

What do I do now?

If you have a mobile phone, check that your GP practice has the correct number so that this can be included in your referral. Please also ensure that your GP practice has your correct address.

Be ready for the RSS to contact you and check any dates that you may be unavailable. If you have not heard from the RSS within 7 working days of your GP referring you, please contact the team on **0300 303 8676**.

What do I do if I want to cancel my new appointment?

If you have agreed a new appointment date that you then need to cancel or rearrange, or you have any other queries about your appointment, please ring the RSS who will be happy to help you. They can be contacted on **0300 303 8676**.



Comments? Feedback? Have your say.

We would be very keen to hear your comments on our RSS. If you would like to tell us about your experience, please contact us using the details below.

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Clinical Commissioning Group
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Knaresborough
HG5 8QB**

Tel: 01423 799300

Email: hardccg.enquiries@nhs.net

How your referral will be managed

*A guide to the referral process by
NHS Harrogate and Rural District
Clinical Commissioning Group.*

What is this leaflet for?

This leaflet has been designed to help answer any questions you may have about your referral.

What will happen when my GP refers me?

If your GP decides that you need referring for treatment, a referral letter will be completed and sent electronically to the Referral Support Service (RSS).

What will happen to my referral then?

Your referral will be checked and will either go for clinical assessment, if this is in place for the condition you are being referred for, or will go straight to the booking stage.



What does clinical assessment involve?

Clinical assessment is a detailed assessment of your referral letter carried out by a specialist clinician. This determines which type of service is most appropriate for you based on the information your GP has included in your referral letter.

This may be:

- Your GP, if the assessing clinician can recommend a course of treatment which your GP may not have tried.
- A service provided by clinicians with more specialist knowledge/training.
- A hospital-based service provided by a consultant and their team.

It is recognised that a great deal of care can be managed outside of hospital and there are an increasing number of services which are provided to patients within the community. These are often more accessible to patients and in some cases avoid patients making unnecessary visits to a hospital outpatient clinic.

Clinical assessment ensures that your treatment will take place in the most appropriate setting, whether that is in the community or at hospital.

What happens when my referral reaches the booking stage?

A member of staff from the RSS will contact you by telephone to discuss the choice of treatment options available to you and in the majority of cases, will be able to book an appointment for you. They may also be able to answer any other questions you have about the service.

What happens if the RSS cannot get hold of me?

Within 24 hours of your referral reaching the booking stage, the RSS will send you a Choose and Book letter giving you a choice of hospitals that offer the service you require. They will also provide you with the details to enable you to book an appointment by telephone or online.

If you do not activate your Choose and Book referral you will not be given an appointment or be seen at the hospital. If you need assistance in booking your appointment or choosing your hospital, the RSS will be pleased to assist you. Please call **0300 303 8676**.