

### What do I do if I want to cancel or change my appointment?

If you have agreed an appointment date that you then need to cancel/rearrange, or you have any other queries about your appointment, please ring the St Helens Referral Management Team, who will be happy to help you.

They can be contacted **01772 325100** then option 3 for St Helens.

### Where can I find out more information about my e-referral appointment or the different treatment providers that may be available to me?

Further information can be accessed via the following website page:

[http://www.sthelensccg.nhs.uk/Local\\_Services/St\\_Helens\\_Referral\\_Management\\_System.aspx](http://www.sthelensccg.nhs.uk/Local_Services/St_Helens_Referral_Management_System.aspx)

### Comments? Feedback? Have your say.

We would be very keen to hear your comments on this new Referral Management System. If you would like to tell us about your experience please contact us by phone, email or post

Referral Information  
PALs and Complaints team  
NHS St Helens CCG  
Bevan House,  
65 Stephenson Way,  
Liverpool  
L13 1HN

Telephone: 0800 218 2333  
Email: [sthelensccg.complaints@nhs.net](mailto:sthelensccg.complaints@nhs.net)

If you feel that you have not received the service you expected please share your concerns with the PALs and Complaints team. This will help us improve services in the future and respond to any concerns you have.

## Referral Management

**Promoting patient choice and bringing services closer to home**

**A new way your GP will be referring you for treatment.**

**ARE YOUR CONTACT DETAILS UP TO DATE?**

**Please see Reception to make sure that we have the right contact telephone numbers for you.**

### What is this leaflet for?

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

### What will happen when my GP refers me?

If your GP decides that you need referring for either further assessment or treatment, a referral letter will be completed and sent electronically to the St Helens Referral Management Team.

### What will happen to my referral next?

Your referral will be checked and will either go straight to the booking stage or your referral will be assessed by a specialist.

If your referral goes straight to the booking stage, the Referral Management Team will contact you at this point.

If your referral goes to a specialist for assessment, one of the following will happen:

- The specialist will decide which is the best service for you to go to for your assessment or treatment. Your referral will then go to the Referral Management Team for the booking stage. or
- Your practice will be contacted for further information to help the specialist decide on the best option

- Your GP will be contacted by the specialist and given further advice on managing your condition, without the need for a referral.

This additional specialist assessment of your referral will make sure you are seen in the most suitable hospital or community clinic.

### What happens when my referral reaches the booking stage?

A text message will be sent to you within 24 hours of your referral reaching the booking stage, if you have provided your practice with an up to date mobile number.

Within 48 hours of your referral reaching the booking stage an invite to call letter is generated and sent out. The Referral Management Team will attempt to phone you, if they are unsuccessful a message will be left on your answer phone.

The Referral Management Team will make 3 attempts to contact you via Text/Phone/letter to discuss your referral with you and the choices that are available for your appointment.

If they are unable to contact you within 2 weeks of your referral being received within the booking stage, your GP will be informed and your referral will be closed. If you still require treatment once your referral has been closed you will need to contact your GP and ask them to start the referral process again.

### What do I do now?

If you have a mobile phone, check that your GP practice has the right number. You should also inform your GP practice if you are happy to receive a text message to update you on the progress of your referral

**If you have not heard from the Referral Management Team within a week of your GP referring you please contact the Referral Management Team on telephone number**

**01772 325100 then option 3 for St Helens**