

Referral Support Service

Supporting patients and GPs with hospital referrals

To ensure patients are seen by the right person at the right time, we have changed the way GP referrals are dealt with. These changes have been designed to make the process better for you, to prevent wasted hospital appointments; and help to improve the efficiency of the local health service.

Increasingly specialist doctor and nurse services are based within the local community. These clinics can help you avoid the need to go to a hospital. A new referral service has been designed to help ensure you are seen at the best place at the right time.

Your GP's referral letter will be reviewed by a local clinician; with the relevant specialist knowledge, who:

- May give advice to your GP to arrange further tests or try new treatments which may save you from going to a hospital or;
- Agrees that you should have an appointment to see a specialist nurse or doctor. When this is the case staff from the Referral Support Service will phone you to help you make an appointment at a time that suits you.

Contacting you about your referral appointment

Within two days of receiving your GP's letter the team will contact you, either by:

- A telephone call to arrange an appointment.
- Send you a letter offering you a choice of hospitals and contact details to enable you to book a convenient date and time for your appointment (if we cannot reach you by phone)
- The team will also tell you where you can find out more about your condition; such as online resources and local support groups.

What happens if I need to cancel my referral appointment?

If you need to cancel or rearrange your appointment, contact the Referral Support Service as soon as possible. Phone 0300 303 8676

If you have any concerns please discuss these with your GP or find out more at www.valeofyorkccg.nhs.uk/rss

Remember - please make sure that your GP has your up-to-date telephone number and address details.