

choose and book

Choose & Book

14 December 2005

Setting the scene


- What is “Choose & Book”?
- From January 1st 2006, all patients who need a referral to a specialist can expect:

Setting the scene

- A choice of up to 4 or 5 hospitals
- To be able to book an appointment at a time and place to suit them
- Information to help them make their choice
- Rehabilitation/aftercare locally

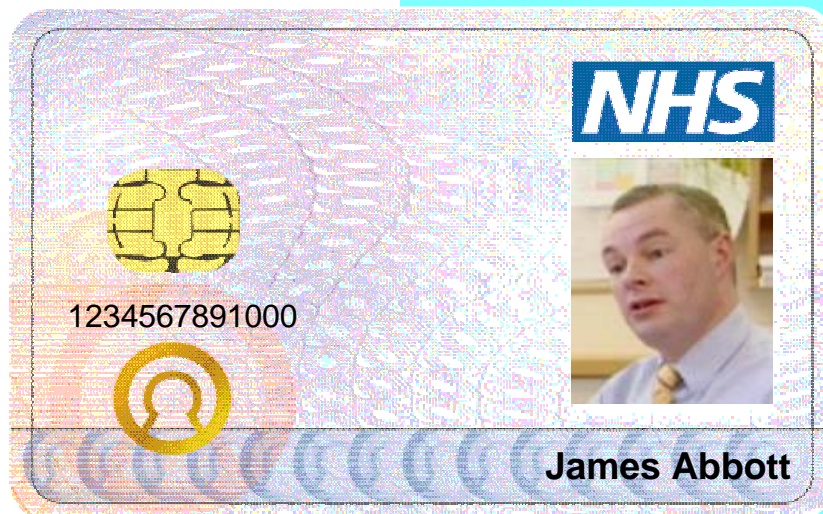
Setting the scene

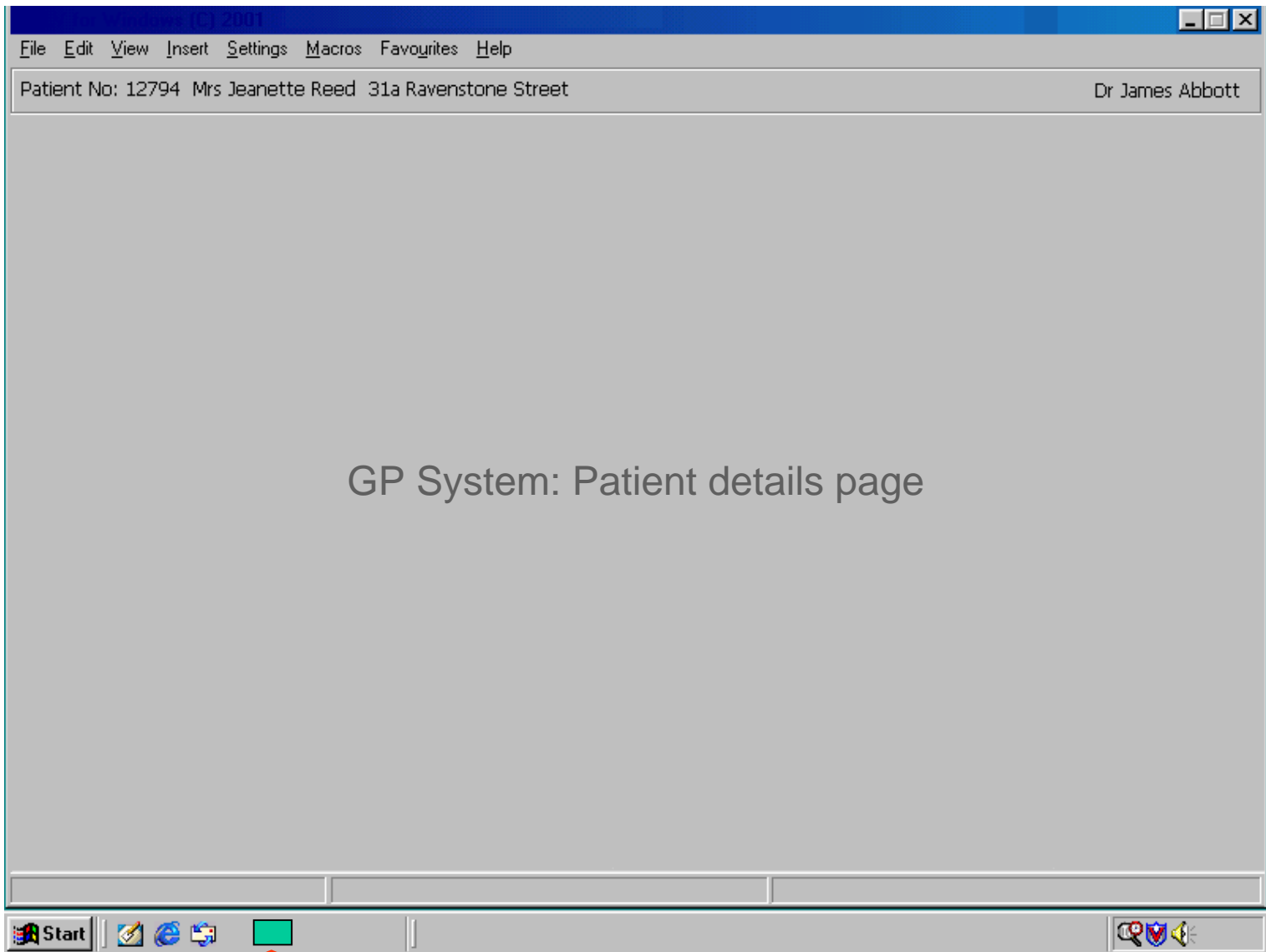
- How will it work?

choose and book

I think you need to see a specialist. Using the new Choose and Book service, we can book an appointment for you.

Authentication





Choose and Book icon/button/function key

Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty:

Priority:

Staff Mix:

Clinic Type:

Named Clinician:

Keyword:

Within miles of postcode Request Advice



Show Search

Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

- Specialty:
- Breast Surgery
 - Cardiology
 - Child & Adolescent Psychiatry
 - Clinical Genetics
 - Clinical Haematology
 - Colorectal Surgery
 - Dermatology
 - Diabetic Medicine
 - Ear, Nose & Throat
 - Endocrinology
 - Gastroenterology
 - General Medicine
 - General Surgery
 - Geriatric Medicine
 - Gynaecological Oncology
 - Gynaecology
 - Hepatology
 - Infectious Diseases
 - Maternal Medicine
 - Maxillo-Facial Surgery
 - Medical Ophthalmology
 - Nephrology
 - Neurology
 - Ophthalmology
 - Oral Surgery
 - Orthodontics
 - Paediatric Cardiology
 - Paediatric Medicine
 - Paediatric Surgery



Male and Female

Clinic Type: [Dropdown]

Within [] miles of YO24 4NJ postcode

Named Clinician: [Input]

Keyword: [Input]

Request Advice

Suggest Services

Cancel

Request




Book



Show Search


Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: Gastroenterology  Access Service Selection  Clinic Type: 

Priority: Routine  Staff Mix: Male and Female  Within miles of YO24 4NJ postcode Request Advice

Named Clinician:  Keyword:

[Suggest Services](#)

Cancel

Request

Book

Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: Gastroenterology Access Service Selection

Priority: Routine Staff Mix: Male and Female

Clinic Type:

- General Gastroenterology
- Endoscopy (Upper GI)
- Endoscopy (Lower GI)
- Direct Access Gastroscopy
- Gastrointestinal Oncology

 postc

Named Clinician: ... Request Advice

Keyword:



Bookings

1) Referrer
Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: Gastroenterology Access Service Selection Clinic Type: General Gastroenterology Named Clinician: ... Keyword:

Priority: Routine Staff Mix: Male and Female Within miles of YO24 4NJ postcode Request Advice Suggest Services

Show Search

Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: Gastroenterology

Access Service Selection

Clinic Type: General Gastroenterology

Named Clinician:

Keyword:

Priority: Routine, 2 Week Wait, Urgent, Routine

Staff Mix: Male and Female

Within miles of YO24 4NJ postcode

Request Advice

Suggest Services



Cancel

Request

Book

Show Search

Bookings

1) Referrer Referring PCT - St. Mary N.H.S. Trust Practice - Portobello Medical Practice Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: Gastroenterology

Access Service Selection

Clinic Type: General Gastroenterology

Named Clinician:

Keyword:

Priority: Routine

Staff Mix: Male and Female, All Male, All Female, Male and Female

Within [] miles of YO24 4NJ postcode

Request Advice

Suggest Services



Cancel

Request

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Specialty: Gastroenterology Access Service Selection Clinic Type: General Gastroenterology

Priority: Routine Staff Mix: Male and Female Within miles of YO24 4NJ postcode Request Advice

Keyword: ↓ Suggest Services

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Specialty: **Gastroenterology** Access Service Selection Clinic Type: **General Gastroenterology** Named Clinician: Keyword:

Priority: **Routine** Staff Mix: **Male and Female** Within miles of **YO24 4NJ** postcode Request Advice **Suggest Services**

3) Service(s)

Select	Miles	Service Name	Directly Bookable	Location	Patient Information	Appointment Type	Specialty
<input type="checkbox"/>	17	Gastroenterology (General Gastroenterology) - Frome Ir	N	Frome Infirmary	nhs.uk	First outpatient	GASTROENTEROLOGY
<input type="checkbox"/>	5	Gastroenterology (General Gastroenterology) - Mayfield	Y	Mayfield Practice	nhs.uk	GPSI	GASTROENTEROLOGY
<input type="checkbox"/>	-	Gastroenterology (General Gastroenterology) - Chelsea F	Y	Chelsea Royal	nhs.uk	First outpatient	GASTROENTEROLOGY
<input type="checkbox"/>	25	Gastroenterology (General Gastroenterology) - Beauchar	Y	Beauchamp Practice	nhs.uk	GPSI	GASTROENTEROLOGY

Due By / / **Suggest for Dates Between:**
 Start Date **18** / **3** / **2005**
 End Date / /
Advanced Criteria **Suggest Appointments**

Compare Services

Show Search

Bookings

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Compare Services



Electronic Booking Service

Patient: **Reed, Jeanette** Gender: Female Date of Birth: 31/8/1978 NHS: 9323394777

Show Search

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Due By: / / Suggest for Dates Between: Start Date / / End Date / / Advanced Criteria **Suggest Appointments**

Compare Services

4) Appointments

Select	Appointment Date/Time	Service Name	Location
<input type="radio"/>	09:00 Mon 21/03/2005	Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary	Sherbourne Royal Infirmary
<input type="radio"/>	09:30 Mon 21/03/2005	Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary	Sherbourne Royal Infirmary
<input type="radio"/>	10:00 Mon 21/03/2005	Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary	Sherbourne Royal Infirmary
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Diary View: **Day** Week Month

Previous Appointments

Next Appointments

Cancel

Request

Book

Electronic Booking Service

Patient: **Reed, Jeanette** Gender: Female Date of Birth: 31/8/1978 NHS: 9323394777

Show Search

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Due By: / / [Suggest for Dates Between:](#)
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[Advanced Criteria](#) [Suggest Appointments](#)

[Compare Services](#)

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Diary View: [Day](#) [Week](#) [Month](#)

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[Next Appointments](#)

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[Request](#)

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Electronic Booking Service

Patient: **Reed, Jeanette** Gender: Female Date of Birth: 31/8/1978 NHS: 9323394777

Show Search

Bookings

1) Referrer

Referring PCT - St. Mary N.H.S. Trust

Practice - Portobello Medical Practice

Referring Clinician - Abbot, James

2) Filter Service By:

Specialty: **Gastroenterology** [Access Service Selection](#) Clinic Type: **General Gastroenterology** Named Clinician: Keyword:

Priority: **Routine** Staff Mix: **Male and Female** Within miles of **YO24 4NJ** postcode Request Advice [Suggest Services](#)

3) Service(s)

Select	Miles	Service Name	Directly Bookable	Location	Patient Information	Appointment Type	Specialty
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Due By: / / [Suggest for Dates Between:](#)
 Start Date: / /
 End Date: / /
[Advanced Criteria](#) [Suggest Appointments](#)

[Compare Services](#)

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Diary View: [Day](#) [Week](#) [Month](#)

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[Book](#)





Help

Abbott, James | Referring Clinician | Portobello Medical Practice | [Log Out](#)

Electronic Booking Service

Patient: **Reed, Jeanette** Gender: Female Date of Birth: 31/8/1978 NHS: 9323394777

Show Search

Appointment Details

UBRN	0000-9006-1010
Appointment Date/Time	22/03/2005 11:00
Duration	30 Minutes
Specialty	Gastroenterology
Clinic Type	General Gastroenterology
Location	Sherbourne Royal Infirmary
Service	Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary
Priority	Routine

Content Sensitive

[Don't Submit](#) [Submit](#)

Appointment Summary

The patient's consent to callback is defined as Yes . If the patient wants to change the consent to callback, enter the change in Update Person.

UBRN	0000-9006-1010
Appointment Date/Time	22/03/2005 11:00 AM
Duration	30 Minutes
Location	Sherbourne Royal Infirmary
Service Name	Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary
Specialty	Gastroenterology
Clinic Type	General Gastroenterology
Priority	Routine
Content Sensitive	No

Appointment Instructions

Where should I go?: General Gastroenterology, 1st floor of the Outpatients Department, Sherbourne Royal Infirmary

What should I bring?: You will be asked to bring a sample of urine with you.

What will happen?: You will be seen by a specialist who will ask you about your symptoms. The specialist will then examine you or may request further investigations at the same time or at a later date.

Can I bring someone with me?: You are welcome to bring someone with you.

Parking: There is a Pay & Display in operation. £1.50 for 2 hours, £2.00 for 4 hours. Blue badge holders - spaces available close to all entrances.



Appointment Confirmation

0000-9006-1010

Your Reference Number shown above is for this appointment only. You will need this number and your password if you want to cancel or change the date or time of your appointment.

Patient name: Reed, Jeanette

Consent to call-back: YES

Reference Number: 0000-9006- 1010

Appointment time: 22 March 2005 11:00

Location: SHERBOURNE ROYAL INFIRMARY
GORSE ROAD
FROME
FR12 2EY

Chosen Service: Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary

Instructions: Where should I go?: General Gastroenterology, 1st floor of the Outpatients Department, Sherbourne Royal Infirmary

What should I bring?: You will be asked to bring a sample of urine with you

What will happen?: You will be seen by a specialist who will ask you about your symptoms. The specialist will then examine you or may request further investigations at the same time or at a later date

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You can book, change or cancel your appointment

By phone: Call 0845 60 88 88 8

Minicom users: Text 0845 8 50 22 50

Online: Go to <http://www.nhs.uk/healthspace> and select "Choose and Book"

Worklists

Filter By:

Referrer:

Activity List

Last Refresh 23/03/2005 17:03

[Print](#)

UBRN	Booked	Referral Status	Submitted Date	Referrer	Named Clinician	Patient Name	Last Activity Date
0000-9006-1010	Y	Not sent	03/03/2005	Abbott, James	-	Jeanette Reed	04/03/2005
0000-9006-6777	N	Not sent	09/01/2005	Abbott, James	-	Samuel Kirkby	10/01/2005

- ▶ Advice and Guidance Responses
- ▶ Rejected Referrals
- ▶ Outstanding Referral Letters

Show Search

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<input type="checkbox"/>	17	Gastroenterology (General Gastroenterology) - Frome Ir	N	Frome Infirmary	nhs.uk	First outpatient	GASTROENTEROLOGY
<input type="checkbox"/>	5	Gastroenterology (General Gastroenterology) - Mayfield	Y	Mayfield Practice	nhs.uk	GPSI	GASTROENTEROLOGY
<input checked="" type="checkbox"/>	-	Gastroenterology (General Gastroenterology) - Chelsea F	Y	Chelsea Royal	nhs.uk	First outpatient	GASTROENTEROLOGY
<input type="checkbox"/>	25	Gastroenterology (General Gastroenterology) - Beauchar	Y	Beauchamp Practice	nhs.uk	GPSI	GASTROENTEROLOGY

Due By / / **Suggest for Dates Between:**
 Start Date **18** / **3** / **2005**
 End Date / /
 Advanced Criteria **Suggest Appointments**

Compare Services



Appointment Request Details

UBRN **0000-9006-1010**
Specialty **Gastroenterology**
Clinic Type **General Gastroenterology**
Location **Sherbourne Royal Infirmary**
Service **Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary**
Priority **Routine**

- Referral Letter Outstanding, will add at a later time
- Content Sensitive

BMS Follow Up After Days



Don't Submit Submit

Appointment Request Summary

The patient's consent to callback is defined as Yes . If the patient wants to change the consent to callback, enter the change in Update Person.

UBRN **0000-9006-1010**
Specialty **Gastroenterology**
Clinic Type **General Gastroenterology**
Service(s)
Location **Sherbourne Royal Infirmary**
Service Name **Gastroenterology (General Gastroenterology) - Sherbourne Royal Infirmary**
Named Clinician -
Priority **Routine**
Content Sensitive **No**





Appointment Request

0000-9006-1010

Your Reference Number shown above is for this appointment only. You will need this number and your password when you want to book, change or cancel your appointment.

Patient name: Jeanette Reed

Consent to call-back: You agree that the NHS can contact you by telephone

Reference Number: 0000-9006-1010

To be seen by: -

Choice of services: Gastroenterology (General Gastroenterology) Sherbourne Royal Infirmary

Named Clinician: -

For more information on any of the services listed above or to book, change, or cancel your appointment please contact us:

 Phone: 0845 60 88 88 8

 Textphone: 0845 8 50 22 50

 Online: Go to www.nhs.uk/healthspace and select "Choose and Book"

Worklists

Worklists | Directory of Services | Enquiries | Reports

Filter By:

Referrer:

Activity List

Last Refresh 23/03/2005 17:03

[Print](#)

UBRN	Booked	Referral Status	Submitted Date	Referrer	Named Clinician	Patient Name	Last Activity Date
0000-9006-1010	N	Not sent	03/03/2005	Abbott, James	-	Jeanette Reed	04/03/2005
0000-9006-1077	N	Not reviewed	09/01/2005	Abbott, James	-	Samuel Kirkby	10/01/2005



- ▶ Advice and Guidance Responses
- ▶ Rejected Referrals
- ▶ Outstanding Referral Letters

The advantages for the GP/Hospital

- Simple referral process
- Full directory of all the secondary care services available
- Fewer queries from patients chasing referral
- Advice and guidance facility
- Fewer “did not attends”

The advantages for the patient

- Greater convenience and certainty reducing the stress of referral
- Choice of a place, date and time that suits them, enabling them to fit their treatment in with their life, not the other way around
- Ability to discuss their treatment options so that they experience a more personalised health service

Cambridge City & South Cambridgeshire

- Main providers for District General Hospital services:
 - Cambridge University Hospitals FT
 - Hinchingsbrooke Hospital
 - Peterborough Hospitals FT
 - West Suffolk Hospital
 - Bedford Hospital

What's covered at present?

- First referral only
- Further appointments need to be made with the hospital
- Only contracted hospitals/clinics
- In future – all hospitals across the country
- 29 out of 34 GP practices

What's excluded?

- Emergencies
- Urgent referrals – cancer, severe chest pain
- Maternity services
- Mental health services
- Cataracts (2 providers)