Patient Booking Website

This presentation includes the following topics. Please select a section below to continue.

- Key feature of the patient booking website
- Logging in
- Booking an appointment
- Changing an appointment
- Cancelling an appointment
- What if...'No appointments are available'?
- Cancelling a referral



Key features of the Patient Booking Website

- The Patient Booking Website is known as the NHS e-Referral Service
- It is available 24 hours a day, 365 days a year
- It is a secure booking website, that meets national and international standards for holding and transferring information electronically.
- You can make, change, or cancel your appointments
- Allows you to change your password
- Select alternative language support
- Lets you increase the font size on the screen
- Has a Help function to support patients



Return to menu

Next

Logging into the Patient Booking Website

Home About Contact	Tools Video NHS e-	Referral Communities IPS	E	Translate Log in or create an account From the www.nhs.uk/referrals page
Health A-Z	Live Well	Care and support	Health n	select the 'BOOK ONLINE
You are here: <u>Choice in the</u>	<u>NHS</u> / <u>Your choices</u> / NF nt booking	HS e-Referral		NOW DUTION. (Please note that all names and details used in this presentation are fictitious)



What is NHS e-Referral?

If you have been referred by your GP for an appointment with a healthcare provider, you may be able to book your appointment with NHS e-Referral. Most services are available via NHS e-Referral. You can choose the date and time of your appointment and your GP may be able to book your appointment there and then.

However, you have the right to think about your choices, compare different options and book your appointment at a later stage. If so, you'll be given an appointment request letter, which includes your unique booking reference number, NHS Number and a list of hospitals or clinics to choose from. In addition you'll be given a password, which allows you to book your appointment via NHS e-Referral either over the phone using The Appointments Line 0345 6088888 or log in to NHS e-Referral online.









NHS staff

NHS e-Referral reports and guidance for NHS/IS Staff can be found on the HSCIC website



Next

Choosing a hospital

You can now choose where you go for tests or treatment when referred by your GP.



Return to menu

Logging into the Patient Booking Website



Options available

e-Referral Service AVERY, Marcus Reference Number: 3432 0000 5304

Reference Number: 3432 0000 5304

This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time.

If the appointment is no longer needed, click 'Cancel Referral'.

If this is not the appointment you want to change, click 'View All Referrals'.

Once you have logged into the NHS e-Referral Service your Referral Details are displayed.

Clinic(s) Referred by Additional Requirements	Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) MSK Physiotherapy Clinic - The Royal Hospital (R8F02) Dr Koy Transport , Interpreter					
Book Appointment	Cancel Referral	Requirements				
	Print Preview	View All Referrals				
From this screen you can: book an appointment, cancel the referral,						
cancel additional requirements, print the referral, view all your referrals.						

NHS Choices MHS

Change Password A...A Resize Text 🚯 Help Log Out

e-Referral Service

Booking an appointment

AVERY, Marcus Reference Number: 3432 0000 5304 Step 1 of 4: Choose Your Clinic(s) (3432 0000 5304) Please choose one or more of the clinics below, and click 'Continue to Step 2' to vie

Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

	MSK Physiotherapy Clinic - The Royal Hospital (R8F02)		
	9 miles from postcode DN17 2SD	Coloct your proferre	d alinia(a) by
	Approximate Wait Time until First Appointment: 3 days	Select your preferre	a clinic(s) by
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	WEEKS.	clicking the small tic	
	ECCATION. INSUG E-KS DET TRUST, WEST HOUSE, 2 SQUINCES ROAD, EEEDS, WEST FORKSHIRE	the clinic name(s) a	nd then click
	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)		
	3 miles from postcode DN17 2SD	the Continue to Ste	p 2' button.
	Approximate Wait Time until First Appointment: 3 days		<u> </u>
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	WEEKS.	lf there is a talenhay	
	EUGRIUII. 1300 E-KS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, V	If there is a telephor	ne symbol,
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<u>د</u>	Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B	you cannot book on	
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	85% of patients referred to the department that runs this clinic started their treatment within 18 weeks	the second second second	
	Location: HSCIC E-RS TEST TRUST SITE, PROCTOR, LANE, HORSFORTH, LEEDS, WEST YORKSH	the number shown I	n the
	Booking Instructions: 01233 456789 10-12	booking instructions	•
			7.

A...A Resize Text 🚯 Help Log Out

NHS Choices NHS

Back to Details

Continue to Step 2

Compare All Clinics

Next

Return to menu

Booking an appointment

Next

Return to menu

e-R	eferral Service	NHS Choices MHS
AVER Step 2	Y, Marcus Reference Number: 3432 0000 5304 2 of 4: Choose Your Appointment (3432 0000 5304)	AA Resize Text 🚺 Help Log Out
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0	12:40 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS	
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		100455

appointment by clicking the t to the time and date, then Continue to Step 3' button.

a message stating "there are no appointments available" fer to the No appointments section of this presentation.

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Back to Step 1

Continue to Step 3

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Booking an appointment

Return to menu

-Referral Service	NHS Choice:	NHS
/ERY, Marcus Reference Number: 3 ep 3 of 4: Book Your Appointment (432 0000 5304 AA Resize Text () Help 3432 0000 5304)	Log Out
ase check the details of your appointr	nent below. If the information is correct, click 'Book Appointment' to confirm.	
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Location	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE	A summary of the requested appointment is shown.
Referred by Additional Requirements Instructions	 LST4HY Dr Koy Transport , Interpreter Thank you for choosing this Trust for your referral please take the time to read this information. This appointment will be confirmed in writing once the information provided by your GP has been seen by the Consultant. If you have any questions regarding your appointment please telephone 0845 155 2345 then follow the prompts from the menu. You may leave a message with a daytime telephone number and a coordinator will return your of Please bring a list of your current medication to your appointment. If you are eligible for transport, this will be booked by your GP. All parking at the Hospital is pay and display and disabled spaces are available. Please ensure arrive in plenty of time to allow time to park or use public transport if you are able. Public transport information can be obtained from the Trust website www.anytrust.nhs.uk Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information about train times. 	It is important to click the 'Book Appointment' button to confirm this appointment or click the 'Back to Step 2' button to select a different appointment.
	Back to Step 2 Book Appointment	Next

Booking an appointment

e-Referral Service			NHS Choices MHS		
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Step 4 of 4: Confirmation (3432 0000 53	04)		Once confirmed	d, the booking	
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Clinic	Lower leg Orthopaedic Service - St Joh	ns Hospital- (R8G02)	From this scree	en you can:	
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	PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY		 Increase the screen 	font size on the	
Referred by	Dr Koy		• view the Hei	ip information	
Additional Requirements	Transport , Interpreter		 Cancel any A 	Additional	
Instructions	Thank you for choosing this Trust for	your referral please take the tim	Requirement	ts	
	I his appointment will be contirmed in v seen by the Consultant.	writing once the information provid	 Print the app 	ointment details	•
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Changing an appointment

e-Referral Service			NHS Choices	s NHS	
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	Change Appointment	Cancel Appoints	ment	Next	
Cancel Additional R	Requirements	Print Preview	View All Referrals	Return to	5

Changing an appointment

e-Ref	erral Service	NHS Choices	
AVERY, Step 1 o	Marcus Reference Number: 3432 0000 5304 f 4: Choose Your Clinic(s) (3432 0000 5304)	AA Resize Text (i) Help Log Out	
Please ch help you r	noose one or more of the clinics below, and click 'Continue to Step 2' to view all available ap nake your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare symbol, you will need to book by telephone. Please follow the booking instructions	pointments. If you want more information to re All Clinics'. If the clinic is shown with a	
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ر	Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B 39 miles from postcode DN17 2SD Approximate Wait Time until First Appointment: 17 days 85% of patients referred to the department that runs this clinic started their treatment within 18 weeks. Location: HSCIC E-RS TEST TRUST SITE , PROCTOR, LANE, HORSFORTH, LEEDS, WEST YC Booking Instructions: 01233 456789 10-12	ORKSHIRE, LS18 4RE	
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			Return to

Changing an appointment

e-F	eferral Service	NHS Choices NHS
AVER Step	RY, Marcus Reference Number: 3432 0000 5304 2 of 4: Choose Your Appointment (3432 0000 5304)	AA Resize Text 🚺 Help Log Out
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You h additi	ave requested one or more additional requirements for your appointment. If yo onal requirement(s) will have to be rebooked on your behalf.	u change the date or time of your appointment, the
0	12:00 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS	

12:40 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 1:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 0 3:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:00 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:40 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 1:20 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 3:20 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:00 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:40 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 1:20 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 3:20 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:00 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:40 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 1:20 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 3:20 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:00 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 12:40 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 1:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS 3:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

Select a different appointment by clicking the circle next to the time and date, then click the 'Continue to Step 3' button.

Next

Return to

menu

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Changing an appointment

Return to menu

e-Referral Service	NHS	Choices NHS	
AVERY, Marcus Reference Number:	3432 0000 5304 AA Resize Text (Help Log Out	
Step 5 of 4. Book four Appointment (9432 0000 3504)		
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Clinic Location	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY	A re ar	summary of the new equested opointment is shown. is important to click
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Additional Requirements	Transport , Interpreter	bi	utton to confirm this
Instructions	Thank you for choosing this Trust for your referral please take the time to rea	id this informa	opointment or click
	This appointment will be confirmed in writing once the information provided by yo been seen by the Consultant.	our GP has th	e 'Back to Step 2'
	If you have any questions regarding your appointment please telephone 0845 15 follow the prompts from the menu. You may leave a message with a daytime telephone number and a coordinator v your call.	i5 2345 then bu vill return di	utton to select a fferent appointment.
	Please bring a list of your current medication to your appointment. If you are eligible for transport, this will be booked by your GP. All parking at the Hospital is pay and display and disabled spaces are available. ensure you arrive in plenty of time to allow time to park or use public transport if y Public transport information can be obtained from the Trust website www.anytrus Contact Arriva on 08706 082608 for information about bus times.	Please ou are able. st.nhs.uk	
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Changing an appointment

e-Referral Service	3432 0000 5304	Change Password	NHS (Choices [NHS a Out		
Step 4 of 4: Confirmation (3432 0000 Success Your appointment has been booked. The details of your appointment are sh	5304) own below. If you want to book, ch	nange or cancel another referr	al, click "View All Refe	rrals".	On coi	nce confirmed, the be nfirmation screen wi	ooking II
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Clinic	Lower leg Orthopaedic Service HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE	- St Johns Hospital- (R8G02)	F • •	From Cł	thi nang crea	s screen you can: ge your password ase the font size on t	the
Referred by Additional Requirements Instructions	Dr Koy Transport , Interpreter Thank you for choosing this T This appointment will be confir been seen by the Consultant. If you have any questions regar follow the prompts from the me You may leave a message with your call. Please bring a list of your currer If you are eligible for transport, All parking at the Hospital is pa ensure you arrive in plenty of tin Public transport information ca	Frust for your referral please to med in writing once the inform rding your appointment please enu. In a daytime telephone number ent medication to your appoint this will be booked by your GP ay and display and disabled sp me to allow time to park or use in be obtained from the Trust v	take the time to r nation provided by e telephone 0845 r and a coordinato ment. paces are available public transport i vebsite www.anyt	Vie Ca Pr Vie Lo Se	ew ance int f ew og C ervic e bo	the Help information el Additional Require the appointment deta all your referrals Out of the NHS e-Ref Ce (from the log out op ottom or top right of the	ements ails ferral <i>otion at</i> <i>screen)</i>
Cancel Additional Re	Contact Arriva on 08706 08260 Contact National rail enquires	Print Preview	nes. ation about train times View All Referra	als			Next

Cancel an appointment

e-Referral Service			NHS Choices	
AVERY, Marcus Reference Number: 34	432 0000 5304	Change Pa	assword 🗛 A Resize Text 🚯 Help Log Out	
Reference Number: 3432 0000 5304				
he details of your appointment are show hange, click "View All Referrals".	n below. Use the buttons below	v to change your appointment.	If this is not the appointment you want to	
Appointment date	Friday 19 June 2015			
Appointment time	12:40 PM This is a provisional booking you to confirm details.	I because you have identified	additional requirements. We will contact	Once you have logged
Clinic	Lower leg Orthopaedic Servi	ce - St Johns Hospital- (R8G0	2)	into the NUS Deforral
Location	HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS14HY			Service, you can cancel your appointment(s) by
Referred by	Dr Kay			clicking the cancel
Additional Requirements	Transport , Interpreter			Appointment' button.
Instructions	Thank you for choosing this	Trust for your referral pleas	e take the time to read this information.	
	This appointment will be con seen by the Consultant.	firmed in writing once the info	rmation provided by your GP has been	
	If you have any questions reg the prompts from the menu. You may leave a message w Please bring a list of your cu If you are eligible for transpo All parking at the Hospital is you arrive in plenty of time to Public transport information Contact Arriva on 08706 082 Contact National rail enquire	arding your appointment plea ith a daytime telephone numb rrent medication to your appoi rt, this will be booked by your (pay and display and disabled allow time to park or use publ can be obtained from the Trus 608 for information about bus s on 08457 48 49 50 for inforr	se telephone 0845 155 2345 then follow er and a coordinator will return your call. ntment. 3P. spaces are available. Please ensure ic transport if you are able. t website www.anytrust.nhs.uk times. nation about train times.	
	Change Appointment	Cancel Appoint	ment	Nex
Cancel Additional F	Requirements	Print Preview	View All Referrals	Retur

Next

Return to

menu

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.

e-R	eferral Service		NHS Choices
AVER Step 1	RY, Marcus Reference Number: 3432 0000 5304 1 of 3: Cancellation Reason (3432 0000 5304)		AA Resize Text 🧊 Help Log Out
lf you w	vant to cancel your appointment, please select a reason fro	m the options below and click 'Continue t	to Step 2'.
0	l intend to go private		
0	Other		
0	l am on holiday		
0	l am ill		
0	l am busy		
۲	I no longer require an appointment		
		Back to Details	Continue to Step 2
			Next
			Return to

You will be asked to confirm the appointment cancellation. Clicking 'Back to Details' will return you to the screen which displays your appointment details.

Clicking 'Cancel Appointment' will cancel the appointment.

e-Referral Service		NHS Choices MHS
AVERY, Marcus Reference Number: 3432 0000 5304 Step 2 of 3: Confirm Cancellation (3432 0000 5304)		AA Resize Text 🜖 Help Log Out
 You are about to cancel this appointment. You will be able to book To cancel this appointment, click 'Cancel Appointment'. To keep this appointment, click 'Back to Details'. 	a different appointment later using yo	ur referral.
	Back to Details	Cancel Appointment
		Next
		Return to menu

When you confirm that the appointment is to be cancelled, the Confirmation screen appears with a green cancellation message.

AVERY, Marcus Reference Number: 3 Step 3 of 3: Confirmation (3432 0000	3432 0000 5304 5304)	Change Password AA Resize Text (1) Help Log Out
Success Your appointment has been cancelled. If you want to book, change or cancel and Cancelled Appointment Date Cancelled Appointment Time Clinic Location Referred by Additional Requirements	ther referral, click 'View All Referrals'. Saturday 20 June 2015 12:40 PM Lower leg Orthopaedic Service - St Jo HSCIC E-RS TRUST SITE 01 CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY Dr Koy Transport , Interpreter	 From this screen you can: Change your password Increase the font size on the screen View the Help information Cancel additional requirements View all your referrals Log Out of the NHS e-Referral Service (from the log out option at the bottom or top right of the screen) Print the cancelled appointment details
Cancel Additiona	al Requirements	View All Referrals Log Out Next
	Print Preview	Return to

No appointments available

NHS Choices e-Referral Service AVERY, Marcus Reference Number: 3432 0000 5304 A...A Resize Text (1) Help Log Out Step 1 of 4: Choose Your Clinic(s) (3432 0000 5304) Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a elephone symbol, you will need to book by telephone. Please follow the booking instructions. If there are no E-Learning Knee Service - Prince George Hospital - R6B01 ~ 9 miles from postcode DN17 2SD appointments available Approximate Wait Time until First Appointment: 3 days 86% of patients referred to the department that runs this clinic started their treatment within 18 for the clinic that that you weeks have chosen the Location: HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE, LS1 2SY following screen will Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) 3 miles from postcode DN17 2SD appear when you click Approximate Wait Time until First Appointment: 3 days 85% of patients referred to the department that runs this clinic started their treatment within 18 'Continue to Step 2'. weeks Location: HSCIC E-RS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, WEST YOR Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B 39 miles from postcode DN17 2SD Approximate Wait Time until First Appointment: 17 days 85% of patients referred to the department that runs this clinic started their treatment within 18 weeks. Location: HSCIC E-RS TEST TRUST SITE , PROCTOR LANE, HORSFORTH LEEDS, WEST YORKSHIRE, LS18 4RE Booking Instructions: 01233 456789 10-12

Back to Details

Continue to Step 2

Next

Return to menu

Textphone: 0345 8 50 22 50

e-Referral Service AVERY, Marcus Reference Number: 3432 0000 5304 Step 2 of 4: Choose Your Appointment (3432 0000 5304) Marning There are currently no appointments available.	A warning message appears in yellow at the top of the screen if there are no appointments available for the clinic that you have chosen.
 You may: Choose alternative clinics and try again by clicking 'Back to Step 1'. Request that your chosen clinic contacts you to arrange an appointment by clicking 'Continue. Log out and try again later. If you need assistance in choosing your clinic, booking, changing or cancelling your appointment. 	You can either: Go 'Back to Step 1' to return to the shortlist and select another clinic (if available) or 'Continue to Step 3' which will send your details to your
V Hone. 0343 00 00 00 0	chosen clinic.

Appointments Line opening hours are: weekdays 8am to 8pm; weekends and bank holidays 8am to 4pm (closed on Christmas Day).





Selecting a preferred clinic

Select your preferred clinic by clicking the circle next to your choice. You can add any comments that may be helpful to the clinic (as per the example below). Click 'Forward to Clinic'.

Select the clinic that you would like to forward your details to. If the clinic you wish to be seen at is not on this list, select 'Back to Step 1' to make a different selection. Your chosen clinic will need to contact you by 23 June 2015 to book your future appointment. If there are any days or times when you cannot be contacted, please indicate these in the comments box below. Select 'Forward to Clinic' to submit your request.

E-Learning Knee Service - Prince George Hospital - R6B01 9 miles from postcode DN17 2SD Approximate Wait Time until First Appointment: 3 days 86% of patients referred to the department that runs this clinic started their treatment within 18 weeks. Location: HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE, LS1 2SY

Appointment Specific Comments

(1000 characters maximum)

 \odot

Please call after 5pm.



Selecting a preferred clinic

This confirmation screen will appear. Detailed here is the date by when the clinic should contacted you. If you have not heard from the clinic by this date, please contact your referring practice.

AVERY, Marcus Reference Number:	3432 0000 5304	Cha	hange Password AA Resize Text 🚯 Help Log Out
Step 4 of 4: Confirmation (3432 0000 Success Your selected clinic has been notified of	5304)	ent with them	From this screen you can:
Your selected clinic will contact you to agr please contact your referring practice whe your Booking Reference Number (shown "View All Referrals"	ee an appropriate date and time ere a member of the team can he above) and Password, so keep t	e for your appoin elp. When the cli these with you. t	Increase the font size on the screen
Clinic Location Referred by Additional Requirements	E-Learning Knee Service - Pri HSCIC E-RS UET TRUST WEST HOUSE 2 SQUINCES ROAD LEEDS WEST YORKSHIRE LS1 4HY Dr Koy Transport , Interpreter	ince George Ho	 Cancel additional requirements Print this confirmation for your records View all referrals Log Out of NHS e-Referral Service (from the log out option at the bottom or top right of the screen)
Cancel Additional Re	equirements	Print Preview	W View All Referrals Next
	Log	Out	Return to

Further attempt to book appointment

e-Referral Service	NHS Choices NHS
AVERY, Marcus Reference Number: 3432 0000 5304 Reference Number: 3432 0000 5304	Change Password AA Resize Text (1) Help Log Out
The clinic below is aware of your need to book an appointment with them.	They should have contacted you by 23 June 2015 to arrange an

appropriate date and time for your appointment. If the clinic has not contacted you by this time, please contact your referring practice for assistance. If you would like to check whether any appointment slots have been made available by the selected clinic, please select 'Book Appointment'.

If the appointment is no longer needed, click 'Cancel Referral'.

If this is not the appointment you want to change, click 'View All Referrals'.

Your selected clinic's details are shown below.

Clinic E-Learning Knee Service - Prince George Hospital Location HSCIC E-RS UET TRUST WEST HOUSE **2 SQUINCES ROAD** LEEDS WEST YORKSHIRE 1 S1 4HY Dr Koy Referred by Additional Requirements Transport, Interpreter **Book Appointment** Cancel Referral **Cancel Additional Requirements Print Preview** View All Referrals

If you log in again and try to book the same clinic, you will see this screen. This screen explains that your details have already been sent to the clinic, and they will contact you to arrange an appointment by the date shown.

Next

Return to menu

No appointments available

e-Referral Service

Further attempt to book appointment

AVERY, Marcus Reference Number:	3432 0000 5304	Cha	inge Password	AA Resize Text (1) Help Log Out	
Reference Number: 3432 0000 5304					1
The clinic below is aware of your need to appropriate date and time for your appoin If you would like to check whether any app	book an appointment with them. The ntment. If the clinic has not contacted pointment slots have been made ava	ey should have co I you by this time, ilable by the sele	ontacted you by please contact ected clinic, plea	23 June 2015 to arrange an your referring practice for assistance. se select 'Book Appointment'.	
If the appointment is no longer needed, cl	ick 'Cancel Referral'.				
If this is not the appointment you want to o	hange, click 'View All Referrals'.				
Your selected clinic's details are shown b	elow.		You car	h check to see if any	new eased
Clinic Location	E-Learning Knee Service - Prince George Hospita HSCIC E-RS UET TRUST WEST HOUSE 2 SQUINCES ROAD LEEDS WEST YORKSHIRE LS1 4HY		by clicking "Book Appointment" button. If there are still no appointments a message will appear stating that no appointme		Il ntments
Referred by	Dr Koy		are ava	ilable.	
Additional Requirements	Transport , Interpreter				
Book Appointment	Cancel Referral		Cancel Addi	tional Requirements	Next
	Print Preview	View All Re	ferrals		Return to

No appointments available

NHS Choices

Cancel a referral

Once you have logged into the NHS e-Referral Service your Referral Details are displayed. From here you have the option to Cancel Referral.

AVERY, Marcus Reference Number: 3432 0000 5304	Change Password AA Resize Text 📵 Help Log Out
Reference Number: 3432 0000 5304	

This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time.

If the appointment is no longer needed, click 'Cancel Referral'.

If this is not the appointment you want to change, click 'View All Referrals'.

Clinic(s) Referred by Additional Requirements	Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) MSK Physiotherapy Clinic - The Royal Hospital (R8F02) Dr Koy Transport , Interpreter		
Book Appointment	Cancel Referral	Cancel Add	itional Requirements
	Print Preview	View All Referrals	Next
			Return to menu

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.

e-Re	ferral Service		NHS Choices MHS
AVERY Step 1	An example 2 (1998)		AA Resize Text 🧿 Help Log Out
lf you wa Before	ant to cancel your referral, please select a reason from the opti- you cancel your referral, it is advised that you discuss th	ons below and click 'Continue to Step nis with the person who referred y) 2'. ou.
0	l intend to go private		
۲	I no longer require an appointment		
		Back to Details	Continue to Step 2

Next

Return to menu

NHS Choices NHS

NHS e-Referral Service

You will be asked to confirm the referral cancellation. Clicking 'Back to Details' will return you to the screen which displays your appointment details. Clicking 'Cancel Referral' will cancel the referral.

e-Referral Service

AVERY, Marcus Reference Number: 3432 0000 5304 Step 2 of 3: Confirm Cancellation (3432 0000 5304)

You are about to cancel this referral. If you proceed, you will need to return to the person who referred you if you want to be seen by a specialist.

- To cancel this referral click 'Cancel Referral'.
- · To keep this referral click 'Back to Details'.

Back to Details

Cancel Referral

A...A Resize Text 1 Help Log Out



Next

When you confirm that the request is to be cancelled, the Confirmation screen appears with a green cancellation message.



