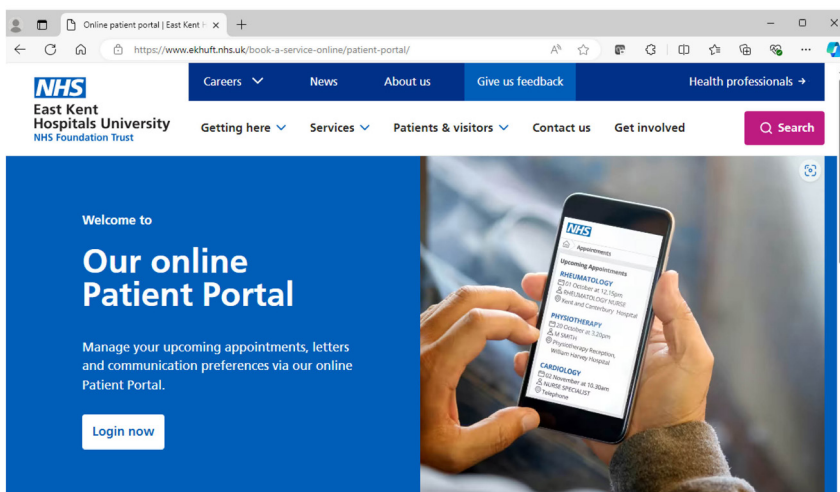


# Cancel your hospital appointment using the Patient Portal

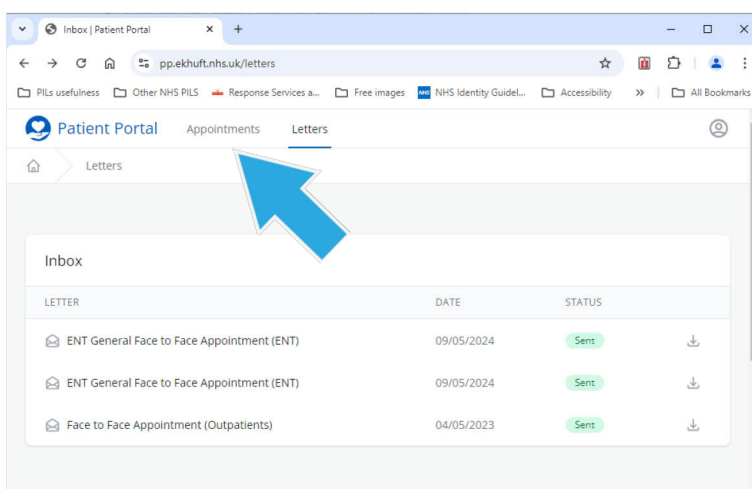
## Information for patients



### Step 1

Go to  
[www.ekhuft.nhs.uk/patient-portal](https://www.ekhuft.nhs.uk/patient-portal)

Login to the Patient Portal.

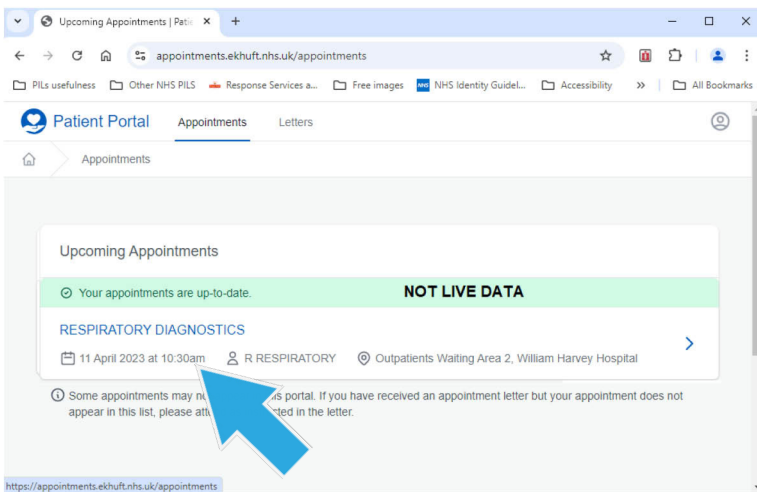


### Step 2

Click **Appointments**.

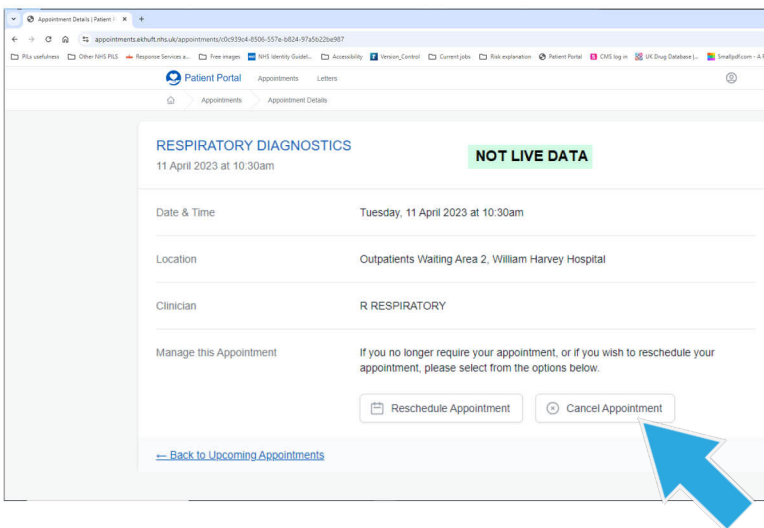
Easy Read





## Step 3

Click the appointment you would like to cancel.



## 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.

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.



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

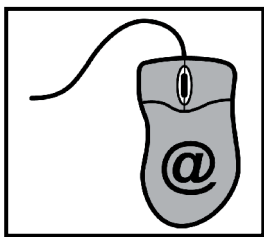


## Our Patient Advice and Liaison Service (PALS) can help you.

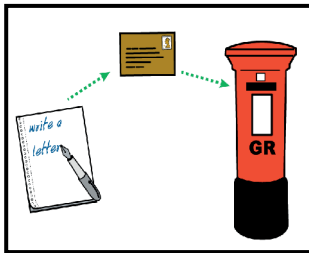
You can ask a question or tell them if you are unhappy about something.

- **Phone:** 01227 78 31 45

The team can phone you back.



- **Email:** [ekh-tr.pals@nhs.net](mailto: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**

