### Hospital waiting times: how quickly you should receive hospital care

This factsheet is for anyone who requires hospital treatment in any part of Scotland.

This factsheet sets out how long you can expect to wait once your GP refers you to hospital.

The 2012 Charter of Patient Rights and Responsibilities sets out your right to start to receive agreed inpatient and day case treatment within 12 weeks of agreeing to it with the clinician.

<table>
<thead>
<tr>
<th>Who is this factsheet for and what is it about?</th>
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<th>If I get referred to hospital how long can I expect to wait?</th>
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<td>• NHS Scotland will try to make your wait as short as possible.</td>
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<tr>
<td>• Your GP will let you know how long you are likely to wait.</td>
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<tr>
<td>• The NHS will try to give you a minimum of 7 days notice of an offer of appointment (this is generally considered to be reasonable). If you refuse two or more reasonable</td>
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### أوقات الانتظار في المشافي:

#### هذه الحقائق موجهة إلى من؟ وعما هي؟

• هذه النشرة موجهة إلى جميع الأشخاص الذين يلتوقن جميع خدمات ‘إن إتش إس’ في أي منطقة في اسكتلندا.

• تبين هذه النشرة كيف يمكن أن تتوقع أن تنتظر عند تحويلك إلى المشفى من قبل الطبيب العام.

• يبين ميثاق حقوق المريض ومسؤولياته حقك في البدء بتحليق العلاج الداخلي واليومي المتموقع عليه في غضون 12 أسبوعاً من الاتفاق عليه مع الطبيب.

### إذا تم تحويلي إلى مشفى فكم من الوقت يتوقع أن أنتظر؟

• تسعى ‘إن إتش إس’ اسكتلندا إلى الحد من فترة الانتظار قبل الإمكان.

• يبلغك طبيبك العام فترة الانتظار المتوقعة.

• تسعى ‘إن إتش إس’ إلى إعطائك مهلة لا تقل عن 7 أيام لعرض الموعد (عادة ما يعتبر ذلك معقولاً)، وإذا رفضت عرضين لموعد فأكثر فإن المجلس الطبي الذي تتبع إليه، إذا أنك تقوم بتحويلك إلى طبيبك العام مرة أخرى أو أن بعد مبيب ساحة الانتظار إلى الصفر (إذا كان ذلك ملائماً من الناحيتين المنطقية والطبية).
Most patients should start their treatment within 18 weeks from when your GP refers you.

- You should get an outpatient consultation, diagnostic test (if required) and treatment all within 18 weeks from your GP referral to hospital.

- It is not possible to meet this target for all patients - for example, because some patients may have to get many tests before a diagnosis can be made and the necessary treatment determined.

- You must be treated within 12 weeks of being diagnosed and agreeing to inpatient or day case treatment. This is known as the treatment time guarantee – more detail is provided at the section below headed Treatment Time Guarantee.

- The treatment time guarantee will operate within the 18 weeks referral to treatment waiting time target. The 2 scenarios below give examples of what this will mean in practice:

  - your outpatient appointment is 4 weeks after being referred to hospital by your GP. At that appointment you and the health professional agree you require inpatient or day case treatment. This means that you are eligible for the treatment time guarantee.


- Sie sollen eine Vorbesprechung, diagnostische Tests (wenn erforderlich) und Behandlung innerhalb von 18 Wochen vom Generalpraktiker zur Behandlung erhalten.

- Es ist nicht möglich, diese Zielzeit für alle Patienten zu erreichen - zum Beispiel, weil einige Patienten viele Tests vornehmen müssen, um eine Diagnose zu erzielen und die notwendige Behandlung zu definieren.

- Sie müssen innerhalb von 12 Wochen behandelt werden, abzüglich der Vorbesprechung. Dies wird als Behandlungszeitgarantie bekannt, weitere Details sind im Abschnitt unten unter Behandlungszeitgarantie zu finden.

- Die Behandlungszeitgarantie wird innerhalb der 18 Wochen vom Generalpraktiker zur Behandlungsturnuszeittarget funktionieren. Die beiden Szenarien unten geben Beispiele davon, was dies in der Praxis bedeutet:

  - Ihre Patientenvisite beginnt 4 Wochen nach der Empfehlung zum Generalpraktiker. In dieser Visite stimmen Sie und der klinische Berater darin ein, dass Sie in- oder ambulant behandelt werden. Dies bedeutet, dass Sie an die Behandlungszeitgarantie für die Behandlung zugänglich sind.
guarantee which means that all patients who are due to receive planned treatment on an inpatient or day case basis have a right to start to receive that treatment within a maximum of 12 weeks of agreeing to proceed with treatment.

The Patient Rights (Scotland) Act 2011 introduced a new duty on Health Boards to deliver the treatment time guarantee which means that all patients who are due to receive planned treatment on an inpatient or day case basis have a right to start to receive that treatment within 12 weeks from the date of the outpatient appointment; or your outpatient appointment is 4 weeks after being referred to hospital by your GP. Following that appointment you have to undergo 4 different diagnostic tests to determine your illness and appropriate treatment. You and the health professional then agree that you require inpatient or day case treatment - this has taken 17 weeks. This means that from the treatment time guarantee you have to be treated within 12 weeks (in accordance with the treatment time guarantee). This wait, however will clearly and necessarily exceed the 18 weeks targets but the treatment time guarantee will ensure that your wait for the inpatient and day case treatment is no longer than the maximum 12 weeks wait from the date when you agreed to the treatment.

treatment is no longer than the maximum 12 weeks wait from the date when you agreed to the treatment.
• The appropriate health professional must ensure that you are provided with the appropriate information to enable you to fully participate in the decision about your treatment.

• Any inpatient or day case treatment which you agree must start within 12 weeks of agreeing to it (subject to your availability to attend appointments).

• The treatment time guarantee does not apply to the following services:
  - assisted reproduction (treatment to help woman become pregnant)
  - obstetrics services (the care of pregnant mothers and their babies before and after the birth)
  - organ and tissue transplantation (moving an organ or tissue from one body to another)
  - some back treatments including injections and surgery
  - surgery to correct curvature of the spine.

• If a Health Board exceeds your treatment time guarantee they must:
  - offer you the next available appointment having regard to your availability
  - provide you with an explanation of why the Board did not start your agreed treatment within 12 weeks.
weeks.

- provide you with details of the advice and support available. In particular the patient advice and support service.
- Provide you with information on how to give feedback or comments or raise concerns or complaints.

What should I do if my agreed treatment does not start within 12 weeks?

- You should contact the hospital as soon as you become aware that you have waited more than 12 weeks.

In a service that deals with more than half a million inpatient and day cases each year there may be the occasional administrative error. If you have exceeded the treatment time guarantee the actions above will be taken by the hospital.

Giving you information

- The NHS will:
  - write to advise that you are eligible for the treatment time guarantee.
  - provide you with clear and accurate information about how the waiting time for the treatment time guarantee is calculated.
  - write to you of the consequences to the calculation of the treatment time guarantee if you:

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<td>إرسال رسالة إليك تفيد بحقيك في تلقى ضمان زمني للعلاج.</td>
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<td>تزويحك بمعلومات واضحة ودقيقة حول كيفية احتساب وقت الانتظار للضمان الزمني للعلاج.</td>
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<td>إرسال رسالة إليك بنتائج احتساب الضمان الزمني للعلاج إذا:</td>
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<tr>
<td>رفضت عرضين فأكثر لمواعيد طبية.</td>
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<tr>
<td>لم تحضر لمواعيدك.</td>
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</table>
- refuse two or more offers of an appointment
- do not attend your appointment.
- cancel an agreed appointment on three or more occasions
- advise that you are going to be unavailable, for example, if you are going on holiday.
- have another medical condition which needs to be resolved before the agreed treatment can go ahead, for example, high blood pressure.

The Scottish Government have also set a few other key waiting times targets for example if your GP refers you urgently to a hospital for investigation because they think you may have cancer, and you are then found to have cancer, you should start treatment within 2 months from referral.

What can I do to help the NHS?
- Tell your hospital or clinic you are attending if you change your name, address or phone number. This is to make sure your hospital can contact you.
- If you are referred to hospital let them know about any dates when you won’t be able to go to hospital – for example because you are going on holiday. Your hospital will advise you of the impact of this on your waiting time.
- Be on time for appointments and hospital admissions. If you are going to be late, phone and let the hospital know.

ما الذي يمكنني عمله لمساعدة إن إتش إس؟
- أبلغ المشفى أو العيادة التي تقصدها إذا قمت بتغيير اسمك أو عنوانك أو رقم هاتفك، والهدف هو التأكد من استمرار قدرتهم على الاتصال بك.
- إذا تم تحويلك إلى مشفى فأعلهم بالتواريخ التي لن تكون فيها قادر على الذهاب للمشفى بسبب عطلة ما على سبيل المثال، ويوجه المشفى التوصيات حول أثر ذلك على وقت انتظارك.
- أحضر للمواعد والدخول للمستشفيات في أوقاتها، وإذا كنت ستتأخر فأبلغ المشفى هاتفيا بذلك.
• If you can’t keep a hospital appointment let the hospital know as soon as possible so they can offer it to someone else. Your hospital will advise you of the impact on your waiting time.
• If you do not inform the hospital that you can’t keep an appointment and do not attend then you may be referred back to you GP.

How can I find out more?
• You can find out more about anything in this factsheet, or get The Charter of Patient Rights and Responsibilities, the Your health, your rights factsheets or other leaflets and factsheets listed below from:
  ▪ GP surgeries, hospitals and other places where you receive NHS services
  ▪ [www.hris.org.uk](http://www.hris.org.uk) (alternative formats available) or at [www.nhsinform.co.uk](http://www.nhsinform.co.uk)
• the NHS inform Helpline on 0800 22 44 88 (lines are open every day from 8am to 10pm)
• the Patient Advice & Support Service (PASS) at your local Citizens Advice Bureau (find your nearest bureau on the internet at [www.cas.org.uk](http://www.cas.org.uk) or in your local phone book). PASS is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland.

• إذا كنت غير قادر على الالتزام بالموعد فأعلم المشفى بسرع وقت ممكن لتحويل الموعد إلى شخص آخر، ويقدم المشفى التصيحة حول أثر ذلك على وقت انتظارك.
• إذا لم تقم بإبلاغ المشفى بعدم قدرتك على الحضور للموعد فإنه يتم تحويلك للطبيب العام مرة أخرى.

• يمكنك معرفة المزيد.
• يمكنك معرفة المزيد حول أي من محتوي هذه النشرة أو الحصول على ميثاق حقوق المريض ومسؤولياته ونشرة "صحتك وحقوقك" أو النشرات الأخرى المبينة أدناه من:
• عيادات الطب العام والمشافي وأماكن أخرى حيث تلتقي الرعاية من "إن إتش إس".
• موقع (تتوفر هياكل أخرى فيه) أو الموقع [www.hris.org.uk](http://www.hris.org.uk)
[www.nhsinform.co.uk](http://www.nhsinform.co.uk)
• خط "إن إتش إي" للمساعدة على الرقم 88 0800 22 44 88 (الخطوط مفتوحة من الساعة 8 صباحا وحتى 10 مساء).
• مركز خدمات إرشاد المرضى ودعمهم في مكتب الإرشاد الجماهيري في [www.cas.org.uk](http://www.cas.org.uk) مكان يمكنك إيجاد أقرب مكتب على الموقع أو في دليل الهاتف المحلي، حيث يوفر المركز معلومات مجانية وسرية والإرشاد والدعم لمستخدمي الخدمات الصحية الوطنية في إسكتلندا.

• معلومات حول الحقوق الصحية
• يقدم "ميثاق حقوق المريض ومسؤولياته" موجزا حول ما تتوقعه من
The series of **Your health, your rights** factsheets explain what the rights and responsibilities included in the Charter mean for you:

- **Access**: your rights when accessing NHS services in Scotland.
- **Confidentiality**: the right for your personal health information to be kept secure and confidential.
- **Communication and participation**: the right to be informed, and involved in decisions, about health care and services.
- **Respect**: the right to be treated with dignity and respect.
- **Safety**: the right to safe and effective care.
- **Feedback and complaints**: the right to have a say about your care and have any concerns and complaints dealt with.

**For more about health rights see:**

- **Consent – it’s your decision** explains how you should be involved in decisions about your health care and treatment.
- **How to see your health records** explains your right to see or have a copy of your health record.
- **Health care for overseas visitors** is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland.
### Information for young people

- **Consent – your rights** explains how you should be involved in decisions about your health care and treatment.
- **Confidentiality – your rights** tells you how the health service keeps information about you private.
- **Have your say! Your right to be heard** tells you how to give feedback or make a complaint about the NHS.

- **Tells you how the health service keeps information about you private.**
- **Tells you about an NHS service for people with a long-term condition.**

### Information for carers

- **Caring and consent** explains your right to be involved in decisions about the health care of the adult you care for.

- **Tells you how the health care of the adult you care for.**
- **Tells you how the health care of the adult you care for.**

### Information about health services

- **Getting NHS dental treatment in Scotland** tells you how to use NHS dental services in Scotland.
- **It’s okay to ask** gives useful tips and questions you can ask during your health care appointments.
- **The NHS Chronic Medication Service at your local pharmacy** tells you about an NHS service for people with a long-term condition.
- **Your guide to free NHS eye examinations in Scotland** gives information about free NHS eye examinations in Scotland for all UK residents.

- **Tells you how to give feedback or make a complaint about the NHS.**
- **Tells you how to give feedback or make a complaint about the NHS.**

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We have tried our best to make sure that the information in this guide is accurate and up-to-date. However, we cannot guarantee the accuracy of all the information provided. If you have any questions or concerns, please contact your local NHS service for more information.
factsheet is correct. However, this factsheet is for information only and is not part of The Charter of Patient Rights and Responsibilities. It is for guidance only so you should not rely on it as a complete statement of the law.
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