

Cancel your hospital appointment using the Patient Portal

Information for patients



Step 1

Go to www.ekhuft.nhs.uk/ patient-portal

Login to the Patient Portal.

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| Letters | | | | |
| Inbox | | | | |
| LETTER | DATE | STATUS | | |
| ENT General Face to Face Appointment (ENT) | 9/05/2024 | Sent | ₹ | |
| ENT General Face to Face Appointment (ENT) | 9/05/2024 | Sent | ⇒ | |
| Sec to Face Appointment (Outpatients) | 14/05/2023 | Sent | ¥ | |
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Click Appointments.



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| Appointments | | | | |
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| Upcoming Appointments | | | | |
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| NOTLIVE DATA | | | | |
| Your appointments are up-to-date. NOT LIVE DATA | | | | |
| Your appointments are up-to-date. NOT LIVE DATA RESPIRATORY DIAGNOSTICS | | | | |
| Your appointments are up-to-date NOT LIVE DATA RESPIRATORY DIAGNOSTICS 11 April 2023 at 10.30am & R RESPIRATORY O Outpatients Waiting Area 2, William Harvey H | ospital |) | > | |
| Your appointments are up-to-date. NOT LIVE DATA RESPIRATORY DIAGNOSTICS 11 April 2023 at 10:30am | ospital ntment do | es not | > | |

Step 3

Click the appointment you would like to cancel.

| Patient Portal Appointments | Letters | from 🗖 interrobutation 🕰 unitations 🖬 curring al 🥸 ne such constant | 0 | |
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| Appointments Appointment De | taits | | | |
| RESPIRATORY DIAGNOSTICS 11 April 2023 at 10:30am | | NOT LIVE DATA | | |
| Date & Time | Tuesday, 11 April 202 | 23 at 10:30am | | |
| Location | Outpatients Waiting A | Area 2, William Harvey Hospital | | |
| Clinician | R RESPIRATORY | | | |
| Manage this Appointment | If you no longer requ appointment, please | ire your appointment, or if you wish to reschedule select from the options below. | e your | |
| | Reschedule A | ppointment S Cancel Appointment | | |
| Back to Upcoming Appointments | | | $\overline{\langle}$ | |

Step 4

Click Cancel Appointment.

Cancel Appointment

You are requesting that we cancel your RESPIRATORY DIAGNOSTICS appointment with R RESPIRATORY on Tuesday, 11 April 2023 at William Harvey Hospital.

Please be aware that your cancellation may result in you being removed from a waiting list and/or discharged from our care.

Please select the reason for your cancellation below, then click 'Confirm Cancellation'.

You will receive a letter confirming your cancelled appointment.

I am being seen by alternative provider.

I am being seen by alternative provider. I am no longer experiencing symptoms. I have moved out of the area.

← Back to Upcoming Appointments

Step 5

Open the drop down menu.

Chose a reason for cancelling your appointment.

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Confirm Cancellation



Step 6

Click Confirm Cancellation.

Your appointment has been cancelled.

Do you have any questions you would like to ask your doctor or nurse? If so, you can write them here.





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Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.

• Phone: 01227 78 31 45

The team can phone you back.

- Email: ekh-tr.pals@nhs.net
- Post:Patient Advice and Liaison Service
(PALS), Trust Offices
Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG

Created together with people with a communication need, the experts by experience









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