

How Croydon Referral Support Service (CReSS) is improving patient care

In Croydon, GPs are using a new 'referral support service'. The service aims to ensure that patients are seen in the most appropriate setting for their care. This service is run in partnership with another GP led organisation, Brighton and Hove Integrated Care Service (BICS). BICS has experience of running a similar service in Brighton & Hove.

In the past you may have expected to go to a hospital for your treatment, now there are a number of alternatives, such as GP surgeries and Health Centres. We are always identifying new ways of providing care nearer to you in your local community.

CReSS normally sees full details of your referral including confidential information. Please let your GP know if there is any information you wish to withhold from CReSS.

Please give us your views and thoughts on the care you have been provided by CReSS. You can contact CReSS using the contact details below.

How to contact us

Tel: 0300 303 8145

Email: bics-CReSS.enquiries@nhs.net

Post: Croydon Referral Support Service (CReSS) C/O BICS, 4th floor, 177 Preston Road, BRIGHTON BN1 6AG

Useful information

Help with transport or transport costs

You may get assistance if you are unable for medical reasons to use public transport to get to your appointment. Please contact your GP surgery for details. If you are on benefits you may be entitled to financial assistance for your travel costs. Please contact 0845 850 1166 for more information.

Interpreting services

Please tell your GP if English is not your first language and you require an interpreter to be present at your appointment.

Further information on health and social care and the regulation of hospital services

Find out more at the Care Quality Commission website

www.cqc.org.uk

If you need the information in this leaflet in another language or format e.g. Easy to Read, large print, Braille or audio tape, please call us on 0300 303 8145 or email bics-CReSS.enquiries@nhs.net

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It's your choice

Your GP is requesting a further opinion about your care. In Croydon, GPs are now using the Croydon Referral Support Service (CReSS). This leaflet details the choices that you have available. It also explains how your appointment will be managed to make sure your treatment and care run smoothly

Find out more

Help us to help you

We will speak to you more quickly if we have your current contact details. Please let your GP know if you are happy for us to leave a voice message.

Does your GP have your up to date:

- Telephone number
- Mobile number
- Address
- Email address

You are here

You and your GP decide that there is a need for you to have a specialist opinion. This request is sent to CReSS

Your appointment request is received at CReSS for one of our specially trained medical staff to review

You may receive a call from a member of our booking team, this will be to discuss with you possible choices for your appointment. We aim to offer you both a choice of date and time for your appointment

If we are unable to speak to you, we will book the earliest available appointment on your behalf. We write to confirm these details. In some cases we will forward your details to the clinic for them to book directly with you. You can change this appointment, if it is not convenient – in our letter we tell you how

Later, a letter is sent to you by the chosen health specialist to confirm your appointment – any further information you need is provided in this letter

Your appointment



Choose where to be treated

Most people choose to be treated at their local hospital, but do you know you can choose to be seen at any health centre that provides the NHS service you require? Whether you attend an NHS or private hospital, or community health centre, your care will be free.

Your choice of treatment centre could be based on:

- How easy it is for you and your family to get there
- Parking arrangements
- Infection rates
- Waiting times
- The reputation of the hospital

You can find details of all hospitals in the UK, including a hospital's performance and a comparison of hospital facilities, on the NHS Choices website

www.nhs.uk

Booking your appointment

After visiting your GP you may receive a call from one of our booking team to discuss the choices for your appointment. We are here to help you make the choices on location and appointment time that are right for you.

Before we call

- In most cases you will have a choice of hospital, therefore, think about where you would like to be treated and at what time.
- Think about what help you might need to attend your appointment, such as help from a family member or a carer. Knowing that they are available might help you choose an appointment date or time.
- Talk to your GP about your treatment so that you understand what to expect and when.

Unless you advise otherwise, it is expected that you attend your appointment. If you need to change or cancel your appointment, contact us as soon as you are aware, even if this is the morning of your appointment. This may enable us to offer your time slot to another patient. Ideally we require 48 hours notice.

Normally you will not wait more than 18 weeks before the start of your treatment.

Give us feedback

If you have any questions, to give us feedback, or if you have a complaint, please contact:

CReSS Integrated Care Team, C/O BICS,
4th floor, 177 Preston Road, BRIGHTON BN1 6AG

Tel: 0300 303 8145

Email: bics-CReSS.enquiries@nhs.net