



Following your extended access appointment this leaflet provides some more information to help you receive treatment quickly, and at an NHS Service convenient to you.

What is the Referral Support Service (RSS)?

RSS is the Referral Support Service for patients living in the boroughs of Elmbridge, Runnymede, Spelthorne, and Woking—the North West Surrey (NWS) area—provided by your local NHS Clinical Commissioning Group.

The service ensures patients are seen in the right place, and at a convenient date and time whenever possible.

GP practices routinely refer patients using the national electronic referral system (e-RS), which is recommended by the NHS centrally. This method ensures that your referral is safe, secure, and only accessed by those people who need to see it.

The Referral Support Service support GP's to manage referrals by:

- **Providing a central point for GP;**
- **Supporting patients to book appointments and provided a range of times and clinicians to choose from; and**
- **Providing a central point of contact for patients with queries about their referral.**

The 3 step referral Process

Step 1 - During your GP appointment, your GP will discuss with you the options for treatment. If you require a referral this could be to: a Community Service, such as Cardiology Diagnostic Tests; a Triage Service, such as Musculoskeletal services; or a hospital referral, to see a Consultant.

Step 2 - All referrals raised by a GP in NWS will be sent to the Referral Support Service (RSS).

Step 3 - The RSS Clinical Triage Team will ensure all the required information has been provided by the GP and that the best care option has been selected for you.

The RSS will send referrals for community services on to the selected service. The service will then contact you to arrange an appointment.

For all hospital referrals, you may receive a call from the RSS team to discuss the options available to you. If the RSS team are unable to contact you, they will book your appointment on your behalf. Your appointment can be changed if it is not at a convenient time. A letter will be sent to you by your chosen provider confirming your appointment.

If you need to contact RSS North West Surrey:

**58 Church Street
Weybridge
Surrey
KT13 8DP**

Tel: 01372 232500

Email: Nwsreferrals@nhs.net Opening hours: Monday — Friday 08:00 —17:00