

Your Hospital Referral – What Happens Next?



Abbottswood Medical Centre

Your GP has now sent your referral to the specialist service.

Once your referral has been sent, the hospital or specialist service becomes responsible for managing it. This includes:

- Receiving and processing your referral.
- Assessing the urgency of your appointment.
- Adding you to the waiting list (where appropriate).
- Contacting you with appointment details.
- Answering questions about your referral or waiting time.

Who should I contact?

Please contact the hospital or specialist service if you wish to:

- ✓ Check your referral has been received (please allow 1–2 weeks for processing).
- ✓ Ask about waiting times (please see tip below).
- ✓ Find out where you are on the waiting list.
- ✓ Change or cancel an appointment.
- ✓ Update your contact details. (Please also inform Abbottswood so is correct for any subsequent referrals)

The hospital has direct access to your referral and waiting list information and will be able to provide the most up-to-date advice.

Tip: You can find out about waiting times and useful information about your hospital visit yourself using the **My Planned Care** service. Please see page 2 for QR codes and links – we recommend checking this first before contacting the hospital.

Waiting Time Information

Referred to Worcestershire Acute Hospitals NHS Trust (WRH)?

You can view average waiting times for many specialties at Worcester by scanning the QR code below:



**Scan to check Worcester
waiting times**

myplannedcare.nhs.uk/mids/worcestershire

Simply open your phone camera and
point it at the code.

Referred to another hospital in the Midlands?

You can check waiting times for other Midlands hospitals by scanning the QR code below:



**Scan to check Midlands
hospital waiting times**

myplannedcare.nhs.uk/mids

Simply open your phone camera and
point it at the code.

If you have been referred to a hospital or specialist provider outside the Midlands, please visit their website or contact their appointments team directly for waiting time information.

When should I contact the GP practice?

Please contact us if:

- Your symptoms become significantly worse or change.
- You feel your condition needs reassessment.

Your GP may review your condition and, if clinically appropriate, provide additional information to the specialist service. However, we cannot guarantee that this will change your position on the waiting list.

Please remember

Unfortunately, once a referral has been accepted by the receiving hospital or specialist service, **the GP practice cannot:**

- × Access the hospital's waiting list.
 - × See where you are in the queue.
 - × Book, cancel or rearrange hospital appointments.
 - × Speed up routine appointments.
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Thank you for your understanding

Contacting the hospital directly for referral and appointment enquiries is usually the quickest way to obtain up-to-date information and helps keep GP appointments and telephone lines available for patients needing medical care.



Your Hospital Referral Information Leaflet

Please keep this leaflet for your reference.

Abbottswood Medical Centre

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