

WAITING WELL ADVICE

Whether you are living with a health condition or disability, are an employer or line manager supporting staff, we are all aware of the impact on work that long waiting times for tests, diagnoses or treatment can have.

It can be an anxious and stressful time for anyone who is on a waiting list for tests, treatment, or surgery. It may feel there is little that can be done to improve things, however accessing information and resources that have been designed to support individuals during this period can make a difference.

Taking action to improve physical health and mental wellbeing will not only reduce the risk of any complications during treatment, but it can also benefit recovery and long-term health.

To help you look after yourself while on the waiting list we have put together the links to NHS Waiting well information as well as those on our website.

- [**NHS England My Planned Care**](#) gives advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving information about waiting times at your hospital, other supporting and local services while you wait.
- [**Waiting Well Scotland**](#) includes information on your physical and mental health, as well as advice about practical issues like money worries.
- [**NHS 111 Wales**](#), If you are a patient on a waiting list for treatment, or know someone who needs support whilst they wait, the waiting list support service can help with links to services and support.
- [**My Waiting Times NI**](#) provides patients with average waiting time information by Health and Social Care Trust and by Speciality across Northern Ireland.
- **Disability Employment Advisors**, If you have a health condition or a disability that affects your ability to work, [JobCentre Plus](#)

offers a service for disabled workers by putting them in touch with a Disability Employment Advisor (DEA) or work coach. They can signpost you to support to remain in or [return to work](#).

- Arthritis UK website, [Waiting Well](#) area has been developed to help you maintain your fitness and find the support you need. Our specially created videos Let's Move for Surgery are packed with tailor-made, follow-along exercise routines for hip, shoulder, and knee replacement, as well as full body workouts to help you maintain overall fitness. We also offer free gentle movement videos including Tai Chi and stretches to help improve balance and increase joint mobility.
- [Government](#) information on rules for ensuring patients' referral to treatment (RTT) waiting time, for consultant-led treatment, is fair and consistent within an 18-week period.
- Your rights to timely treatment, [NHS inform](#) also explains this.
- Charter of [patients' rights](#) in Scotland
- Information on [patients' rights](#) in Wales.
- Information on [patient standards](#) in Northern Ireland.

If you need to take time off work due to the delay in your treatment, ask your health professional if you can have access to an Occupational Therapist or Occupational Health assessment to establish if there is any equipment or adjustments that can minimise the barriers you are experiencing.

Your employer may be able to look at [reasonable adjustments](#) to help you remain at work.

- The [Federation of small businesses](#) has some guidance for employers to support staff who are waiting for treatment.
- [Government](#) website has information on getting the best out of Fit notes for employers and line managers.
- [ACAS](#) provides guidance on time off for medical appointments.

Being informed and accessing support to remain at or return to work can help you while being on an NHS waiting list.