

April 17 2020

Dear

Your consultation and follow-up action

The Coronavirus (COVID-19) outbreak has brought about many changes for our patients. And to help prevent the spread of infection and ensure we follow government guidelines around social distancing, we are working in very different ways. Your recent consultation is one example of these changes as it took place by telephone or video link.

I am writing to confirm what we agreed during our discussions about your health concerns. Right now, we do not need to carry out any urgent treatment or diagnostic investigations. This is a sensible and pragmatic approach balancing your current symptoms and limitations caused by the coronavirus pandemic - and I hope that this is reassuring.

As we don't know how long the current response to COVID-19 will last, we also agreed that at the moment there is no need to take any other sort of follow-up action. This gives us an opportunity to see if your symptoms settle down naturally, which happens in many similar clinical cases. Consequently, once health services are running 'as normal' there may be no need to do anything further.

However, if over time your symptoms do not appear to be improving - and especially if they are worsening, or if you feel there is a serious deterioration, we want you to know what to do. Please contact your GP so they can offer you advice and if necessary liaise with the hospital's clinical team.

Even with the challenges of responding to the COVID-19 outbreak we are still here to provide all our patients with the best possible care. Your consultation today indicated that treatment is not required at present. If your situation changes and you do need clinical intervention at that point, please be assured that your GP and the clinicians at the hospital will make sure you receive the care you need.

Yours sincerely

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