

# 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:

### 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.

**Please note:** Referrals to the Trauma and Orthopaedic, Gynaecology, Ophthalmology, Gastroenterology and Plastic surgery pathways require specialist clinical review, it can be several weeks before you hear from the referral team.

### Booking stage

The referral support team will **either**:

- Contact you and offer you a choice of hospital and help you book your hospital appointment at a date and time suitable for you.
- Where there is only one local hospital available to you / no bookable appointments, the team will send your referral direct to the appropriate hospital, you will receive a text confirmation of this. The hospital will then contact you directly to arrange an appointment.

If the referral support team need to contact you they will call you, on the number provided by your GP practice.

**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 text via the mobile number 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.

## **What do I do now?**

Please check that your GP practice has the right phone number so that the referral support team / provider can contact you, should they need to. 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 weeks** from the date of your initial referral please call **0115 88 33000** between Mon-Fri 10am-4pm. **Please check you have not received a text communication from the team detailing the next steps for your referral before you contact them.**

## **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.