

## **Barnet Clinical Commissioning Group**

### **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 Referral Management Service (RMS) where a team of experienced doctors will decide on the best place for you to be seen. That may be a **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 **Community Clinics** often have a much shorter waiting list than hospitals and could be more local for you

- If the RMS team decide that the best option for you is to be seen in a hospital, you will be sent a 'Choose & Book' letter which will provide a selection of hospitals, including the one that you may have already given as a preference to your GP. Full instructions are given in the letter on how to book an appointment at a date and time convenient to you, which you can do by telephone or via the internet
- 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.
- You should hear about your referral within two to four weeks of seeing your GP. If you haven't heard anything after this time, call the **RMS** on **020 8865 2040**.
- Finally (and **very important**), if you are sent an appointment which you are unable to keep to, please cancel it with the hospital/community service well in advance otherwise, the choose and book system will automatically discharge you and if you still wish to proceed, your GP will have to refer you again, and you will be back at the bottom of the list.

