

Waiting list survey

frequently asked questions

How long do I have to complete the survey?

You have 30 days from receiving the text message or postal letter 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
- If you do not respond to the text message, we will write to you asking for completion of the paper survey

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 or postal survey for each referral you have.

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