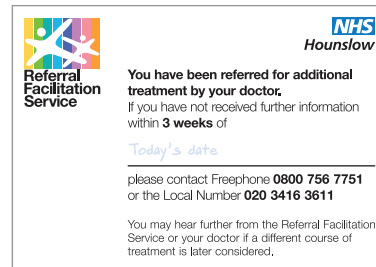


The Process – through a patient’s eyes

Referral made by GP

Information card with RFS contact numbers on handed to patient to use if nothing heard within 3 weeks.



Referral sent to RFS

If the patient **needs assistance**, they will be phoned by RFS.



If the patient **does not need assistance**, they receive a letter with an appointment made on the patient’s behalf and a booklet regarding how to change the appointment if it is unsuitable, through the Choose and Book service.



General Questions & Answers – for Patients

This document is intended as a guide to general questions and answers that you may be asked by patients – please do not hesitate to contact the RFS on **05511 434910** or via email **Hounslow.RFS@nhs.net** if there are any additional questions you would like to see covered in this document.

BACKGROUND TO THE REFERRAL FACILITATION SERVICE

1. Why do you need an RFS?

In Hounslow there are around 135,000 referrals (excluding referrals relating to mental health and obstetrics) per year. The new Referral Facilitation Service (RFS) replaces NHS Hounslow's previous Referral Management Centre and processes all referrals (with a very small number of specific exceptions) which can go through the Choose and Book system, including consultant to consultant.

The service model is not unique to NHS Hounslow. Central London Healthcare and NHS Ealing have similar services and we have developed the specification for the RFS taking on board the lessons learnt from these earlier implementations.

2. How was the new provider chosen? Were patients consulted in the changes?

The plans for the Referral Facilitation Service were led and developed by local GPs in partnership with NHS Hounslow. The contract was awarded to UnitedHealth UK following a competitive tender process and the selection panel that included local GPs and patients.

3. Who is UnitedHealth UK?

UnitedHealth UK is part of UnitedHealth Group – one of the most successful global health and well-being companies. Since 2002 they have been working in close partnership with all levels of the NHS, including Primary Care Trusts; Strategic Health Authorities; GP Commissioning Groups; and the Department of Health. UnitedHealth UK will support the delivery of the Referral Facilitation Service.

4. How does the RFS make referrals?

The RFS does not make referrals; it undertakes an administrative review to make sure the information required for the referral is complete. It also enables local GPs to undertake a clinical review of some referrals to make sure patients are receiving the most appropriate treatment.

5. Why do GPs need support from the referral facilitation service?

The RFS is designed to support local clinicians with the latest information, to ensure that patients are receiving the best possible care that is suitable for them and process all referrals which can go through the Choose and Book system, including consultant to consultant.

6. Does the RFS delay referrals or prevent me from getting a referral?

No. The RFS has to ensure referrals are processed in a timely manner. Patients will not be prevented from receiving the treatment that they need.

7. Where can I find information about the RFS?

Patient information and posters about the RFS are available in your GP practice. If you are given a referral by your GP and have questions, you can call the RFS Helpline on freephone 0800 756 7751 (or 0203 416 3611 for local rates from a mobile phone) or ask your GP at the time of your referral.

8. What are the important contact details I need to know?

Patient Freephone Number: 0800 756 7751

Patient Local Number: 020 3416 3611

Email: Hounslow.RFS@nhs.net

The address and base for the new service is:

2nd Floor, Sovereign Court, 15-21 Staines Road, Hounslow, Middlesex TW3 3HR

9. What are the hours of service?

The RFS is open between the hours of 8am and 8pm Monday to Friday excluding public holidays.

10. How am I affected? Will I have to book my own appointments?

If your GP decides to refer you for more treatment, they will be able to explain the process to you. You will be given a card with important contact information. You will then receive a letter with information about your appointment as well as a leaflet explaining how to change your appointment if necessary either by telephone, text-phone or via the internet at **www.chooseandbook.nhs.uk**.

If your GP has indicated that you may require assistance with your appointment you will be contacted via telephone by the RFS. Please indicate to your GP if you feel you will require this assistance.

11. Does UnitedHealth UK have access to my sensitive medical information?

Yes, however your data is treated in the strictest confidence. All patient identifiable information is handled in accordance with the Data Protection Act and all NHS confidentiality regulations.

12. How can I find out more information?

You can phone the RFS on 0800 756 7751 (or 0203 416 3611 for local rates from a mobile phone). Further information is also available on the PCT website at www.hounslowpct.nhs.uk.

13. How will the RFS help those who need assistance to book?

Using Choose and Book, the RFS team book patient appointments on behalf of the patient (where it is possible) and send the details to the patients registered address by post. Patients also receive a leaflet explaining how to change their appointment if the appointment given to them is not suitable or no longer required.

If the GP has indicated that the patient may require assistance, including arranging transport for them to get to hospital, the RFS team will contact the patient via telephone to discuss the necessary assistance required. For follow up appointments, hospital transport will be arranged by the hospital for the patient.

Patient Communication Materials

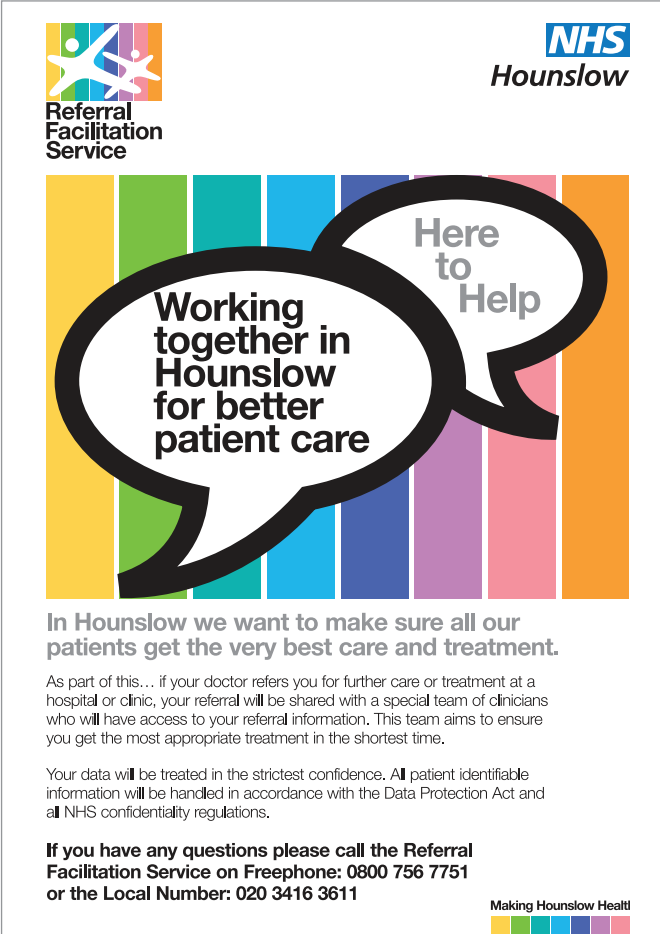
A set of patient communication materials have been created for use to support Practices and patients.


These materials, which are **included with this Information Pack**, include::


- **Posters for display within the Practice**
- **Information cards to be distributed to patients containing RFS contact information**
- **A leaflet to be sent to patients by the RFS explaining the Choose and Book process.**

If you require further copies of any of these materials at any time, please **email the RFS at Hounslow.RFS@nhs.net – 2 weeks’ notice is usually required.**

Please contact the RFS at **05511 434910** or **Hounslow.RFS@nhs.net** if you have any further questions or comments about these materials, or their intended use.



 **Referral Facilitation Service**

 **NHS Hounslow**

Working together in Hounslow for better patient care

Here to Help

In Hounslow we want to make sure all our patients get the very best care and treatment.

As part of this... if your doctor refers you for further care or treatment at a hospital or clinic, your referral will be shared with a special team of clinicians who will have access to your referral information. This team aims to ensure you get the most appropriate treatment in the shortest time.

Your data will be treated in the strictest confidence. All patient identifiable information will be handled in accordance with the Data Protection Act and all NHS confidentiality regulations.

If you have any questions please call the Referral Facilitation Service on Freephone: 0800 756 7751 or the Local Number: 020 3416 3611

Making Hounslow Health



 **Referral Facilitation Service**

 **NHS Hounslow**


You have been referred for additional treatment by your doctor.


If you have not received further information within **3 weeks** of


Today's date _____

please contact Freephone **0800 756 7751** or the Local Number **020 3416 3611**

You may hear further from the Referral Facilitation Service or your doctor if a different course of treatment is later considered.



 **NHS Hounslow**



choose and book

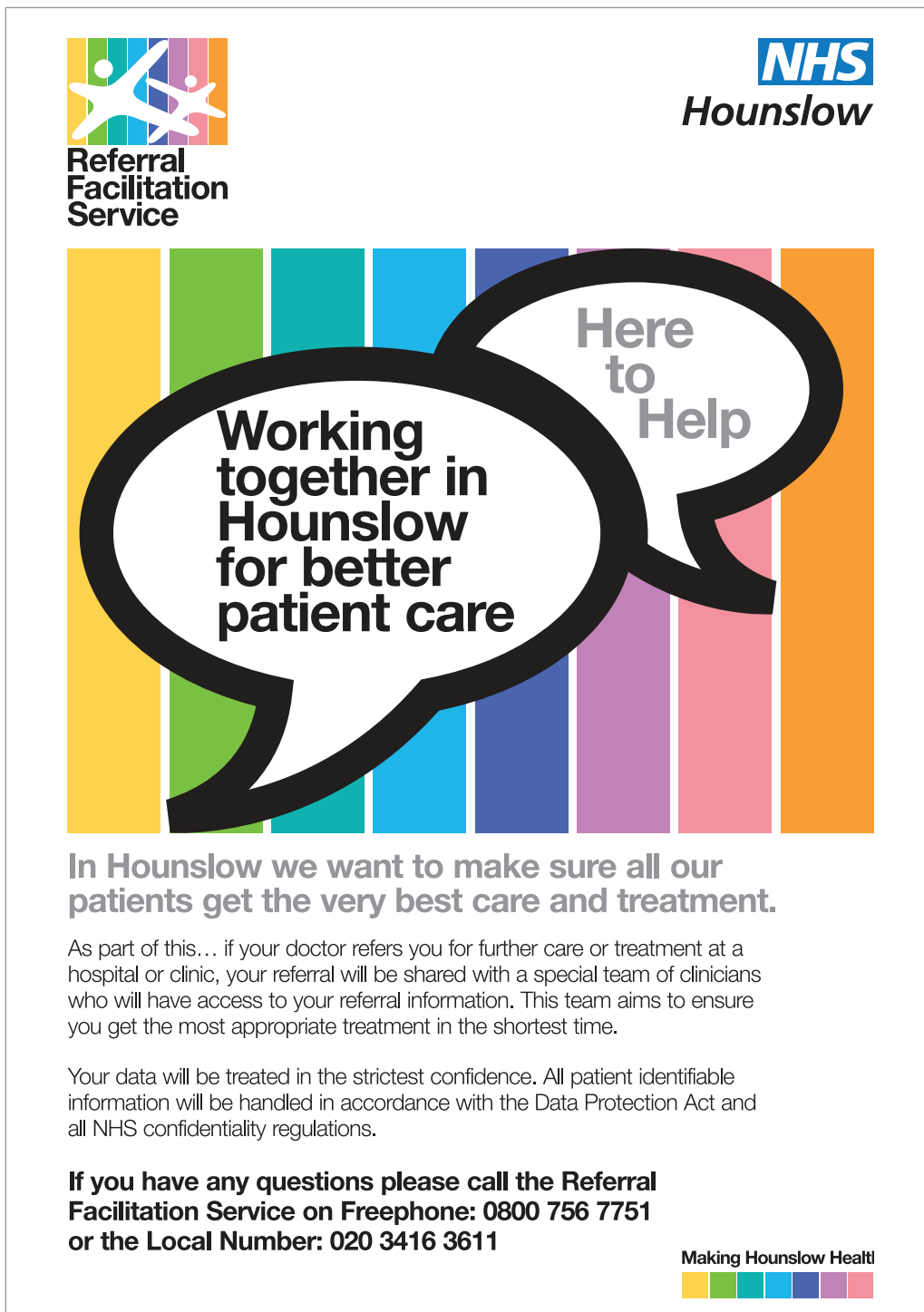
Your Choose and Book Appointment... what happens next

Patient Treatment Referrals in Hounslow


Making Hounslow Healthier

Practice Poster

This poster is designed to provide information for patients and is available in A4 and A3 sizes.
Please display it within the Practice reception area.



The poster features a background of vertical bars in yellow, green, teal, blue, purple, pink, and orange. In the top left corner is the Referral Facilitation Service logo, and in the top right is the NHS Hounslow logo. Two overlapping speech bubbles are the central focus: the larger one on the left contains the text 'Working together in Hounslow for better patient care', and the smaller one on the right contains 'Here to Help'. Below the speech bubbles, there is a paragraph of text explaining the service, a confidentiality statement, and contact information for the Referral Facilitation Service. At the bottom right, the slogan 'Making Hounslow Health' is accompanied by a small version of the vertical bar logo.

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Making Hounslow Health



Information Card

The information card should be handed to patients at the time of informing them of a referral. It provides information about who to contact if they have not had contact from the RFS within a three week period.



**Referral
Facilitation
Service**



NHS
Hounslow

**You have been referred for additional
treatment by your doctor.**
If you have not received further information
within **3 weeks** of




Today's date

please contact Freephone **0800 756 7751**
or the Local Number **020 3416 3611**

You may hear further from the Referral Facilitation
Service or your doctor if a different course of
treatment is later considered.

Choose and Book Leaflet

The RFS will send this leaflet to patients when the RFS has made an appointment through the 'Choose and Book' system on behalf of the patient. The leaflet describes the process and explains how the patient can change their appointment either by telephone, text-phone or on the internet at www.chooseandbook.nhs.net. A copy of the leaflet is included in this Information Pack for information only and Practice Staff do not need to do anything with it.



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

Patient Treatment Referrals in Hounslow

Making Hounslow Healthier

