

# Advice and Refer

How your GP gets further help

## Information for patients

### What is Advice and Refer?

The Advice and Refer process is used by GPs to get advice from allergy specialists. Your GP can get advice on things like food and drug allergies, rhinitis and a variety of conditions, symptoms, and tests in relation to your health and wellbeing.

Your GP and allergy specialist will work together to decide if you should continue to be cared for by your GP or if you need to be referred to the allergy team at the hospital.

### How does my GP contact the specialist?

Your GP will contact the allergy specialist using the NHS Electronic Referral System (ERS).

### What happens next?

1. The allergy specialist will review the information on ERS within five days.
2. The allergy specialist will contact your GP with advice on how to manage your care.
3. Your GP will let you know the outcome of this referral and the advice they have received.
4. If the decision is for the allergy team to see you then the central bookings team will contact you about an appointment.

## **What if I don't hear from anyone?**

- **You should contact your GP** if you have not heard from your surgery or the hospital two weeks after your GP consultation.
- **An appointment will be arranged for as soon as possible if you need to be seen at the hospital.**
- If you have not heard from the hospital within six weeks after contacting your GP please contact us on 020 8510 5544 or email **huh-tr.bookings\_cancellationsfollowup@nhs.net** for an **update.**

## **Is this a new process?**

GPs have always taken advice from hospital specialists, with Advice and Refer we are ensuring only patients that definitely need to be seen by the hospital are seen. This will result in quicker access to advice, shorter waiting times and avoiding unnecessary journeys to the hospital.

## **Why is Homerton Healthcare doing this?**

Advice and Refer is an important part of your care. It is about supporting your GP with expert knowledge and making sure you are treated by the most appropriate clinician – whether that is your GP or a hospital specialist as quickly as possible.

# Further information

## Central Bookings Service

☎: 020 8510 5302

@: [huh-tr.bookings\\_cancellationsfollowup@nhs.net](mailto:huh-tr.bookings_cancellationsfollowup@nhs.net)

## Patient Advice and Liaison Service (PALS)

PALS can provide information and support to patients and carers and will listen to your concerns, suggestions or queries. The service is available between 9am and 4pm.

☎ (Telephone) 020 8510 7315

📠 (Textphone) 07584 445 400

@ (Email) [huh-tr.pals.service@nhs.net](mailto:huh-tr.pals.service@nhs.net)

If you want this information in large print, easy read, plain text, audio or braille please contact Patient Information on 020 8510 5302 or email: [huh-tr.patientinformation@nhs.net](mailto:huh-tr.patientinformation@nhs.net) This information may also be available in other languages.

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