

Waiting list survey: Frequently asked questions

How long do I have to complete the survey?

You have 30 days from receiving the text message to respond to the survey.

What happens if I do not respond to the survey?

Patients who do not respond to the survey will remain on the waiting list.

I received a text message with a link, is this a scam?

No, this is not a scam. University Hospitals Coventry and Warwickshire NHS Trust is currently conducting a waiting list validation survey. A text message has been sent to patients to access a legitimate link that will take them to a Patient Hub portal to answer questions about their care.

Please rest assured that:

- Our communication will only ever ask questions relating to your care
- We will never ask for bank details or reference to money or payment
- Our message will include a unique pin number and we will ask you to input your date of birth only to log in

I am not sure whether I still require treatment?

If you are not sure and you still have symptoms or changed symptoms, please choose 'remain on the waiting list' and discuss this with your clinician at your next appointment.

I have several referrals at UHCW, can I just complete one survey?

You will receive a text message for each referral you have.



Patient login
Please enter your mobile number OR your email address, followed by your date of birth.

Mobile phone number

Email address

Date of birth (dd/mm/yyyy)

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Any questions or queries in relation to the patient survey should be directed to
0800 252060 or uhcw.appointments@uhcw.nhs.uk