

Ref: Patient's NHS number

**Private and confidential**

Name

[OB]

Address 1  
Address 2  
Address 3  
Address 4  
Postcode

Team/Department

Address 1  
Address 2  
Address 3  
Postcode

**Date:**

Telephone

**Your upcoming appointment with [XXX insert team/hospital]**

Dear [patient first name],

We have booked you an appointment with our **Community Mental Health Team** at **[insert hospital name]**.

**Appointment type: In person appointment**



**Date:** [day, date, month, year]

**Time:** [time]

**Location:** [provide full address including postcode]

We will give you a call on (**INSERT PATIENTS CURRENT NUMBER**) before your appointment to remind you. If your details have changes, please give us a call to let us.

**Getting to your appointment**

To support you and the appointment, aim to get to us 10 minutes early to give us time to check you in. The receptionist will do this for you and let the clinician know you have arrived.



We have included a map with information about parking, do take a look – it provides all the information you need.



### **Stratford**

We are accessible by various busses. The walk from each bus stop is around five minutes.

Stratford-upon-Avon train station is a 5-7 minute walk and taxi's are also available at the train station.

### **St Mary's Lodge**

We are accessible by various busses. The walk from each bus stop is 2 - 5 minutes.

The closest train station is Leamington Spa, then a 15 minute walk (0.7miles).

## **How to change your appointment**

**If you no longer need an appointment or if you are unable to attend, please contact us as soon as you can. This will prevent you having to wait a longer time for a re-booked appointment.** You can call us on [insert phone number].

Some people prefer different types of appointments. If you would like a telephone or video appointment instead, we are more than happy to book you in. Please give us a call on [enter telephone number for service].

## **On the day of your appointment – what can you expect?**

XXXX

## **Contacting us**



If you have any questions about your appointment or need to let us know about anything that makes getting to us difficult, please call us on [insert phone number]. We are happy to help and have a friendly admin team.

Yours sincerely,

[Insert name of service and provider]

We understand things can be difficult whilst you're waiting for your appointment, if you need more urgent support, you can:

**If you feel you are in a mental health crisis**

**Extra support**

**Mental Health Access Hub**

