

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

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Information for patients

## Step 1

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

Login to the Patient Portal.

## Step 2

Click Appointments.

## Step 3

Click the appointment you would like to change.

**Text only**



## Step 4

Click Reschedule Appointment.

## Step 5

Open the drop down menu.

Chose a reason for cancelling your appointment.

## Step 6

Click Send Request.

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

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

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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)  
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CT1 3NG

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