

The Way You Are Referred For Treatment Is Changing

What will happen now?

When your GP decides with you that you need a referral to another service, the request will be sent to the Newark and Sherwood Clinical Gateway.

A Patient Care Advisor will contact you within five working days and discuss with you the different choices and options for that treatment, appointment or procedure. Alternatively, your GP may ask you to contact the Gateway, but this will all be explained to you.

How do I get my appointment?

The Patient Care Advisor will make an appointment with you, and then you will get confirmation directly from the hospital or service. If you haven't received your confirmation letter five days before your appointment then contact the Gateway Patient Care Advisor who will chase this for you.

What happens if I need to change the appointment?

At the time of booking the appointment you will be given a reference number. If you need to change the appointment then please contact a Patient Care Advisor, quoting this number. In certain circumstances you will need to contact the hospital direct but the Patient Care Advisor will help you with this.

Why is the way I make an appointment changing?

The Clinical Gateway is designed to ensure that you go to the right place for your treatment, first time. It will also be able to offer you a range of possible options – such as seeing someone more locally if the service is available. It will also help the people who plan and pay for health services to see what referrals are being made; and help plan better in the future.

Who is making these changes?

Newark and Sherwood NHS Clinical Commissioning Group is part of the NHS and is the new organisation that is responsible for planning and paying for health services in Newark and Sherwood. The Clinical Gateway has been designed and implemented in conjunction with local GPs and commissioning staff in order to try and improve access to services, and provide best value health services for local people.

What about my personal details?

The Clinical Gateway is a service provided for the NHS and has to meet the very high standards of data protection and patient confidentiality, just like your doctor or nurse. Your details will not be shared with anyone who is not involved in your care or treatment.

To contact the Newark and Sherwood Clinical Gateway:

Call: 01636 894933

Fax: 01636 894948

Write to: Newark and Sherwood Clinical Gateway
CHEC
The Medical Centre
High Street
Collingham
Newark
NG23 7LB

If you have any issues or complaints about the service please:

Call 0800 0283693

Email: pals.north@nottspct.nhs.uk

Write to: Freepost RSST-SCJJ-SRBJ
Patient Advice & Liaison Service
NHS Nottinghamshire County
Balderton Primary Care Centre
NG24 3HJ

www.newarkandsherwood.nhs.uk

This information is available in different languages and formats.
For more information, please contact 01623 673128.

