

e-Referral Service Patient Guide



This handy guide aims to explain everything you need to know about the e-Referral Service (e-RS), formerly known as Choose and Book.

Before we get started with e-RS, it's important to be aware of patient choice, as it plays a crucial role in this process.

What is patient choice?

If you or a loved one needs to see an NHS specialist, you can choose to access any hospital or treatment centre in England. This is important because when using e-RS, your GP or the practice team will provide a selection of hospitals for you to choose from.

If you know where you want to have your hospital treatment, it's imperative that you let your GP know. This will help to ensure that your hospital of choice is one of the options on offer to you in the e-RS system. For help choosing, check out the back page of this guide.

If your hospital of choice is not one of the options available to you, speak to your GP Practice or referrer who may be able to amend the list of options.

For more information on patient choice visit careukhospitals.co.uk



What is the e-Referral Service?

e-RS allows you to book your initial outpatient appointment (where you will meet your consultant and have your initial consultation) at your hospital of choice.

How does e-RS work?

Booking your appointment online is safe, easy and secure.

All you need is:

- The booking reference number stated on the booking letter from your referrer (e.g. GP practice)
- The password you received from your referrer

Once logged in you'll then see a list of hospitals and available appointments. You can then make your choice. It really is that easy!



Why do I have to book my own appointment?

e-RS directly benefits service providers and patients in numerous ways:



Gives patients control of where and when they book their appointment



There is a significant reduction in patients not attending appointments



An increase in the appropriateness of referrals



Improved efficiency of staff time (time not spent processing paper referrals)

Important factors to consider when choosing your hospital

There are various aspects that will affect your decision, some of which are very personal; only you will know exactly what matters most to you.

- How easy is it to get to the hospital and is there free parking?
- What are the facilities like?
- What are the waiting times like?
- Does the hospital have good clinical outcomes (including infection rates and after care support)?
- Do they have a good CQC (Care Quality Commission) rating?
- Do they have good feedback from previous patients? The NHS website is a good place to check.

If you need any further advice on e-RS please contact your GP Practice.

FAQs

What if I don't know which hospital to choose?

If you're unsure of where to go for your treatment your GP will be able to suggest a suitable hospital. Alternatively, you can research hospitals in your area to help you make your decision.

What if my hospital of choice is not on the list of options in e-RS?

If your hospital of choice is not there, speak to your GP or referrer who may be able to add it to the list.

What if I can't get online?

If you don't have access to the internet, call your GP practice or whoever is referring you. They can arrange for your appointment to be booked in an alternative way.

