

*** PLEASE NOTE ***

Due to high demand and the effects of Covid 19 pandemic, there is a current delay in non-urgent referrals and appointment system wide.

If you have not heard from the surgery within:

- Two-week cancer referral 10 days
- Urgent referral 20 days
- Routine referral - **Please note** there is a current backlog. Please do not contact the secretaries, as your referral will be processed, and you will receive paperwork in due course.

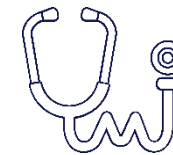
If you have received contact from us that your referral has been processed, please see below link and useful contact details to chase your appointment:

- <https://digital.nhs.uk/services/e-referral-service/helping-patients-manage-their-referral-online>
- **Lister Hospital** - 01438 284444
- **Lister Radiology** – 01438 284030
- **Bedford Hospital** – 01234 355122
- **MSK Service** – 01234 639000
- **Bedfordshire Dermatology Service** -01234 792220

CONSENT INFORMATION

- Anyone over the age of 16 will need to sign a consent to release their medical records.
- Anyone under 16 will need their consent signed by a parent/guardian.
- Third party consent forms are available at reception.
- When collecting any paperwork, you will need to provide ID.

May 2023



LARKSFIELD &
ARLESEY
MEDICAL
PARTNERSHIP

GP Surgery

GUIDANCE ON YOUR REFERRAL

SECRETARIAL TEAM

Larksfield & Arlesey Medical Partnership

Arlesey Road
STOTFOLD
Hitchin
Herts SG5 4HB

We aim to process referrals:

- Two-Week Rule referrals – 24 working hours once task has been received from the GP. **
- Urgent – 5 working days once task has been received from the GP. ***
- Routine referrals – 10 working days once task the GP has actioned. ***

NHS REFERRALS

NHS referrals are made via the electronic (eRs) system. Your referral letter will be typed and electronically submitted by the eRs (Electronic Referral System) and referral paperwork sent to you via text, email or post. If we have been able to arrange an appointment for you, your appointment details will be in this paperwork, if you need to arrange your own appointment, then the booking reference number and access code are in this paperwork. If we have been unable to make an appointment for you, your paperwork will have your Booking reference number and access code for you to make your own appointment:

Please note:

- Orthopaedic, physiotherapy, pain management and rheumatology referrals are made via the MSK Service.
- Dermatology referrals are made via the Bedfordshire Dermatology Service.

PRIVATE REFERRAL LETTERS

If you are being referred privately, please:

- 1** Telephone your insurance company to check that your policy covers you for your request.
- 2** Telephone the hospital of your choice to make your outpatient appointment – useful numbers are listed overleaf.
- 3** Contact the secretaries' office via email sec.larksfield@nhs.net with the date and time of your appointment, along with the name of your hospital and consultant.
- 4** Alternatively, if you require an open private referral, please email the secretaries' office via email sec.larksfield@nhs.net.
- 5** The letter will be typed and sent electronically to the hospital of your choice and a copy sent to you via text, email or post.

If you are able to get an appointment at short notice, could you please contact the secretaries' office as soon as possible and we will endeavour to facilitate your request.

- Please be aware that NHS referrals take priority.

PRIVATE X-RAY ULTRASOUND/MRI AND PHYSIOTHERAPY REQUESTS

If you wish to be seen privately, please:

- 1** Telephone your insurance company to check that your policy covers you for your request. Some companies will only agree to cover you for a specialist's opinion.
- 2** Contact the secretaries' office with the date and time of your appointment.

PRIVATE HOSPITAL DETAILS

Pinehill Hospital

Telephone: 01462 422822

Spire Harpenden Hospital

Telephone: 01582 763191

Manor Hospital

Telephone: 01234 364252

The Rivers Hospital

Telephone: 01279 600282