The roll out of Patient Hub – Waiting List Validation continues in NHS Highland with Neurology, Dermatology, Gastroenterology, Gynaecology, Ophthalmology, Ear Nose and Throat (ENT), Dietetics, Colorectal, Haematology, Respiratory, Urology, General Surgery and Rheumatology already live on the system and more specialities expected to go live shortly.

Patient Hub – Waiting List Validation has been introduced to assist with the organisation for patient service administration. It is a secure online patient portal providing patients with personal information relating to their care at the click of a button. Once fully operational it will allow access to information related to hospital appointments via smart phone, tablet or computer.

Patients awaiting an outpatient appointment at an NHS Highland hospital will automatically receive a text and/or email asking them to confirm whether they still require the appointment now or at a future date, or not at all. Patients will only be contacted when they have been waiting for a specified number of weeks – this will be different for every specialty.

The text / email will be from NHS-NoReply and patients are asked to follow the instructions contained in the message. If a patient contacts you regarding this service please reassure them that it is a genuine NHSH communication and that they can contact our Patient Hub team on 08000 278100 if they require further information.

If a patient tells us they no longer require an appointment they will be removed from the waiting list and their GP will be notified of this.

More information about Patient Hub can be found on the NHS Highland website at: [Patient Hub | NHS Highland (scot.nhs.uk)](https://scot.nhs.uk)

The next phase of Patient Hub roll-out in NHSH will begin with appointment letters. This means that patients will receive their appointment letters digitally. Patients who have not accessed their appointment letter via Patient Hub will receive an appointment letter via post. Further information will become available when we begin to roll this service out.