

Information about your referral

This fact sheet explains what happens now that you have been referred for specialist assessment. It also provides information about what Devon Referral Support Services (DRSS) is and who to contact if you have any queries.

- DRSS is a referral contact centre which supports you to get the right advice, care or treatment in a timely manner
- DRSS is part of the local NHS and provides services to 1.3 million people across Devon and East Cornwall.

You are being referred for a specialist assessment.
This could be for an appointment, advice or a clinical review

Your referrer (probably your GP) will write a referral letter and send it to DRSS

You need to call the booking team number on the enclosed letter quoting your unique booking reference number (UBRN)

If we don't hear from you within 10 working days we will call you

DRSS will discuss the available options for your referral before completing your booking

If we haven't heard from you after twelve weeks the referral will be returned to whoever referred you.

Visit the **NHS Choices** website for information about waiting times, consultants and your rights under the NHS Constitution

www.nhs.uk

For Braille, Easy Read, large print or other language versions of the letter or fact sheet please contact the helpdesk on 01626 883 888

Textphone (minicom) users please phone 18001 and then the helpdesk number

Further information is also available on our website at: <http://devon-rss.nhs.uk>

Frequently asked questions by patients



Why couldn't you book my appointment?

There are several reasons why we may not be able to book you an appointment at the time of your call. Two common ones are:

Specialist reviews

For some referrals the specialist's ask to review the referral information before an appointment is offered. This is so that any tests required can be arranged before you are seen.

If your referral requires a specialist review we will explain this to you when you call to book you appointment. We will then pass your referral to your chosen hospital who will contact you with your appointment details.

Overbooked clinics

Some clinic diaries can be very busy and become overbooked and, if so, DRSS may be unable to offer you an appointment.

In this case we will pass your referral to your chosen hospital who will contact you with your appointment details.



Is there any help available with my travel arrangements?

Local single points of contact (SPOC) are provided in each aea to help with information and booking of alternatives for those who cannot travel independently. Ask your GP practice or pharmacy for the contact number of your local SPOC.



Feedback on your whole experience as a patient is important to us

The NHS are interested in receiving feedback about your experience of being referred for specialist assessment. Please let us know about both good and bad experiences so that we can improve the service that we offer.

Visit www.patientopinion.org.uk and click on "Tell your story".

Phone **0800 122 31 35** during working hours and tell your story to someone at Patient Opinion, who will put it on the web for you.



Patient advice and complaints team (PALs and complaints)

If at any point you need help, support or advice about the local NHS please contact the PALS and complaints teams. They can be used to advise the best way forward for:

- Information and advice about the NHS and the services provided
- Help with health costs, individual funding processes or referral problems
- Concerns and complaints when you don't know where to start.

For Devon and Plymouth patients: Telephone: **0300 123 1672** or for a text or callback **07789 741099** or email pals.devon@nhs.net

For South Devon and Torbay patients: Telephone: **01803 652578** or email patientfeedback.sdtccg@nhs.net