

Information for Patients

Your GP has made a **routine** outpatient referral for you via the national e-Referral System. This allows you to book an appointment yourself either online or using the telephone contact details provided on your Appointment Request documentation.

Due to the current situation with COVID-19 hospitals will be managing their outpatient services differently and it is unlikely that you will be able to book an actual appointment at present. However, it is still important that you choose your preferred hospital and/or location from the Appointment Request information sent to you by the practice.

- Please select the option to send a message to your chosen service, even if it says limited availability or there are no appointments showing. As soon as you do this, the hospital will receive your message and place you on their waiting list. This is preferable than trying again on a later date, as this may add delays to your care. Currently you will **not** receive a reminder letter, so it is even more important that you make your choice of hospital. Please note that your referral may be held for up to 6 months before you are given an appointment, so if you no longer need an appointment please let the hospital know.
- Your chosen hospital will review all referrals on their waiting list in chronological order (oldest first) of date and following clinical triage the hospital will contact you with appointment details. Please note that for some services the clinicians may be offering an appointment via a video consultation or telephone assessment. These types of appointment work well and keep everyone safe without the need to travel and place patients and health care staff at greater risk of infection from COVID-19.
- There may be other outcomes once the clinician has reviewed your referral. For example:
 - You may be asked for further investigations / tests
 - You may receive a call from a clinical member of the hospital team
 - You may receive a draft appointment in the future that may be brought forward or delayed
- It is important that your details are accurate and up to date in your healthcare records. This includes your address and your contact information – an up to date mobile phone number is preferable.

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