Patient Booking Website

This presentation includes the following topics. Please select a section below to continue.

- Key feature of the patient booking website
- Logging in
- Booking an appointment
- Changing an appointment
- Cancelling an appointment
- What if…’No appointments are available’?
- Cancelling a referral
Key features of the Patient Booking Website

- The Patient Booking Website is known as the NHS e-Referral Service
- It is available 24 hours a day, 365 days a year
- It is a secure booking website, that meets national and international standards for holding and transferring information electronically.
- You can make, change, or cancel your appointments
- Allows you to change your password
- Select alternative language support
- Lets you increase the font size on the screen
- Has a Help function to support patients
Logging into the Patient Booking Website

From the www.nhs.uk/referrals page select the ‘BOOK ONLINE NOW’ button.
(Please note that all names and details used in this presentation are fictitious)
Logging into the Patient Booking Website

Enter the required information then select the ‘Log In’ button.

From this screen you can:
- Select alternative language support
- Increase the font size on the screen
- Use the Help information

If you need assistance in choosing your clinic, booking, changing or cancelling your appointment call the e-Referral Service Appointments Line.

Phone: 0345 60 88 88 8

Textphone: 0345 8 50 22 50

Appointments Line opening hours are: weekdays 8am to 8pm, weekends and bank holidays 8am to 4pm (closed on Christmas Day).
Once you have logged into the NHS e-Referral Service your Referral Details are displayed.

<table>
<thead>
<tr>
<th>Clinic(s)</th>
<th>Additional Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B</td>
<td>Transport, Interpreter</td>
</tr>
<tr>
<td>Lower leg Orthopaedic Service - St Johns Hospital: (R8G02)</td>
<td></td>
</tr>
<tr>
<td>MSK Physiotherapy Clinic - The Royal Hospital (R8F02)</td>
<td></td>
</tr>
<tr>
<td>Dr Koy</td>
<td></td>
</tr>
</tbody>
</table>

From this screen you can: book an appointment, cancel the referral, cancel additional requirements, print the referral, view all your referrals.
Select your preferred clinic(s) by clicking the small tickbox next to the clinic name(s) and then click the ‘Continue to Step 2’ button.

If there is a telephone symbol, you cannot book online and will need to call the clinic by using the number shown in the booking instructions.
Select an appointment by clicking the circle next to the time and date, then click the ‘Continue to Step 3’ button.

If you see a message stating “there are currently no appointments available” please refer to the No appointments available section of this presentation.
A summary of the requested appointment is shown.

It is important to click the ‘Book Appointment’ button to confirm this appointment or click the ‘Back to Step 2’ button to select a different appointment.

<table>
<thead>
<tr>
<th>Appointment date</th>
<th>Friday 19 June 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment time</td>
<td>12:40 PM</td>
</tr>
<tr>
<td>Clinic Location</td>
<td>Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)</td>
</tr>
<tr>
<td></td>
<td>HSCIC E-RS TRUST</td>
</tr>
<tr>
<td></td>
<td>CRESTE ROAD</td>
</tr>
<tr>
<td></td>
<td>PRINCES EXCHANGE</td>
</tr>
<tr>
<td></td>
<td>PRINCES SQUARE</td>
</tr>
<tr>
<td></td>
<td>LEEDS</td>
</tr>
<tr>
<td></td>
<td>WEST YORKSHIRE</td>
</tr>
<tr>
<td></td>
<td>LS1 4HY</td>
</tr>
<tr>
<td>Referred by</td>
<td>Dr Kay</td>
</tr>
<tr>
<td>Additional Requirements</td>
<td>Transport , Interpreter</td>
</tr>
<tr>
<td>Instructions</td>
<td>Thank you for choosing this Trust for your referral please take the time to read this information.</td>
</tr>
</tbody>
</table>

This appointment will be confirmed in writing once the information provided by your GP has been seen by the Consultant.

If you have any questions regarding your appointment please telephone 0845 165 2345 then follow the prompts from the menu.

You may leave a message with a daytime telephone number and a coordinator will return your call.

Please bring a list of your current medication to your appointment.

If you are eligible for transport, this will be booked by your GP.

All parking at the Hospital is pay and display and disabled spaces are available. Please ensure you arrive in plenty of time to allow time to park or use public transport if you are able.

Public transport information can be obtained from the Trust website www.anytrust.nhs.uk

Contact Arriva on 08706 082606 for information about bus times.

Contact National rail enquiries on 08457 48 49 50 for information about train times.
Once confirmed, the booking confirmation screen will appear with a green booking confirmation message.

From this screen you can:
- Change your password
- Increase the font size on the screen
- View the Help information
- Cancel any Additional Requirements
- Print the appointment details
- View all your referrals
- Log Out of NHS e-Referral Service (from the log out option at the bottom or top right of the screen)
Changing an appointment

Once you have logged into the NHS e-Referral Service you are able to change your booked appointment date/time by clicking the ‘Change Appointment’ button.
You are now able to select a different clinic or keep with your original clinic. Select your preferred clinic(s) by clicking the tickbox next to the clinic name(s) and then click the ‘Continue to Step 2’ button.
Select a different appointment by clicking the circle next to the time and date, then click the ‘Continue to Step 3’ button.
A summary of the new requested appointment is shown. It is important to click the ‘Book Appointment’ button to confirm this appointment or click the ‘Back to Step 2’ button to select a different appointment.
Once confirmed, the booking confirmation screen will appear.

From this screen you can:
- Change your password
- Increase the font size on the screen
- View the Help information
- Cancel Additional Requirements
- Print the appointment details
- View all your referrals
- Log Out of the NHS e-Referral Service (from the log out option at the bottom or top right of the screen)
Once you have logged into the NHS Referral Service, you can cancel your appointment(s) by clicking the ‘Cancel Appointment’ button.
Select a cancellation reason by clicking the circle next to the appropriate reason and then click the ‘Continue to Step 2’ button.
You will be asked to confirm the appointment cancellation. Clicking ‘Back to Details’ will return you to the screen which displays your appointment details. Clicking ‘Cancel Appointment’ will cancel the appointment.

You are about to cancel this appointment. You will be able to book a different appointment later using your referral.

- To cancel this appointment, click 'Cancel Appointment'.
- To keep this appointment, click 'Back to Details'.
When you confirm that the appointment is to be cancelled, the Confirmation screen appears with a green cancellation message.

From this screen you can:
- Change your password
- Increase the font size on the screen
- View the Help information
- Cancel additional requirements
- View all your referrals
- Log Out of the NHS e-Referral Service (from the log out option at the bottom or top right of the screen)
- Print the cancelled appointment details
No appointments available

If there are no appointments available for the clinic that you have chosen the following screen will appear when you click ‘Continue to Step 2’.
Warning
There are currently no appointments available.

You may:
- Choose alternative clinics and try again by clicking 'Back to Step 1'.
- Request that your chosen clinic contacts you to arrange an appointment by clicking 'Continue to Step 3'.
- Log out and try again later.

If you need assistance in choosing your clinic, booking, changing or cancelling your appointment:

Phone: 0345 60 88 88 8

Textphone: 0345 8 50 22 50

Appointments Line opening hours are: weekdays 8am to 8pm; weekends and bank holidays 8am to 4pm (closed on Christmas Day).
Selecting a preferred clinic

Select your preferred clinic by clicking the circle next to your choice. You can add any comments that may be helpful to the clinic (as per the example below). Click ‘Forward to Clinic’.

E-Learning Knee Service - Prince George Hospital - R6B01
9 miles from postcode DN17 2SD
Approximate Wait Time until First Appointment: 3 days
86% of patients referred to the department that runs this clinic started their treatment within 18 weeks.
Location: HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE, LS1 2SY

Appointment Specific Comments
(1000 characters maximum)

Please call after 5pm.
## Selecting a preferred clinic

This confirmation screen will appear. Detailed here is the date by when the clinic should contact you. If you have not heard from the clinic by this date, please contact your referring practice.

### Success
Your selected clinic has been notified of your need to book an appointment with them.

Your selected clinic will contact you to agree an appropriate date and time for your appointment. If you have not heard from the clinic by your Booking Reference Number (shown above) and Password, so keep these with you. If you require further help please contact your referring practice where a member of the team can help.

### Clinic Details
- **Location:** E-Learning Knee Service - Prince George Hospital, HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE LS1 4HY
- **Referred by:** Dr Koy
- **Additional Requirements:** Transport, Interpreter

### Options
- Change your password
- Increase the font size on the screen
- View the Help information
- Cancel additional requirements
- Print this confirmation for your records
- View all referrals
- Log Out of NHS e-Referral Service (from the log out option at the bottom or top right of the screen)

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Next

Return to menu
Further attempt to book appointment

The clinic below is aware of your need to book an appointment with them. They should have contacted you by 23 June 2015 to arrange an appropriate date and time for your appointment. If the clinic has not contacted you by this time, please contact your referring practice for assistance.

If you would like to check whether any appointment slots have been made available by the selected clinic, please select 'Book Appointment'.

If the appointment is no longer needed, click 'Cancel Referral'.

If this is not the appointment you want to change, click 'View All Referrals'.

Your selected clinic’s details are shown below.

If you log in again and try to book the same clinic, you will see this screen. This screen explains that your details have already been sent to the clinic, and they will contact you to arrange an appointment by the date shown.
Further attempt to book appointment

The clinic below is aware of your need to book an appointment with them. They should have contacted you by 23 June 2015 to arrange an appropriate date and time for your appointment. If the clinic has not contacted you by this time, please contact your referring practice for assistance. If you would like to check whether any appointment slots have been made available by the selected clinic, please select ‘Book Appointment’.

If the appointment is no longer needed, click ‘Cancel Referral’.

If this is not the appointment you want to change, click ‘View All Referrals’.

Your selected clinic’s details are shown below.

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You can check to see if any new appointments have been released by clicking “Book Appointment” button. If there are still no appointments a message will appear stating that no appointments are available.
Cancel a referral

Once you have logged into the NHS e-Referral Service your Referral Details are displayed. From here you have the option to Cancel Referral.

This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time.

If the appointment is no longer needed, click 'Cancel Referral'.

If this is not the appointment you want to change, click 'View All Referrals'.

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Options:
- Book Appointment
- Cancel Referral
- Cancel Additional Requirements
- Print Preview
- View All Referrals
Select a cancellation reason by clicking the circle next to the appropriate reason and then click the ‘Continue to Step 2’ button.

I intend to go private

I no longer require an appointment
You will be asked to confirm the referral cancellation. Clicking ‘Back to Details’ will return you to the screen which displays your appointment details. Clicking ‘Cancel Referral’ will cancel the referral.
When you confirm that the request is to be cancelled, the Confirmation screen appears with a green cancellation message.

From this screen you can:
- Change your password
- View the Help information
- Increase the font size on the screen
- View all referrals

- Print this confirmation for your records
- Log Out of NHS e-Referral Service
  (from the log out option at the bottom or top right of the screen)