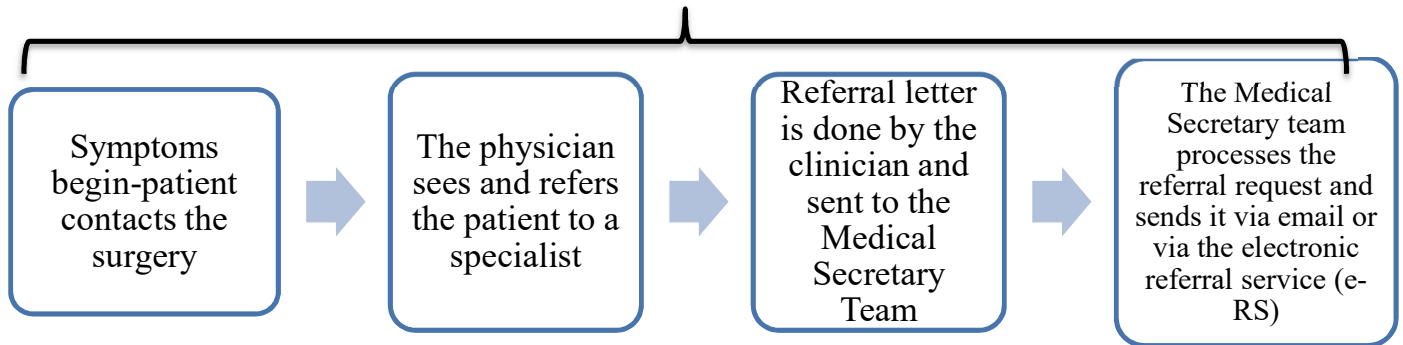


Patient journey from General Practice to Secondary care

- Working Together -

Primary Care General Practice (GP)



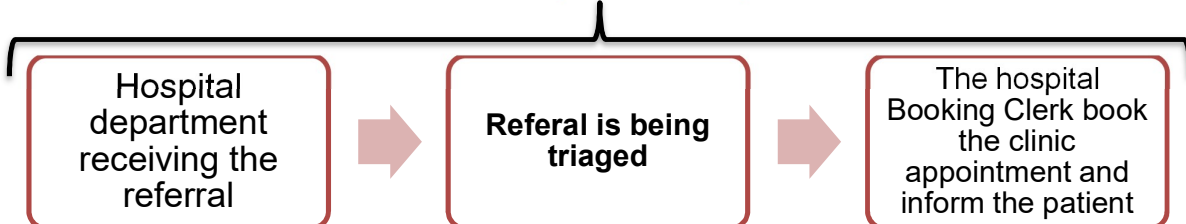
Why have I been referred?

Your GP will discuss with you and, if appropriate, your carer, about why a referral is being recommended for you. It is usually because your GP wants a specialist's help in deciding the best way to treat your condition. This may involve referring you for tests or investigations that cannot be carried out at your usual GP practice.

Who do I chase if I haven't heard anything back regarding my recent referral?

You need to contact the Hospital and Department you have been referred to.

Secondary Care Hospital



Your referral will be reviewed by fully trained staff and if appropriate further clinical assessment will be sought from one of the teams' clinicians or the referral will progress straight to the booking stage.

How is a referral reviewed and processed?

There are different stages of referrals that the Referral Assessment service deals with and based on the requirements will depend where a referral goes and potentially how treatment is managed.

Referral Assessment – Triage

- A referral is reviewed in full by fully trained team to ensure nothing is missing so not to delay appointments once processed.
- This helps to determine which type of service is most appropriate for you based on the information your GP has included in your referral letter.

The Booking Stage

- When your referral reaches the booking stage, dependent on the type of referral received you may receive a telephone call to book an outpatient appointment or will receive a letter to confirm where your referral has been directed to.
- Bookings are made for the first out-patient appointment only. Any follow-up appointments are booked by the provider.