



Quality surgery in the community

**NHS**

Norwich & Norfolk Surgical Ltd  
St Stephens Gate Medical Practice  
55 Wessex Street Norwich NR2 2TJ

Email: [n2scontact@nhs.net](mailto:n2scontact@nhs.net)  
[www.n2surgical.co.uk](http://www.n2surgical.co.uk)

Date: <Today's date>

<Recipient Name>  
<Recipient Address>

Dear <Recipient Name>,

We are writing to confirm that YAG Laser Capsulotomy has been scheduled for you on:

<Appointments>

**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY  
ANY ISSUES COULD LEAD TO THE CANCELLATION OF YOUR PROCEDURE**

- Prior to your procedure, please try to distance yourself from crowded places. . If you do need to go to a crowded place, such as a supermarket, please try and keep yourself distanced and wear a mask.

-Take all medication as usual and eat and drink as normal on the day of your appointment. Please expect to be with us for approximately 30 to 40 minutes.

-Please arrive only 10 minutes before your appointment time to avoid congestion and please wear a face covering. If you arrive any earlier, you will be turned away.

-If coming by car we recommend using the underground car park at the rear of the building. Only you will be permitted to enter the building unless it has been agreed in advance that you may be accompanied. The family member/friend/carer dropping you off will need to vacate the car park for the duration of your procedure. Please let us know if you will need any assistance within the practice. **DO NOT DRIVE TO THIS APPOINTMENT.**

-You will be met by a member of N2S staff who will take your temperature before you enter the building. (If your temperature is above 37.5 your procedure will be rescheduled). You will then be escorted upstairs to the patient waiting area, and will be escorted back down again afterwards.

-Following the procedure, you will be given your post-op drops and instructions, which will also be relayed to the family member/friend/carer collecting you. Any follow ups requiring a face-to-face appointment will be discussed at this time.

**If you are unable to keep your appointment, or need to inform us of a change to your circumstances please contact us on one of the below methods as soon as possible:**

- [n2scontact@nhs.net](mailto:n2scontact@nhs.net) (08:00-17:00 Mon-Fri)

- 01603 228686 option 5 (09:00-12:00 Mon-Fri)

- 07458 131339 (08:00-17:00 Mon-Fri voicemail-only service for late notice cancellation, URGENT post-operative advice and Covid-19 symptom reporting outside the above times – other queries will NOT be actioned)

*Please note: due to the volume of patients we need to see, if you cannot attend this appointment we will only offer you one other before discharging you. We ask that you go back to your optician to be re-referred when you're ready for the procedure.*

We look forward to seeing you at the practice soon!

Yours sincerely,

Yvonne Moore  
N2S Secretary

EXAMPLE - FOR N2S USE ONLY