

PRACTICE UPDATE



**DR PINDER
& PARTNERS**
Over 75 years of care

SUMMER 2009

CHOOSE & BOOK

WHAT IS CHOOSE & BOOK?

The majority of referrals go through Choose & Book, this is a service that lets you choose your hospital or clinic and book your first appointment.

When you and your GP agree that you need an appointment, you can choose which hospital or clinic you go to. You will also be able to choose the date and time of your appointment.

THE BENEFITS OF CHOOSE & BOOK

- You can choose a hospital in England funded by the NHS (this includes some private hospitals)
- You can choose the date and time of your appointment
- You experience greater convenience and certainty. With choose and book the choice is yours.
- There is less chance the information will get lost in the post because all correspondence is sent electronically.

WHAT DOES CHOOSE & BOOK MEAN FOR ME?

As well as giving a choice of hospital, date and time for your appointment, Choose & Book will also give you the ability to:

- Plan and manage around your existing hospital appointment (if you are currently under another specialist)
- Fit your treatment in with other commitments, at home and work
- Choose appointments that fit with your carer schedule
- Check the status of your referral and to change or cancel your appointment easily over the telephone or internet

HOW DOES CHOOSE & BOOK WORK?

When you and your GP agree that you need an appointment with a specialist, Choose & Book shows your GP which hospitals or clinics are available for your treatment. Your GP discusses with you the clinically appropriate options which are available for treating your medical condition.

If you know where and when you would like to be seen you may be able to book your appointment in surgery with GP. If you require more time to consider your choices, you will be given a appointment request letter to take away with you and book your appointment later.

Please visit www.chooseandbook.nhs.uk for more information.

Beauforth House Clinic
Station Lane
Ferrybridge
WF11 8NJ

The Medical Centre
8-10 High Street
Ferrybridge
WF11 8NQ

Byram Surgery
St Edward's Close
Byram
WF11 9NT

The Health Centre
Welbeck Street
Castleford
WF10 1DP

*Correspondence address
all sites*

Dr Pinder & Partners
The Medical Centre
8-10 High Street
Ferrybridge
WF11 8NQ

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Fax: 0844 4773970

Dr C.A. Pinder
Dr A.D. Mone
Dr P. Earnshaw
Dr J.A. Higgins
Dr P. Wynn



Awarded for excellence

IF YOU HAVE ANY QUERIES REGARDING
YOUR REFERRAL, INSURANCE REPORT OR
MEDICAL REPORT PLEASE:

TELEPHONE 0844 477 8787 AND PRESS
OPTION 3

PRIVATE REFERRALS

- If you wish to be seen privately your GP can refer you
- A referral will be generated for you by the GP
- Admin will type the referral letter for you
- Admin will fax the referral over to the private hospital
- A letter will then be sent to you letting you know which hospital and consultant the referral has been sent. A contact number will also be given for you to arrange your appointment.
- If you already know who you want to see and where please contact the admin team



RADIOLOGY REFERRALS

There is a new appointment system if your GP wants you to have an x ray, ultra sound scan or CT scan.

This is to help reduce further waiting times for appointments and allow patients to have more choice in the site where they have their examinations.

If your GP requires you to have an x ray, ultra sound scan or CT scan they will send a completed referral form to the radiology appointment centre and ask you to ring the contact number below to make an appointment that is convenient for you two working days after you have seen your GP.

The contact number for you to call is:

0844 9020004

(between 8.00 am and 8.00 pm Monday to Friday, excluding Bank Holidays)