

Cancel your hospital appointment using the Patient Portal

Information for patients

Step 1

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

Login to the Patient Portal.

Step 2

Click Appointments.

Step 3

Click the appointment you would like to cancel.

Step 4

Click Cancel Appointment.

Text only



Step 5

Open the drop down menu.

Chose a reason for cancelling your appointment.

Step 6

Click Confirm Cancellation.

Your appointment has been cancelled.

If you need help, ask a family member, friend or carer.

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