

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