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

**Who is this factsheet for and what is it about?**

- 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>English</th>
<th>Urdu</th>
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<tbody>
<tr>
<td>If I get referred to hospital how long can I expect to wait?</td>
<td>آگ میں، سپتال ریفر شدہ دکھائیں، ہوا جا سے (میرا لیے، سپتال جا سے ہوا جا سے) ہیں؟</td>
</tr>
<tr>
<td>• NHSScotland will try to make your wait as short as possible.</td>
<td>آپ کا جی پی (داکٹر) آپ کو دیکھا گا اگر آپ کو کتنے عرصے میں لیے انتظار کریں گے؟ اگر آپ کو لیے انتظار کرنا پڑتا ہے،</td>
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<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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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 and the treatment must start 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 from your GP referral. This means that from the date of you agreeing treatment you must 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 Time Guarantee

- 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 a maximum of 12 weeks of agreeing to proceed with treatment.

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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 of agreeing to it (subject to your availability to attend appointments).

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<tr>
<th><strong>What should I do if my agreed treatment does not start within 12 weeks?</strong></th>
<th><strong>اگر میرا طے شده علاج 12 بفتنوں کے اندر شروع نہیں بھوتا تو مچھے کیا کرنا چاہئے؟</strong></th>
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<td>• You should contact the hospital as soon as you become aware that you have waited more than 12 weeks.</td>
<td>• چھی ہے بی آپ کویہ علم بھوتا بھی کہ آپ 12 بفتنوں سے زیادہ عرصے کے لیے انتظار کر رہے ہیں تو آپ کو وی پر سوشل سی رابطہ کرنا چاہئے ہیں۔</td>
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<tr>
<td>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.</td>
<td>ایک لیس سروس میں جو بر سال پائیج بنئے کہ &quot;ان پیششت (سیستما مین داکل مرنی) اور &quot;ڈاکس (وہ مریض جو صرف ایک دن کی لیے سیستما آئیہ بنی) نہیں ہیں۔ اس میں کیجھ کیجاہ انتظامی غلطیاں بھوتا بنی۔ اگر آپ کے علاج کی لیے گارنی شدہ وقت گذر گیا تو بیسیتالا کو مندرجہ بالا اقدامات اہلیہ چاہیے۔</td>
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<th><strong>Giving you information</strong></th>
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<tr>
<td>• The NHS will:</td>
<td>• این لیس ایس:</td>
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<td>• provide you with details of the advice and support available. In particular the patient advice and support service.</td>
<td>• آپ کو خط لکھ کر بیٹھن گا کہ آپ علاج کی لیے وقت کی گارنی کی ح StringField</td>
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<tr>
<td>• Provide you with information on how to give feedback or comments or raise concerns or complaints.</td>
<td>• آپ کو صاف سام وریست معلومات فرآبم کرنا گا کہ علاج کی لیے گارنی شدہ وقت کی لیے ہیں۔</td>
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<td></td>
<td>• علاج کی لیے وقت کی گارنی کا حساب لگانے کی نتیجہ کی بارہ مین آپ کو خیز لکھن گا اگر آپ:</td>
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*weeks.*
of the treatment time guarantee if you:
- 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, 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.

• To inform your hospital or clinic if you change your name, address or phone number.
• To inform your hospital or clinic if you are unavailable for appointments.
• To inform your hospital or clinic if you have another medical condition that needs to be resolved before the agreed treatment can go ahead.

• 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.
• Be on time for appointments and hospital admissions. If you are going to be late, phone and let the hospital know.
• 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 your 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 (alternative formats available) or at 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 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.

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Information about health rights

- **The Charter of Patient Rights and Responsibilities** tells you what you can expect from the NHS and what the NHS expects from you.

- 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

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**صحت کی متعلقہ حقوق کی بارہ میں معلومات**

- مرضی کے حقوق اور ذمہ داریوں کا چارچ نے بسے میں معلومات کرتا ہے کہ آپ ایچ ایس سی کیا توقع رکھے سکتے ہیں اور ایچ ایس اپ سی کیا توقع رکھے سکتے ہیں۔

- "آپ کی صحت، آپ کے حقوق" کی سلسلہ میں شائع بھیجے وہی حقائق نامہ آپ کو اس بارہ میں مزید باتیں بیان کر کے اس حقوق کا آپ کے لئے کیا مطلب بنے ہیں:

  - رسالہ: آس کا مطلب بھی کہ سکات لیندہ میں "ایچ ایس اپ" سروس تکرسی، رسالہ کرتے وقت آپ کو کیا حقوق حاصل بنے۔

  - رازداری کا عمل: یہ آپ کا حق ہے کہ صحت کی متعلقہ معلومات بحفاظت او پوشیدہ رکھیں جاتیں۔

  - بات چیت اور خدمات لیندا: بیانہ چیت اور سروس کے بارے میں کیا جانی چاہے وہی درمیانی اور اخباری نہیں۔ فیصلہ میں حسہ لیندہ اور آپ کے بارے میں مفصل کیا جاندی آپ کا حق ہے۔

  - احترام: آپ کا حق ہے کہ آپ کی ساتھیت اور احترام سے پہلی آپ جانئی۔

  - حفاظت: محفوظ رہنے او پوز علاج حاصل کرتا آپ کا حق ہے۔

  - رلی دیب اور شکاہات: اپنی کلیین (ڈک لیک) تشویشات اور شکاہات کی ساتھیت نہیں ہے کہ اپنی کلیین کیا حاصل بنے۔

  - نیشنل کی بارہ میں کیا لیے کہنی کیا حاصل بنے۔

**For more about health rights see:**

- **آخری رضا مندی** یہ آپ کا حق ہے کہ ہم سبق میں نہیں ہائے کہ آپ کی صحت کی بارہ اور علاج کے بارے میں کیا جانے والا فیصلہ میں آپ کو کسی شام نہیں۔

- **بیانہ چیت اور خدمات لیندا** اس میں اپنی بیانات رکھنے کی لگن جس سے آپ کی حقائق اپنے اپنے۔

- **سندھ پارس الی جو بیانات کی لیے بیانات کہ سندھ پارس الی جو فیصلہ میں کیا قیام دکھایا ہے ایسی حقائق نہیں جو یکی سب سے جس میں بیانات کیا پیسے کے سندھ پارس الی جو سیاح سکات لیندہ۔
expect to receive when they are in Scotland.

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<tr>
<th>Information for young people</th>
<th>Information for carers</th>
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<td><strong>Consent – your rights</strong> explains how you should be involved in decisions about your health care and treatment.</td>
<td><strong>Caring and consent</strong> explains your right to be involved in decisions about the health care of the adult you care for.</td>
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<td><strong>Confidentiality – your rights</strong> tells you how the health service keeps information about you private.</td>
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<td><strong>Have your say! Your right to be heard</strong> tells you how to give feedback or make a complaint about the NHS.</td>
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<td><strong>It’s okay to ask</strong> gives useful tips and questions you can ask during your health care appointments.</td>
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We have tried our best to make sure that the information in this 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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NHS inform

Health information you can trust