

## General Enquiries

The South East London Commissioning Alliance is committed to providing high quality and accessible health care for the people of South East London.

**We actively encourage comments from patients, carers and local people on the quality of services that we commission so please get in touch.**

Lewisham CCG – Email us: [lewccg.enquiry@nhs.net](mailto:lewccg.enquiry@nhs.net)

Greenwich CCG - Email us: [greccg.primarycare@nhs.net](mailto:greccg.primarycare@nhs.net)



South East London  
Commissioning Alliance  
Partnership of Clinical Commissioning Groups

## Patient Information Leaflet

# REFERRAL ASSESSMENT SERVICE

**An improved way of referring you for your treatment.**

**This leaflet has been designed to help answer any questions you may have about the referral your GP had made for you.**

**Version 1.0 (December 2019)**

**Referral Assessment Services are now available in your local area.** If your GP decides that you need further assessment, treatment or be reviewed by a consultant, they will send a referral letter electronically to the Hospital Trust of your choice.

**Why is there a new referral assessment service?**

The aim of this service is to ensure patients are seen at the **right place**, by the **right clinician** and in an **appropriate time frame**.

**What this means for you and your referral?**

Once the referral is received, it will be reviewed by a consultant. They will complete a clinical triage to determine which type of assessment or treatment is most appropriate for you based on the information your GP has provided.

They may:

1. Suggest additional diagnostic tests are done to help identify the best course of treatment for you. If you need a hospital appointment these will be organised by the appropriate service; if there is any delay in arranging these diagnostics the hospital will contact you directly to advise you of this.
2. Recommend treatment which could be provided within a hospital or community service.

<b>Tests and Investigations</b>	The specialist will order all of the tests you need (except ECGs these will be arranged by your GP) and will communicate the results to you. Please contact 0208 333 3216 if you have not heard about your results within 3 weeks.
<b>Prescriptions</b>	If the specialist prescribes a new drug or changes one they will provide the first prescription; you may need to collect this from the hospital pharmacy.
<b>Sick or Fit Note (Med 3)</b>	If you need to be certified as unfit for work as a result of treatment provided, the specialist should issue a sick note when you leave the hospital. Please ask if you need one.
<b>Follow-up appointments/onward referrals</b>	If you need a follow-up appointment or onward referral the hospital will provide this for you.

**It is possible that treatment can be provided to you without you having to visit the hospital; this may be a community service which are often more accessible and in some cases avoid unnecessary or inappropriate visits to a hospital outpatient clinic.**

**What happens if I need an appointment with a specialist?**

If it is recommended your care is transferred to a specialist, either in the community or hospital setting, a member of that team will book you into the most appropriate clinic.

The team will send a letter to the address you have most recently provided your GP to inform you of your appointment date and location. This letter will also include a way of rescheduling this appointment, should it not be convenient.

The letter will also include details on how to access the 'e-Referral System' an online booking system ([nhs.uk/referrals](https://nhs.uk/referrals)) as an alternative method to telephoning the booking team.

**Who to contact if you do not hear anything?**

If you do not hear anything within three weeks please then please call **0208 333 3216** and they will be able to assist you in your enquiry.

**Do Not Attends**

If you have been booked into either a hospital or community clinic on a time and date that you cannot make then you can rearrange your appointment to a more convenient time. Your appointment letter will include contact details for the service you have been referred to, and they will be happy to help. If you are not able to attend your appointment for any reason then it is really important that you cancel the appointment ahead of time. The NHS loses a lot of time and money each year from patients not attending appointments, with the average cost of a hospital appointment being approximately £200.00. In addition, if patients cancel their appointments then these could be offered to other patients which in turn will ultimately help us to reduce our waiting times across the system and use our resources more efficiently.