**MORE DETAILED TEMPLATE LETTER TO PATIENTS RE REFERRALS**

Dear <Patient>

Your case has been referred electronically to Secondary Care for an appointment to see a specialist. We hope that the next thing you receive will be details of an appointment. If, however, there is no appointment available:

* You will probably receive a letter saying that they will be in touch when one becomes available. If you have not heard anything further within a reasonable time (say 2 weeks) you should ring the hospital to find out what is going on.
* You will almost certainly receive one saying that because no appointment is available you should contact us, the practice.
  + If your condition is getting significantly worse as a result of the delay then do come in for a GP appointment. It may be that your case should then be given a higher clinical priority.
  + Otherwise you should contact the hospital to find out what is going on. Unfortunately, that is all that the practice would be able to do on your behalf if you were to contact us, as instructed in the letter. Cutting out the middle-man in this way will give you some control over your own care. It will also help us a lot as the time we would otherwise have spent on the phone to the hospital on your behalf will be better spent in looking after other patients.

In all this please note that 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. You do not have to be referred back to the GP for this.
* Arrange and carry out any ***blood tests or scans*** they recommend.
* Communicate the ***results*** of such tests directly with you, rather than asking you to speak with your GP.
* Provide you with a ***prescription*** to treat any infections picked up as a result of their investigations, rather than 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, rather than 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 by the specialist 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. *(To repeat, if there is a significant worsening of your condition then please do contact us.)*
* Not to discharge you automatically for any ***unintentional missed appointments***, but to offer you another appointment where appropriate

If you have any queries about this then do please get in touch.

Thank you for your co-operation.