

Your referral: A patient's guide to what happens:

- Your GP thinks that it would be beneficial for you to be seen by a specialist.
- They will send your referral to the Barnet Referral Management Service (RMS) where a team of experienced doctors will ensure that your referral goes to the best place for you to be seen. That may be an interface community clinic, a hospital, or they might ask your GP to carry out further tests, for example an x-ray before making a decision about your treatment.



If your condition can best be managed by the GP and Practice nurse you will be referred back to your practice. Please note that Interface Community Clinics are also consultant led.

- If the best place for you to be seen is an acute hospital, you will automatically be sent an 'e-Referral Service (e-RS)' letter which will list a range of hospitals from which you can choose an appointment. If you have already specified a hospital preference

you will be sent a letter giving booking permissions for that hospital only. Full instructions are given in the letter on how to book your appointment at a date and time convenient to you. More and more people are now choosing to book their appointment online however this can also be done by telephoning the RMS on 020 8865 2040 or the e-RS helpline on 0345 6088888. Whichever route is selected, you can be assured that it will be the right one, at the right place, and you will be seen by the right person, at the right time. Alternatively if the service is not on the ERS system, you will be sent an appointment directly by them.

- You should hear about your referral within four to six weeks of seeing your GP. If you haven't heard anything after this time, call the **RMS on 020 8865 2040**.
- **If you no longer want an appointment, please call the RMS on 020 8865 2040.**
- If for some reason you don't book your appointment straight away, you will be sent 2 reminders, one after two weeks, and one two weeks later. Please make sure that the GP has your correct contact details, as this is where the letter will be sent.
- Finally (and **very importantly**), if you are sent/or you make an appointment which you are unable to keep to, please cancel it with the hospital/community service well in advance otherwise, the E referral system will automatically discharge you and if you still wish to proceed, your GP will have to refer you again, so it's best to rearrange to avoid going back to the end of the queue.

