



**East Suffolk and  
North Essex  
NHS Foundation Trust**

**Chief Executive**  
Trust Offices  
Colchester Hospital  
Turner Road  
Colchester  
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Tel: 01206 742527

August 2020

Dear

Thank you for choosing to be cared for at the East Suffolk and North Essex NHS Foundation Trust which includes Colchester and Ipswich Hospitals.

Much of our work in recent months has been caring for patients with COVID-19. Like all NHS hospitals we had to temporarily stop planned appointments, procedures and surgery and we contacted every patient either by telephone or by letter to let everyone know. We are all very sorry that you will have waited longer than we would ever have liked for your treatment and care because of COVID-19.

We are also very aware of the fact that we were not able to let you know that we had received a 'referral' for your treatment and care. This is to let you know that we have got your referral and to give you our assurance that we are completely committed to providing the care you need. We understand the wait feels long and you are keen to receive your date for surgery or appointment.

Our senior colleagues are reviewing every patient on all of our waiting lists and are now treating patients who have the most urgent clinical needs. We have to treat the patients with the greatest clinical need first together with people who have waited the longest for treatment.

We will contact you as soon as we are able to offer you a date to attend hospital.

Our Patient Advice and Liaison service (PALS) is here to help you if you have any questions or concerns. You can email the team on [PALS@esneft.nhs.uk](mailto:PALS@esneft.nhs.uk) or telephone 01473 704781 for Ipswich Hospital issues and 01206 742683 for Colchester Hospital issues.

Our thanks for your continued support.

Yours sincerely

Nick Hulme  
**Chief Executive**

Neill Moloney  
**Managing Director**

