

# Goring & Woodcote Medical Practice



## You have been referred to see a specialist

*This information sheet provides guidance on what to expect when you are referred by your GP to see a specialist (or therapist). Please read this information carefully - it may save you an unnecessary trip to the surgery by talking this process through with your specialist.*



### I haven't heard from the hospital with an appointment date

This will typically be the case with the musculoskeletal assessment and triage team. There is currently a long wait with this service (orthopaedics/podiatry/orthotics/rheumatology/physiotherapy/pain team). However, if you have not heard, you can call 01865 238108.

### I have received an appointment date but am worried that it is too long a wait



**Urgent referrals** – these are triaged by the specialist before an appointment is offered and as such; we have no say in when these appointments are.

**Routine referrals** – if you feel that your symptoms have changed, then please update the referring GP who can evaluate whether your appointment needs expediting.

This is best done via the Practice website [www.goringwoodcotemedicalpractice.nhs.uk](http://www.goringwoodcotemedicalpractice.nhs.uk). Click on "consulting room" and then "get medical advice and treatment from a doctor" and then "ask the doctor a question online".

Cancellations happen all the time. It is worth ringing the number on your Choose and Book paperwork to see if there has been a cancellation.



### I was not happy with my appointment at the hospital

Concerns of this nature are best relayed to the hospital that dealt with you. All hospitals have a Patient Advice & Liaison Service (PALS) who are happy to assist and act as advocates for patients. Contact details are as below: -

**Royal Berkshire NHS Foundation Trust PALS**  
**Oxford University Hospitals NHS Foundation Trust PALS**

0118 322 8338  
01865 221473

## Tests & Investigations



All tests and investigations required by the specialist must be ordered by them and the appointments sent to you. If the specialist requires blood tests, he/she should give you a request form which you can take to whoever normally provides blood tests. This varies and may be at your surgery, a hospital or by appointment at the West Berkshire Community Hospital. The specialist is responsible for acting upon the results of any test he/she requests and for informing you of the results. If you haven't heard from the specialist about a test result, please ring his or her secretary at the hospital. Unfortunately, your surgery may not have seen the result and will not know what the specialist intended to do with the information.

## I had a scan/investigation at the hospital but haven't received the result



These queries are best directed to the secretary of the Consultant who saw you. Investigations are reported back to the requesting clinician. This is not the GP. We will not have these results and are often not best placed to interpret them. Secretaries can be accessed by the respective hospital switchboards: -prescription

**Royal Berkshire NHS Trust** (for appointments at RBH/WBCH(Thatcham)/Henley) 0118 322 5111  
**Oxford University Hospitals** 01865 741166.

## Prescriptions - I have been prescribed a medication by the specialist - can I collect that from the surgery?



If the specialist prescribes a new medication or changes one that you are on, please ask them to provide you with the first prescription. This may be on a white prescription that can be used in the hospital pharmacy or on a green one that you can take to your normal pharmacy. Upon notification from the specialist, your surgery may automatically add the medication change to your repeat list on the computer. You will then be able to order re-supply without an appointment. You may need to telephone your surgery to confirm this or use on-line services if you have registered for them. From the time of your appointment, this may take one week. If you are uncertain what changes the specialist is making, please ask them to explain it to you at the appointment. It saves you having to see your GP to discuss something he or she may only know of from a short letter of explanation. We are happy to convert a prescription from the hospital into an FP10 prescription that you can take to the chemist or have dispensed at the surgery. Please note, however, that the turnaround time for this is 48 working hours. If you wish to start this sooner, we recommend collecting from the hospital pharmacy after your appointment.



## Sick or Fit Note (Med3)

If you need to be certified as unfit for work as a result of the treatment provided by your specialist (or therapist), he or she should issue a sick note when you are discharged from hospital or seen in the clinic. Please ask for one if you need it from the hospital team.

## Follow-up Appointments

If you need to be seen again, the hospital will provide you with another appointment. Please ask the specialist's secretary if it does not arrive in a timely way.



## In summary, the specialists are responsible for:

- ✓ looking after your tests
- ✓ providing prescriptions when needed
- ✓ issuing a sick note if required
- ✓ providing you with a follow-up appointment if necessary