

Referral management service

A patient's guide



You are being referred to see a specialist, so what happens next?

This leaflet will help you to understand the process.

www.kernowccg.nhs.uk



What can I expect?

Step 1

When you and your GP decide you need to see a specialist, your GP will write a letter about you to the Referral Management Service (RMS). This letter is known as a referral.

A referral letter is an important piece of information. It gives personal details about you: your name and address; phone number; date of birth and NHS number and describes the reason why you need to see a specialist.

Step 2

The Referral Management Service receives all referral letters before they are sent on to hospitals. A doctor working at the RMS will look at your referral and then will ask one of the patient choice advisors to contact you to discuss the best place for you to be seen - in most cases you will be able to choose from a number of options.

Step 3

Once you have made your choice, the patient choice advisor will be able to book an appointment for you.

Step 4

You should expect to wait no longer than **18 weeks** from referral to being seen and treated by the person you have been referred to.

This is your right under the NHS Constitution. If you fail to be seen within that time you have the right to be asked to be seen elsewhere.



Is there anything I need to do before the patient choice advisor calls?

- Make sure your GP has your correct address and telephone number – a mobile number is also very useful.
- If you know your NHS number, please have it ready.
- Have a think about diary commitments – are there any times that may be difficult for you to attend an appointment?
- Do you have any special access needs we need to take into account? Are you visually or hearing impaired? Would it be easier for you to have an interpreter present at your appointment?
- Do you need help with transport to get to your appointment?

**All these things can be arranged
but you need to tell the advisor
so they can help you.**

Useful contacts

NHS Kernow Referral Management Service (RMS)

Telephone: **01872 226700**

Email: KCCG.Health@nhs.net

TAP Patient Transport

To book a hospital car to take you to your appointment. Please note there is a charge for this service but people on relevant benefits may be able to receive a rebate.

Telephone: **01872 223388**



If you would like to give ideas to improve the service, call the RMS on 01872 226700 or email us KCCG.Health@nhs.net



For further information:

01872 226700

kccg.contactus@nhs.net

www.kernowccg.nhs.uk



To get this information in another format call:

 **01726 627735**

Kernow Clinical Commissioning Group