NHS Lothian

Planned Repeat List (PRL)

Information for patients

What is PRL?

Previously your follow up appointment would have been booked during your appointment with your Clinician, or a follow up appointment sent in the post. If the future appointment was greater than 6 weeks away you may have also have been asked to contact the department in due course. The PRL streamlines this process and books an appointment closer to the proposed date.

What does PRL mean for me?

Planned Repeat Lists (PRLs) change the way follow-ups are offered. Instead of booking an appointment for a years' time, you would be automatically added to a PRL with an appropriate clinician, clinic and timeframe recorded. You would then receive an appropriate appointment through the post approximately 4-6 weeks before this agreed date. You are of course free to contact your Clinician within this time frame if you feel anything changes or require to be seen sooner.

Key Benefits

- You get a letter closer to your actual appointment date so less likely to forget and miss your appointment.
- Services can manage capacity better, identifying easily how many patients will be due for a return appointment at a particular time.
- 6-week advance booking rule means the clinic is unlikely to get cancelled as Clinicians must give 6 weeks' notice of leave.
- Safety net for patients who cancel or DNA as they are automatically put back on the waiting list.

How does PRL work?

At your appointment if your clinician feels you are appropriate for PRL they will add you to the list. They will inform you of this and the intended timeframe and method of the next appointment.

You should then expect confirmation of this approximately 4-6 weeks before agreed date.

What contact information do I need?

You should wait to hear from us but for any reason you do need to contact us:

- Call us on **0131 537 9418** or **01506 522108**
  Or write to us, **Orthotics Department, SMART Centre, Astley Ainsley Hospital, 133 Grange Loan, Edinburgh EH9 2HL**