication that the proposed treatment is required now and will be beneficial to you.
- If you are not immediately available for surgery, for example - are working away from home or going on a prolonged holiday, you will only be added to the waiting list when you are ready to attend. You should contact us at that time to arrange for your name to be added.
- You have a responsibility to let us know of any change to your personal circumstances eg. if you are now unable to have the procedure, or have changed your phone number.
- You will not be added to the waiting list if you are medically unfit for the procedure and there is no estimated date when you may be fit to attend. It would be unfair to give the impression that you are in a queue for treatment when this is not the case.

How we manage the waiting list

- We will manage our waiting list according to clinical priority. Procedures classified as routine will be scheduled in strict date order.
- Clinical priority will be assessed by the doctor in charge of your care.
- If your procedure has similar clinical priority to that of another patient, you will be offered an appointment in date order ie. the patient who has waited the longest will be offered an appointment first. We may make an exception to this if we can offer an appointment at short notice and contact several patients before getting a response; or if we are filling the slots appropriately to make sure we are not wasting any of the time or over-running (for example - we may be able to offer a further minor surgery appointment that will take less time than someone who may be higher on the list).
- Regardless of how we offer a minor surgery appointment (written/verbal or a combination), you will be offered up to 2 "reasonable" dates for surgery. We understand that you may not be able to accept an offer at short notice and would define a "reasonable" offer as one giving around 21 days notice.
- If you decline two "reasonable offer" dates, this will mean that your place on the waiting list is reset to the date on which the second offer was declined.

Removal from the waiting list

You will only be removed from the waiting list for one of the following reasons -

- You have had the planned treatment
- You have either failed to attend an appointment, or repeatedly asked that your treatment is rearranged.
- There are medical reasons for you being removed from the list.
- You have let us know that that you no longer want the treatment or have been treated by another provider
- You do not attend an appointment you have accepted; unless there are exceptional circumstances (ie. medical urgency).
- You are not able to accept a third appointment which has been offered; unless there are exceptional circumstances (ie.medical urgency)

If we remove your name from the list, we will write to let you know that this has happened, and will explain the reason we have done this.

Handling complaints

- Should you have any issue or complaint in relation to the operation of the Minor Surgery Waiting List, you should contact the Minor Surgery Administrator in the first instance.
- If this does not resolve the issue to your satisfaction, you should follow the Practice Complaints Procedure. A copy of this is available from the practice or on our website.