

Sending hospital appointment letters using the Patient Portal

Information for patients

The first time you use the Patient Portal, you will be asked some questions.

- How do you want your hospital letters sent to you? By post or online.
- Do you have accessibility needs? Tell us if:
 - you have a hearing impairment
 - you have problems with your eyesight
 - you need your letters in a different format, such as Easy Read, Braille, or large print
 - you have access needs when coming to your appointment.

Text only



Step 1

Select how you want your hospital appointment letters sent to you.

- By post, or
- paperless (online).

Click Next.

Step 2

Tell us if you have any accessibility needs.

Do you need support at your hospital appointment?

- Are you hearing impaired?

If you click Yes, a list will appear. Select one or more of the options.

If you click No, go to the next question.

- Are you visually impaired?

If you click Yes, a list will appear. Select one or more of the options.

If you click No, go to the next question.

- Do you need your letters sent in an accessible format?

If you click Yes, a list will appear. Select one or more of the options.

If you click No, go to the next question.

- Do you have any accessibility needs when coming to your appointment?

If you click Yes, a list will appear. Select one or more of the options.

If you click No, go to the next question.

Step 3

Confirm your address is correct.

Click Yes or No.

Click Next.

Step 4

Are you happy to fill in a survey about the Patient Portal?

Click Yes or No.

Step 5

Click Get started.

The Patient Portal will open.

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