

Minor Surgery Telephone Assessment Appointment

Dear {RecipientFullName}

Thank you for booking an appointment with Tollgate Clinic.

Further to our conversation, your appointment for a telephone assessment is on:-

{NextAppointmentStartDateTime}

We hold {ClientMobilePhone} as your primary telephone number and this is the telephone number you will be contacted on for your assessment. If you would like us to contact you on a different number, please call our office to let us know.

During your telephone assessment our clinician will review any photographs that have been provided, discuss your skin lesion and will talk through any possible treatment. Please be aware that the clinician's assessment may conclude that treatment is not available or recommended.

Prior to this appointment you will need to have provided our administration team with a photograph of your skin lesion so that this can be considered by the clinician during your appointment. If you have not already done this, please email your photograph(s) to tollgateclinic.wellbeing@nhs.net prior to your appointment. It may not be possible for the clinician to complete their assessment if they do not have a photograph during this appointment.

Should it not be possible for the clinician to make a full assessment during the telephone assessment, it may be necessary for you to book a face-to-face appointment and visit our clinic and there would be a fee for this appointment. We would like to reassure patients that appropriate procedures are in place to minimise risks associated with the Covid-19 Pandemic and patients will be asked to answer some simple Covid-19 screening question in line with PHE guidance prior to any face-to-face appointments.

If you have any feedback regarding our service following your appointment, please let us know on Tel: 01206 987525 email us at tollgateclinic.wellbeing@nhs.net or see our website for our Complaints Policy.

If you need to cancel or change your appointment then please contact us at least 7 days before your appointment.

Yours sincerely

Tollgate Clinic