Gartnavel General Hospital

1053 Great Western Road

Glasgow

G12 0YN

Tel: 0141 000 0000

Fax: 0141 000 0000

Dear

You have an appointment for the rheumatology clinic in the next few weeks. We would like to offer you the opportunity to attend **in person** or **by telephone.** We are running telephone consultations for a trial period to assess whether this is an option that our patients would welcome, and can work successfully. You have two options:

**Attending in person**

You should feel under no pressure at all to phone in rather than attending in person. Indeed, we would strongly encourage you to attend **in person** if:

* Your arthritis is giving you a lot of trouble – it is likely that we will want to examine your joints
* If you expect that we will need to take blood tests or send you for an X-ray

**Having a telephone consultation**

You may prefer to have a telephone consultation if you are well– this may particularly suit patients who work, travel a long way, or only have a few questions to ask the doctor. How will this work?

* On the day of your appointment, phone 0141 000 0000 at your appointment time
* Tell the receptionist that you wish to have a telephone consultation; the receptionist will confirm your contact details, and will take your telephone number. You will be informed if the clinic is running late, and be given an idea of when you can expect to receive a call back
* When it is your turn for a consultation, we will phone you on the number you provided to the receptionist
* If you require an examination, blood tests or X-rays then you may need to come to the hospital at another time for these to be done
* After the consultation, we will arrange for another appointment (if appropriate) to be sent to you in the post. **You should assume that you need to attend the next consultation in person unless you hear from us again.**

**Evaluation**

Patients who choose to have a telephone consultation are likely to be contacted by phone or mail after the clinic to be asked for their opinion on whether telephone consultations are worthwhile.

Yours sincerely,

**Dr John Smith Dr Jane Doe**

Consultant Rheumatologist Consultant Rheumatologist