**Important Information – Please Read**

Dear Patient,

Your GP or Optician has asked the Referral Service to refer you to be seen by a specialist.

We have provided choices based on your referral information and clinical history.

Please see your choices letter attached. These are the nearest and quickest appropriate choices for you.

**What do I need to do?**

You can access and manage your referral using the NHS app: [**https://www.nhs.uk/nhs-app/**](https://www.nhs.uk/nhs-app/)

Or you can select a service by visiting: [**https://refer.nhs.uk/login**](https://refer.nhs.uk/login)

If there are no appointments available to book, please press the green ‘request clinic contact’ button to be added to the waiting list for the service of your choice.

Or you can phone NHS appointments on **0345 608 8888** (textphone 0345 850 2250) Monday to Friday 8am to 8pm, weekends and bank holidays 8am to 4pm. Calls are charged at local rates.

**Who do I contact if I have a question?**

If you are struggling with any of this process, please contact us.

The quickest way to reach us is by calling us on: 0333 332 0051

Or you can email us at: [bswicb.referralservice@nhs.net](mailto:bswicb.referralservice@nhs.net) and we will respond within 5 working days.

**What happens if I do nothing?**

It is important that you act on this letter as above. If you do nothing, your referral will eventually be cancelled. Once cancelled, you will need to start the referral process again.

**Need this letter in another format or language?**

Please visit our webpage: <https://bsw.icb.nhs.uk/your-health/which-nhs-service-should-i-use/referral-service/>

Or call us on: 0333 332 0051

If, while you are waiting, your condition gets worse, or you have other medical concerns, you should contact your GP.

*Are your contact details up to date with your GP Practice? If not, please let them know.*