



Re: Hospital Referral

Dear Patient

Your GP has referred you to see a specialist at the hospital and whilst awaiting your appointment has arranged any tests or scans he/she feels may help with their assessment.

As you will likely be aware, general practice is under immense workload pressures at present largely due to an ever-increasing amount of paperwork and work which is the responsibility of another NHS service. To improve matters and encourage more junior doctors to become GPs the government have introduced measures to try and tackle the widespread problem of inappropriate shift of workload from secondary (hospital) to primary (GP surgery) care. You, the patient, are generally stuck in the middle when this happens which we know can be very frustrating.

As a result of this campaign changes to the hospital contract have been recently made [April 2017] making it very clear what the hospital's responsibilities are when a GP refers a patient to one its departments.

It is your specialist's responsibility to:

- Arrange any necessary **onward referral** to another speciality themselves, e.g. Physio, for a problem thought to be related to the issue for which you have been referred.
- Arrange and carry out any **blood tests or scans** they recommend.
- Communicate the **results** of such tests directly with you, as opposed to asking you to speak with your GP
- Provide you with a **prescription** to treat any infections picked up as a result of their investigations, as opposed to directing you to your GP.
- Provide an avenue for you to contact them directly with any **questions you may have** with regards to their treatment or investigations, as opposed to asking you to speak to your GP.
- Provide you with a **sick note**, if needed, for the whole length of time you have been advised to remain off work
- Not to direct you to your GP if you feel your **wait for an appointment is too long**, but to respond to your complaint themselves. Please note – we have no control over how quickly you are seen, so directions from consultant secretaries to 'ask your GP to write to us' will not be actioned. If however there is a significant worsening of your condition then do contact your GP.
- Not to discharge you automatically for any **unintentional missed appointments**, but to offer you another appointment where appropriate

We hope you will support us in this campaign so that we have more time to care for our patients. Accordingly, where the surgery feel's your specialist is not fulfilling his/her obligations you will be directed back to their team.

Thank you