

## **BOOKING YOUR HOSPITAL APPOINTMENT**

**NHS e-Referral** is a service that lets you choose your hospital or clinic and choose the date and time of appointment that is convenient for you.

Attached is your appointment request letter which tells you how to book or change your appointment. It gives you your unique booking reference number and password. You will need both of these to book or change your appointment.

The letter will list a choice of hospitals and clinics available for your medical condition.

There is a national telephone appointments hotline to make bookings, or you can visit the internet website which will allow you to see the next available appointments at your local hospital and at other hospitals nationally.

### **The Telephone Appointments Line: 0345 60 88888**

If you call the Appointments Line they can book your appointment for you. They can give you information about the hospital or clinics on your list and may also be able to tell you what dates and times are free for an appointment. This will depend on which hospitals you are thinking about. Calls are charged at the local rate. The Appointments Line is open every day from 7am to 10pm. You will need to give your password and unique booking reference number when you call.

### **Visit the Website**

Visit the **NHS e-Referral Service** website at [www.nhs.uk/referrals](http://www.nhs.uk/referrals) and click on “Book Online Now” then enter your unique booking reference number, the year you were born and your password. After you have entered these details you can book, change or cancel an appointment or just view your booking. You can compare information between hospitals and clinics and print it out.

### **Cancelling or changing your appointment**

The same procedures as above, by calling the Appointments hotline or by visiting the website. It is important to cancel your appointment if you are unable to attend so other patients can be booked in.

### **To find out about local hospitals**

Visit the **NHS Choices** website at [www.nhs.uk](http://www.nhs.uk). Click on “Services near you” and then “Hospitals” and then enter your own postcode or the postcode of the area where you would like to be treated. The website will show you all the hospitals available to you in that area (both NHS and private) and lets you compare the services they offer.

### **More Information**

If you would like more information or to see answers to the most frequently asked questions (FAQs) visit [www.nhs.uk/referrals](http://www.nhs.uk/referrals).