

**NHS**

*Hounslow*



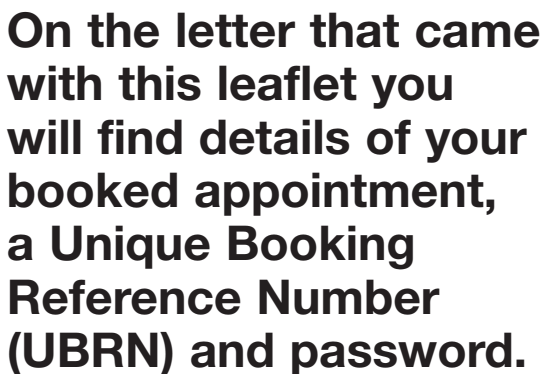
**choose and book**

# Your Choose and Book Appointment... what happens next

Patient Treatment Referrals in Hounslow

Making Hounslow Healthier





**On the letter that came with this leaflet you will find details of your booked appointment, a Unique Booking Reference Number (UBRN) and password.**



## Changing a Booked Appointment

If you need to change your appointment you may do so in one of 3 ways by:

- 1 Calling the National Appointment Line:**  
**0345 60 88 888 (local call rate)**
- 2 By Text-phone:**  
**0345 8 50 22 50 (local call rate)**
- 3 On the Internet:**  
**[www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)**  
**using the following instructions**



Go to:

**www.chooseandbook.nhs.uk**

Select:

**'Book or change your appointment'**

The screenshot shows the NHS Choose and Book website. At the top, there is a navigation bar with 'choose and book' in large letters, and links for 'Patients', 'NHS Staff', and 'Site map'. The NHS logo and 'Connecting for Health' tagline are in the top right. Below the navigation bar, there is a search box. The main content area is titled 'Welcome to Choose and Book' and includes a brief description of the service. A red circle highlights the 'Book or change your appointment' link, which is accompanied by an icon of a calendar and a pen. Below this, there are three other sections: 'About Choose and Book', 'Choose your hospital', and 'Need help?' with a link to 'Frequently asked questions about choose and Book'.

You will need your Unique Booking Reference Number (UBRN) and password which can be found on the letter that came with this leaflet.

The screenshot shows the NHS Choose and Book website login page. At the top, there is a navigation bar with 'choose and book' in large letters, and the 'HealthSpace NHS' logo. Below the navigation bar, there is a search box and links for 'Other Languages', 'AAA', and 'Help'. The main content area is titled 'Log in to Choose and Book' and includes a brief description of the service. A red circle highlights the login form, which includes fields for 'Reference number', 'Year of birth', and 'Password', and a 'Log In' button. Below the login form, there is a link to 'Need help?' and a 'Website approved by Plain English Campaign' logo.



# No Appointment Available?

If you try to change your appointment online and there is not one available, you can send your request to the hospital by clicking **‘Forward to Clinic’**.

**Step 3 of 4: Select Your Clinic**

Select the clinic that you would like to forward your details to.

Your chosen clinic will need to contact you by 5 August 2010 to book your future appointment. If there are any days or times when you cannot be contacted, please specify in the comments box below. Select 'Forward to Clinic' to submit your request.

- [Adult Hypertension - Service - Tameside Hospital - RMP01 -](#)  
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown  
**Location:** TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW
- [Hypertension & Genetics - Service - Tameside Hospital - RMP01 -](#)  
73 miles from postcode B30 2UL **Approximate Wait Time:** Unknown  
**Location:** TAMESIDE GENERAL HOSPITAL, FOUNTAIN ST, ASHTON UNDER LYNE, LANCASHIRE, OL6 9RW

Appointment Specific Comments  
(1000 characters maximum)  
Please do not call before 9am.

If you contact the National Appointment Line to change your appointment and there is not one available at the hospital you would like to go to, the hospital will automatically be notified of this.

In either case the hospital should contact you within 2 weeks to offer and book an appointment for you.

If after 2 weeks you have not heard from the hospital, please contact the Referral Facilitation Service, quoting your Unique Booking Reference Number (UBRN) on Freephone: **0800 756 7751** or Local Number: **020 3416 3611** and we will assist you.



# What Happens If Your Appointment Has Been Cancelled?

Occasionally you may find that your appointment has been cancelled by the hospital. If this happens, then the hospital will be in touch to tell you why and to explain alternative arrangements. If your appointment has been cancelled for any other reason you will be contacted by the RFS or your GP.



Your appointment has been booked on your behalf. This leaflet describes the different ways that you may change your appointment.

**It's  
your  
choice**

**NHS**

*Hounslow*



**choose and book**

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