

The COVID-19 pandemic has put pressure on our hospitals & services.

Here is some information on the measures we have put in place
to reduce the waiting lists for outpatient appointments.

PHONE APPOINTMENTS



- Some appointments do not need to be done face to face and may be carried out over the telephone.
- The clinician will contact you at a pre-arranged time.
- Please save the number 0800 678 3393 - this is the NHS calling you.

VIDEO APPOINTMENTS



- If suitable, your appointment may take place by video call using NHS Near Me.
- This will be arranged with you in advance.
- NHS Near me is a safe and secure video calling platform.

ADDITIONAL CLINICS



- We are setting up additional outpatient appointments at various sites across NHS Ayrshire and Arran.
- This means that you may be offered an appointment at a different hospital to the one you would normally attend.
- By increasing the space available, we have more capacity to safely deliver face to face appointments.

Patients who are on the waiting list will be contacted by letter in due course regarding their appointment. Thank you for your patience.