

Patient Information Leaflet

The Adam Practice

Hamworthy Surgery, 306 Blandford Road, Hamworthy,
BH15 5JQ. Tel: 01202 679234

Poole Surgery, 117 Longfleet Road, Poole, BH15 2HX
Tel: 01202 676111

Upton Surgery, Upton Cross, Poole, BH16 5PW
Tel: 01202 622339

Heath Cottage Surgery, 40 High Street, Lychett Matravers,
BH16 6BG. Tel: 01202 632764

Website: www.adampractice.co.uk

Email (for all sites): theadam.practice@dorset.nhs.uk



THE ADAM PRACTICE

REFERRALS

For further information visit

www.nhs.uk or www.patient.co.uk

WHY HAVE I BEEN REFERRED?

Diagnosis of a disease may mean more effective treatment and better results. General Practitioners (GPs) diagnose and treat many illnesses.

However, on occasions, we may need to arrange for you to see a hospital doctor who specialises in your particular problem, for example: -

- Your GP feels your symptoms need further investigation
- The treatment your GP has already provided has not been effective
- Investigations your GP has already arrange have shown some unusual results

If your GP feels specialist involvement is required, they will refer you on to be seen in hospital as quickly as possible.

WHAT DO I NEED TO DO?

- Ensure the practice has your correct address and contact details—including your mobile/daytime telephone number.
- Make sure you are aware of where you will be referred to

- The hospital will contact you to fix an appointment date, please do your utmost to fit in with what they are offering
- If you are unable to keep your appointment, please contact the relevant clinic within the hospital as soon as possible
- If you have any further concerns or questions regarding why you have been referred, you can discuss them with your GP in a **routine telephone consultation**.

I HAVEN'T HEARD FROM THE HOSPITAL, WHAT SHALL I DO?

If the hospital has not contacted you with an appointment date, you should contact the clinic where you have been referred to for advice. They are the only ones that are able to advise you of your appointments with them.

If you have been referred via '**e-Referral**' (formally known as Choose & Book), you shall need to contact the hospital to book your appointment, and use a special phrase and password which we will send out to you in the post. If you are having difficulty with this, please contact our medical secretaries on 01202 679234.

For further information regarding referrals to specialists,
please visit: **www.nhs.uk**
and type '***what happens when you are referred***'
in the search bar.

A MESSAGE FROM THE ADAM PRACTICE DOCTORS

Expediting Referrals

“Whilst we appreciate that there is sometimes a long wait to see a specialist, we are unfortunately unable to expedite your referral if it is not clinically necessary to do so.

If your problem requires urgent attention, your GP will mark your initial referral as Urgent. Please be aware that this will be our clinical decision taking all your healthcare needs into consideration.

However, if you feel your symptoms have worsened since you were initially referred, you will need to be clinically assessed again by the same GP (where possible), and we can then decide if the date of your allocated hospital appointment is appropriate. In these situations you should contact your surgery.

If you require a further assessment, please give the staff as much detail as possible so that they can book you into the appropriate appointment.

Thank you in advance for your co-operation.”