



Physiological  
Measurements Ltd.

UNDERSTAND  
INNOVATE  
DELIVER

### FAQ's (31/03/2020)

Q: Why have you cancelled my appointment

A: We have been told to suspend our service at the moment due to the Covid 19 crisis

Q: When will I be seen?

A: Once we have been notified we are allowed to commence appointments we will contact you directly to book your test

Q: I was told my appointment was urgent, why cant I be seen?

A: If we are allowed to see you as an urgent patient we will contact you directly to see you

Q: The appointment I have been given is quite far from where I live, why is this?

A: As you have been referred for an urgent appointment we will book your test, but we only have limited sites where we can see patients and this may mean that unfortunately some people will have to travel further than usual

Q: How do I get in touch to discuss my appointment with someone?

A: You can call the office number and leave a message on 01691 676496 Option 1 or email us if you have access to the internet at [pml@nhs.net](mailto:pml@nhs.net) and we will respond to you

Q: I am worried that the delay will impact my results

A: Unfortunately we cannot help with this question and you will need to speak with your GP