

You have been referred to the hospital of your choice by your GP.

You have been given the necessary information to enable you to contact the hospital and arrange your out patient appointment.

If you find you cannot keep that appointment you **MUST** let the hospital know or they will assume you no longer wish to be seen when they will remove your name from the patient list. This applies to the first appointment and to any other appointment you may be given. If you are removed from the patient list you will receive a letter from the hospital telling you so and you will have to attend the surgery for a new referral if you still wish to be seen. This is time-consuming for the doctors and the secretarial staff and you should make every effort to see that it does not occur. It also means you will have to wait longer to be seen at out patients.

Last year more than 3 out of every 10 hospital out-patient appointments were missed by patients from this practice, totalling 2260 missed appointments that could otherwise have been given to other patients. We keep records of missed appointments. Patients who repeatedly fail to attend should not automatically assume that they will be re-referred.

So remember

## **IF YOU BOOK IT, KEEP IT.**

The following phone numbers may be helpful;

Hammersmith Hospitals Appointments

**020 8383 5000**

Charing Cross Hospital Appointments

**020 8383 5000**

Queen Charlotte's Hospital Appointments

**020 8383 3526 AnteNatal**

**020 8383 5118 Gynaecology new appts**

Chelsea & Westminster Hospital Appointments

**0845 811 6666**

St Mary's Hospital Appointments

**020 7886 3793**

## **Transport**

To book an ambulance if you are too infirm to travel to the hospital, please contact the Transport Office of the hospital concerned.

## **Travel expenses to hospital for NHS treatment**

If you or your partner are receiving

Income Support  
Pension Credit Guarantee Credit  
Income Based Jobseeker's Allowance  
NHS Tax Credit Exemption Certificate

You are already entitled to full help with health costs. Otherwise see advice booklet HC1 available at reception.

**Dr S Miller & Partners  
The New Surgery  
143a Uxbridge Road  
London W12 9RD  
Tel: 020 8743 1511**



**Out Patient Appointments**

**IF YOU BOOK- IT KEEP IT**