

# Your Next iCaSH Appointment:

## Teleconsultation



As advised in the text message you received, your next appointment with iCaSH will be a teleconsultation. Your clinician will call you on the date and at the time of your next appointment. Please make every effort to ensure that you are available to speak to them at this time. **If, for any reason, it will not be possible for you to take their call at this time, please call the clinic on 0300 300 3030 at the earliest opportunity to re-book your appointment.** During this appointment, your clinician will discuss with you, amongst other things, your current supplies of medicines and assess the need for you to attend the clinic to have any blood tests and/or any other investigations and the appropriateness of you doing so.

If you need a supply of medicines and usually collect these from the clinic and are able to do so (i.e. you do not have symptoms of COVID-19 and/or have not been advised to 'shield' to protect yourself due to being defined on medical grounds as extremely vulnerable from COVID-19), the clinician will book an appointment for you to come to the clinic to collect your medicines. If you require any blood tests or other investigations these will be done at the same time. This appointment will be about 2 weeks after your teleconsultation. **If you are going to run out of medicines, or will be running very low, by this time, please contact the clinic immediately on 0300 300 3030 to discuss this with them.**

If you are unable to attend the clinic for the reasons above, you may nominate a representative to collect your medicines on your behalf. If this is not possible, alternative arrangements will be made for the supply of your medicines and your investigations will be deferred until it is safe for you to attend the clinic. Please be reassured that maintaining a seamless supply of medicines to you will be prioritised even if you are unable to attend the clinic.



If you do not require medicines because you have sufficient supplies at home already or your medicines are delivered to you via Homecare, but you require blood tests and/or any other investigations and are able to attend the clinic, an appointment will be made for you to do so. If you are unable to attend the clinic, your investigations will be deferred until it is safe for you to do so.

Your clinician will also book a follow-up appointment for your next review. This is likely to be in a few months' time and, depending on the situation regarding the COVID-19 pandemic at the time of this appointment, this may be another teleconsultation or an appointment that you need to attend in person. We will contact you shortly before the appointment to confirm the relevant arrangements for this.

Should you have any questions regarding any of the above, please call your clinic on 0300 300 3030.



For further information about this service contact:

**Call us:** 0300 300 3030

**Visit our website:** [www.icash.nhs.uk](http://www.icash.nhs.uk)



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If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk) and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.