

## How to manage your referral online

If you are referred to a hospital or clinic, you can book your appointment online. Just visit [www.nhs.uk/referrals](http://www.nhs.uk/referrals). You will need:

- your booking reference number, which is on your booking letter
- the password you received at the same time as your booking letter
- your year of birth.

If you have been referred, but don't have your booking reference number or password, please contact your practice.

If you have any problems booking online, call the telephone appointment line. Details are on your booking letter.



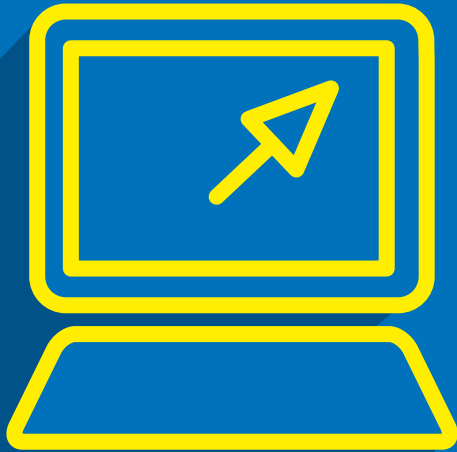
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**For more information:**  
**[www.nhs.uk/referrals](http://www.nhs.uk/referrals)**

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## Better for the NHS



If your GP refers you to a hospital or clinic, ask if you can book the appointment online.

Managing your referral online is easy. You can book your own appointment on a date and time that's convenient for you. You may also be able to choose which hospital or clinic you go to.

Once you have booked your appointment, you can check the details, change your appointment or cancel it if it is no longer needed.

The service is fast, convenient and secure.

Booking your own referral appointment online helps save your GP time and saves the NHS money.

When patients book their own appointment, hospitals say there are half as many missed appointments. Booking online also means the NHS spends less on phone bills and sending letters.

The online service isn't right for everyone, so there is also a phone number you can call. GP practices will still book appointments for patients who need help.