

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 manage your referral.

There are three ways to do this:

NHS App



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

For more information about the NHS App, please visit: <https://www.nhs.uk/nhs-app/>

**Telephone
phone**



You can contact the NHS e-Referral Service Appointments Line on: **0345 608 8888**

Online



If you already have 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/>

Frequently Asked Questions:

What do I need to do?

You now need to manage your referral.

You may have more than one hospital or clinic to choose from, or you may need to choose a date and time 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/>

If this referral is no longer required, you can cancel the referral either by telephone, online, or via the app.

What do I do if I don't have my unique booking reference number and access code?

If you don't have your unique booking reference number and access code, you can request it by contacting us using the contact details below.

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.

In some circumstances an appointment may be booked on your behalf, if this occurs you will be notified.

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>

How do I give feedback about this process?

Please take 5 minutes to complete our user survey:
<https://forms.office.com/e/FmhR9Xnj17>



How can I find out more information?

For more information please visit: <https://www.myplannedcare.nhs.uk>

For more information about your NHS choices, visit: <https://www.england.nhs.uk/wp-content/uploads/2017/03/patient-leaflet-digital.pdf>

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

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

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**

Our telephone line is open Monday to Friday 09:30 to 16:00hrs, excluding bank holidays

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

How do I find out about patient transport?

Please visit our patient transport page for more information:

<https://bsw.icb.nhs.uk/your-health/which-nhs-service-should-i-use/patient-transport/>

BSW ICB NHS Referral Service

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

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

W: www.bsw.icb.nhs.uk

