

CLCH Head Office  
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[www.clch.nhs.uk](http://www.clch.nhs.uk)

Chair in Common: Mark Friend  
Chief Executive: James Benson

To whom it may concern,

Central London Community Healthcare NHS Trust (CLCH) pilots digital appointment letters for patients in Inner North West London in Hammersmith, Fulham, Kensington, Chelsea and Westminster.

Central London Community Healthcare NHS Trust is introducing a new digital appointment letter system to improve how patients receive their communications. We are piloting this approach with our Adult Podiatry patients in Hammersmith and Fulham, Kensington and Chelsea and Westminster.

Patients will receive their appointment letters digitally via a secure DrDoctor portal link sent by text message and/or email. Within the portal, they can view their letter and update their contact information at any time. Those who are unable to access their digital letter will continue to receive a printed version in the post.

Switching to digital letters will help patients receive communications faster and aim to reduce the number of missed appointments.

As a local service referring regularly to CLCH, we request your support in keeping patients informed about this service

#### **How you can support this pilot**

- Please remind patients to keep their mobile number and email address up to date, so they receive their appointment information without delay.
- Display the posters provided in patient waiting areas to help raise awareness of the service.

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If you have any questions or require additional materials or support, please contact the project team via email at: [clcht.drdrsupport@nhs.net](mailto:clcht.drdrsupport@nhs.net).

Thank you for your support in helping improve patient communications and care across our local services.

Contact our **PALS team** if you have any concerns: tel. **0800 368 0412** or email [clchpals@nhs.net](mailto:clchpals@nhs.net)  
Contact our **complaints team** if you wish to make a complaint: tel. 0800 368 0412 or email [clchcomplaints@nhs.net](mailto:clchcomplaints@nhs.net)

Best wishes,

CLCH

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