

What happens when I have seen a specialist?

If your specialist thinks you need further tests, they are responsible for:

- Providing prescriptions when needed
- Explaining why they are booking the test, arranging the test and explaining the results
- Issuing a Fit Note (Med3) if required
- Providing you with a follow up appointment if necessary

Prescriptions

If the specialist prescribes a new medication, or changes your existing medicines, please ask them to explain the changes to you and clarify if you need to take your prescription to the hospital pharmacy or your usual pharmacy.

The specialist will write to your GP practice and your medication record should be updated.

There are some medicines that can only be prescribed by a specialist. For others, GPs may not be able to safely prescribe the medication without notification from the specialist.

Tests and Investigations

Specialists are responsible for arranging tests and investigations that they require and for informing you of these arrangements.

If the specialist requires blood tests, they should give you a request form which you can bring to your GP practice to book an appointment.

There is also a phlebotomy walk-in service at Royal Surrey County Hospital, which is open from 8.30am-4.30pm, Monday to Friday. This is for patients aged over 10 years. You may also be able to have this done in a community clinic. Please ask your specialist.

The specialist is responsible for informing you of the results and acting upon the results. If you have not heard from the specialist about a test result, please ring their secretary at the hospital.

Sick or Fit Note (Med3)

If you need to be certified as unfit for work as a result of the treatment provided by your specialist, they should issue a Fit Note when you are discharged or seen in clinic.

Follow Up Appointments

If you need to be seen again the provider will arrange this in person or by telephone. Please contact the specialist's secretary if this does not happen in a timely way.



Guildford and Waverley
Clinical Commissioning Group

What happens when you are referred by your GP to see a specialist?

If you would like this leaflet translated into another language or alternative format such as large print, Braille or BSL, please email gwccg.info@nhs.net or call 01483 405450.

This leaflet explains what to expect when you are referred by your GP to see a specialist (or therapist) for advice or treatment.

You may have been referred for treatment or advice at one of the following:

- A hospital
- A community clinic
- A GP practice

Most referrals are now sent electronically to the Referral Support Service (RSS). You can discuss your preferences on where you would like to be seen with your GP or the RSS and ask any questions that are important to you to help you make this decision.

Once your referral is received you will normally be contacted by the RSS to discuss your referral. The RSS will then book your appointment for you at a time and date convenient for you with the provider of your choice.

In some cases, the RSS will send you a letter to ask that you telephone them to discuss where you would like to be seen. The RSS will then book your appointment for you.

What happens when I am referred for treatment?

Your GP will discuss with you possible treatment options and where this might take place.

You have the right to choose where you receive care.

Go to www.nhs.uk for more information.

- 1 If you have been referred to see a specialist, this will be arranged with you by the RSS.
- 2 The RSS will normally request that you contact them to discuss where and when you would like to be seen.
- 3 The RSS will then book your appointment for you.
- 4 You will receive written confirmation of your appointment.

Should you wish to cancel or rearrange your appointment, or for any other queries, you should contact the RSS directly.

Your GP Practice is not able to make or change your appointment.

What if I don't hear anything?

If you have not heard from the RSS after two weeks, or if you have any other issues please contact the RSS team via:

Referral Support Service
c/o Outpatient Department
Royal Surrey County Hospital
Egerton Road
Guildford
GU2 7XX

Telephone:

01483 571122
extensions 2282, 2281, 2213, 2209

Email:

rsch.rssenquiries@nhs.net

The RSS team are available Monday to Friday from 8am to 5pm.

Comments, Complaints and Feedback

If you have any issues or concerns regarding your referral or treatment received at your chosen provider, please contact their Patient Advice and Liaison Service (PALS).

If you would like more information or want to let the RSS team know what you think about the service, please use the contact details above.