

Important information from the NHS – Please read and follow the instructions below:

Dear Patient,

We have received an NHS referral for you. You now need to choose where you want to be seen.

If you already use the NHS App, you will now receive an email containing your unique booking reference number and access code.

Or see below for other ways to manage your referral:

If you don't have your unique booking reference number and access code:

You can manage your referral using the **NHS app**:

<https://www.nhs.uk/nhs-app/>

Or you can contact the NHS e-Referral Service Appointments Line on:
0345 608 8888

If you have been given your unique booking reference number and access code:

You can manage your referral by visiting:

<https://www.nhs.uk/nhs-services/hospitals/book-an-appointment/>

Or you can contact the NHS e-Referral Service Appointments Line on:
0345 608 8888

Frequently Asked Questions:

Is this email genuine?

If you want to check that this email is from your local NHS Referral Service, you can visit our website, where an example of one of our emails is provided.

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

What do I need to do?

You now need to choose where you want to be seen. You can do this by using the NHS app, or by contacting the NHS e-Referral Service Appointments Line on 0345 608 8888.

If you have been given your unique booking reference number and access code, you can also go to: <https://www.nhs.uk/nhs-services/hospitals/book-an-appointment/>

I have not received my booking reference number/access code.

Booking reference numbers and access code information is often sent to patients via the post, this may arrive after receipt of this email.

If you are not in receipt of this information you can still use the app or contact the appointments line on 0345 608 8888.

Why is there no identifiable information on this email?

We send out a standard email to ensure that we do not share patient identifiable information with anyone by email without their prior agreement.

Who do I contact if I need support with the process?

If you need help 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: bswicc.referralservice@nhs.net and we will respond within 5 working days

How do I give feedback about this process?

Please take 5 minutes to complete our user survey: <https://forms.office.com/e/951b2VcM9F>



I don't think this email has been sent to the right person, what do I do?

We have sent you this email using the registered email address on your NHS record. If you think you've received this in error, please let us know by email or telephone.

How can I find out more information?

For more information please visit: <https://www.myplannedcare.nhs.uk>
Or visit our webpage: <https://bsw.icb.nhs.uk/your-health/which-nhs-service-should-i-use/referral-service>

I think the contact details that the GP Practice has for me are wrong, what do I do?

Please contact your GP Practice and ask them to check and update your details.

What happens if I do nothing?

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

BSW ICB NHS Referral Service

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB)

T: 0333 332 0051 | **E:** bswicc.referralservice@nhs.net

W: www.bsw.icb.nhs.uk