

What happens when I am referred by my GP?



My GP wants to refer me to a **specialist**



You may need tests e.g. blood tests or scans, etc., which your GP will initiate. Please arrange to attend your test/scan as soon as possible. Your referral will be on hold until your GP has your test results.



Once tests are complete, or if no tests needed, your referral will be processed through the **Barnet Referral Management Service (RMS)**.



Some referrals, especially for community services, are sent directly to the provider (e.g. podiatry, physiotherapy and continence)
For these referrals, the provider **will** write to you directly with the details of the date and time of your appointment.

If you do not receive details of your community appointment within 4 weeks, please call your GP practice.

The RMS will send you a letter within 2 weeks explaining how to book your appointment. You will **NOT** get an appointment letter directly from the provider/hospital

If you have **lost** your UBRN or password, or have **not** been contacted within the expected timeframe, phone the RMS
020 8865 2040

'How to make an appointment' letter arrives inviting you to book your appointment. This will include your Unique Booking Reference Number (UBRN) and password for this referral only.

Choose a date & time that suits you. Use the NHS e-Referral Service (e-RS) to book on-line or by phone, or call the RMS. Contact details for e-RS and the RMS will be in your letter.

If you do not book your appointment, you will be sent two reminder letters

If there are no appointments available, please call the RMS **not** your GP practice

If you forget to book you will be discharged back to your GP

Confirmation of appointment letter arrives

If you cannot attend: go on-line or call e-RS or call RMS on 020 8865 2040 to cancel and rearrange

Attend appointment as planned

