

Greater Nottingham Referral Support Service

Patient leaflet

Your GP has referred you for further treatment at either:

- A hospital
- A clinic in the community
- A Treatment Centre

This leaflet explains the referral process in Nottingham.

What happens next?

Your referral will be checked and you will either go straight to the booking stage or your referral will be reviewed by a specialist.

More details about each stage are given below



Booking stage

The referral support team will contact you and offer you a choice of hospital and help you book your hospital appointment at a date and time suitable for you.

The referral support team will call you, on your number provided by your GP practice, to help you book your appointment.

Please note: you will be asked to provide information in order for the referral support team to identify you.

You will be sent your appointment booking information by the post to the address given by your GP Practice. If you would prefer to have your hospital appointment information emailed, then please provide your email address to the support team.

Specialist Review

If your referral has been sent to a specialist to review **one** of the following will happen:

- The specialist will decide the best service for you to go to, for either physical assessment or treatment.



- Your practice will be contacted for further information to help the specialist decide on the best option for your treatment.
- Your GP will be contacted by the specialist and given further advice on managing your condition, without the need for a referral

What do I do now?

Please check that your GP practice has the right phone number so that the referral support team can contact you.

You should also inform your GP practice if you are happy to receive text messages from the referral support team.

If you **have not heard** from the referral support team **after 2 days** from the date of your initial referral please call **0115 88 33000** between Mon-Fri 10am-5pm.

If the referral support team has not been able to contact you within one week of your referral being made your referral will be cancelled.

Need help?

If you need additional support such as interpreting services or speech to text support please ask your GP to highlight this information in your referral.

This will help to speed up our processes and ensure we can support you in your choice of hospital and your appointment booking.