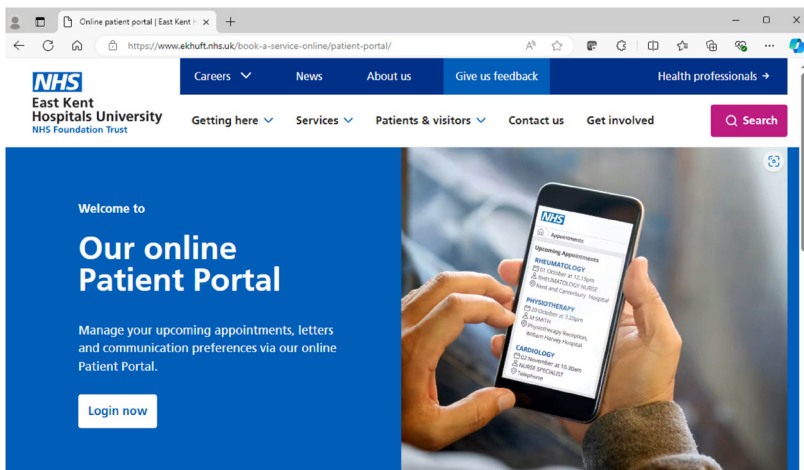


# Change the date or time of your hospital appointment using the Patient Portal

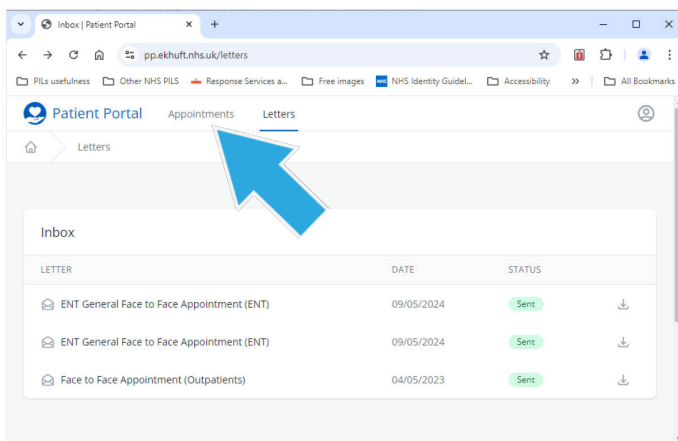
## Information for patients



### Step 1

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

Login to the Patient Portal.

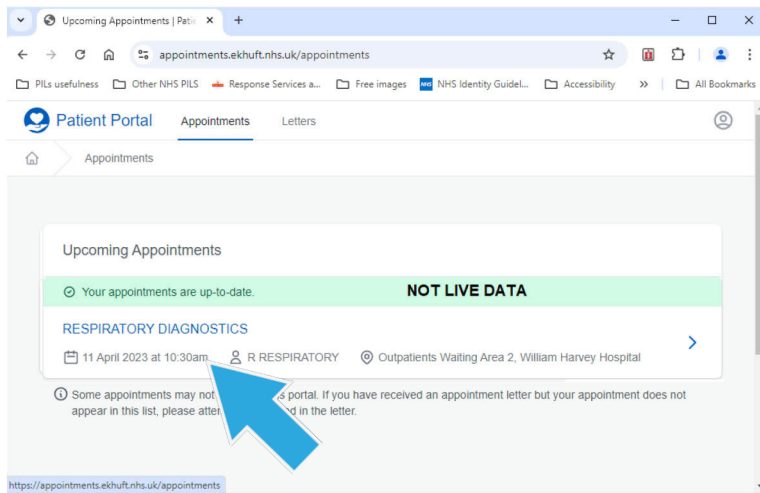


### Step 2

Click **Appointments**.

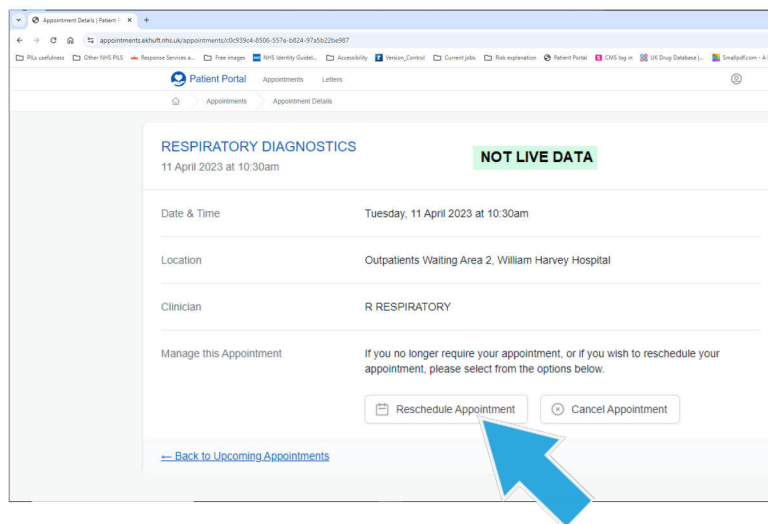
Easy Read





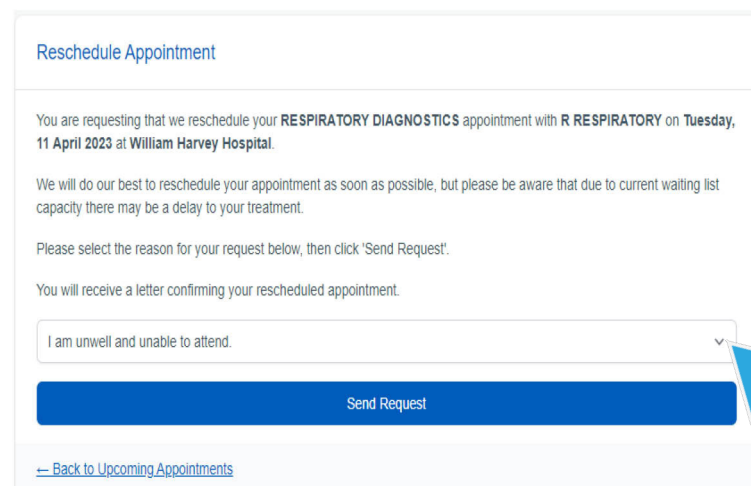
## Step 3

Click the appointment you would like to change.



## Step 4

Click Reschedule Appointment.



## Step 5

Open the drop down menu.

Chose a reason for cancelling your appointment.

**Reschedule Appointment**

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

We will do our best to reschedule your appointment as soon as possible, but please be aware that due to current waiting list capacity there may be a delay to your treatment.

Please select the reason for your request below, then click 'Send Request'.

You will receive a letter confirming your rescheduled appointment.

I am unwell and unable to attend. ▾

**Send Request**

[← Back to Upcoming Appointments](#)



## Step 6

Click **Send Request**.



Kent & Canterbury Hospital  
Ethelbert Road  
Canterbury  
CT1 3NG

Consultant's Secretary Tel: 12345678910

Dear Lina,

**Clinic: Respiratory**  
**On: Tuesday 18th April 2023**  
**Report to: Outpatient Reception WHH**  
**At: William Harvey Hospital**



Kind regards  
Consultant's Secretary

The hospital will contact you with a new appointment time and date.

**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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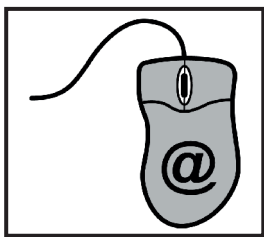


## Our Patient Advice and Liaison Service (PALS) can help you.

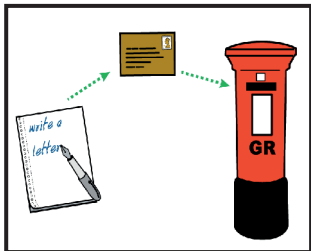
You can ask a question or tell them if you are unhappy about something.

- **Phone:** 01227 78 31 45

The team can phone you back.



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

