



## **Referral Support Service - Patient Information Letter**

Dear Patient

You have been to see your General Practitioner (GP) and you have been referred for further treatment or a specialist assessment of your condition

at either

- A specialist General Practice clinic in the community
- A community hospital
- An acute hospital

### **What happens next?**

Your referral will be checked for a specialist assessment of your condition.

The purpose of this assessment is to make sure that you are referred to the right service, as close to home as possible and at the earliest available date. The assessment will now decide what type of treatment would best suit your particular condition.

**You will be contacted by the Referral Support Service within 10 days of your GP appointment. This will allow time for your referral to be assessed by the specialist team.**

This may be

- By text if you have given permission to contact you this way, to book an appointment
- By letter with appointment booking information for you to book an appointment of your choice via telephone or on line

If the outcome of the assessment is that your referral has been assessed to be urgent,

- You will be contacted by your own General Practitioner to discuss this further.

### **What can I do now?**

Please check that the GP Practice has the right telephone number (including mobile) so that the Referral Support Service can contact you if required.

### **The Referral Support Service**

If in the unlikely event you have not been contacted by the team within **10** days, please telephone the team on:

**0300 300 1003 between  
Monday to Friday 9:00am to 4:00pm  
Closed on Saturdays, Sundays, public and bank holidays.**

**Please wait 10 days after your visit to your GP Practice, before you ring.**

Yours sincerely

**Referral Support Service**

<b>Date of patient referral to the RSAS Triage Service from the GP Practice</b>	
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