

# Patient Guide to the NHS e-Referral Service

15 February 2018 / Brad McGraw

# Patient Scheduling Website

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

- Key features 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 NHS e-Referral Service Patient Booking website

The screenshot shows the NHS e-Referral Service Patient Booking website. At the top, there is a navigation bar with links: Home, About, Contact, Tools, Video, NHS e-Referral, Communities, and IPS. On the right, there are links for Translate and Log in or create an account. Below the navigation bar is the NHS choices logo with the tagline 'Your health, your choices'. A blue navigation bar contains links for Health A-Z, Live Well, Care and support, and Health n. Below this, a breadcrumb trail reads: You are here: [Choice in the NHS](#) / [Your choices](#) / NHS e-Referral. The main heading is 'Appointment booking'. Below the heading is a row of tabs: Using e-Referral, Booking appointments - FAQ, Choosing a hospital, Guide to waiting times, and Tools to help you choose. The 'Using e-Referral' tab is selected. The content area is titled 'Appointment booking' and contains a section 'What is NHS e-Referral?'. The text explains that if referred by a GP, patients can book appointments via NHS e-Referral, choosing dates and times, and that they can also compare options and book at a later stage. A large blue button labeled 'BOOK ONLINE NOW' is prominently displayed. Below the button, there is a section titled 'NHS staff' with text about reports and guidance for NHS/IS Staff, and a small image of three people.

Home | About | Contact | Tools | Video | NHS e-Referral | Communities | IPS | Translate | Log in or create an account

**NHS choices** Your health, your choices

Health A-Z | Live Well | Care and support | Health n

You are here: [Choice in the NHS](#) / [Your choices](#) / NHS e-Referral

## Appointment booking

Using e-Referral | Booking appointments - FAQ | Choosing a hospital | Guide to waiting times | Tools to help you choose

### Appointment booking

#### What is NHS e-Referral?

If you have been referred by your GP for an appointment with a healthcare provider, you may be able to book your appointment with NHS e-Referral. Most services are available via NHS e-Referral. You can choose the date and time of your appointment and your GP may be able to book your appointment there and then.

However, you have the right to think about your choices, compare different options and book your appointment at a later stage. If so, you'll be given an appointment request letter, which includes your unique booking reference number, [NHS Number](#) and a list of hospitals or clinics to choose from. In addition you'll be given a password, which allows you to book your appointment via NHS

**BOOK ONLINE NOW**

**NHS staff**  
NHS e-Referral reports and guidance for NHS/IS Staff can be found on the HSCIC

From the [www.nhs.uk/referrals](http://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 NHS e-Referral Service Patient Booking website

**e-Referral Service** NHS Choices

国语 العربية Languages A...A Resize Text Help

**Log In to e-Referral Service**

Book, change or cancel your appointment online by entering your details below, then click 'Log In'. For security reasons, you must enter your correct details. If you are unable to log in, please contact your GP practice.

You will need your reference number (shown at the top of your appointment letter) and your password (which your GP practice will provide). Contact your GP practice if you do not have your letter or password.

Reference Number

Year of birth

Password

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


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



# Options Available

**e-Referral Service**NHS Choices 

**AVERY, Marcus** Reference Number: **5304**Change Password A...A Resize Text  Help Log Out

Reference Number: **5304 0000 0000**

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'.

**Clinic(s)** Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B  
Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)  
MSK Physiotherapy Clinic - The Royal Hospital (R8F02)

**Referred by** Dr Koy

**Additional Requirements** Transport , Interpreter

**Book Appointment** **Cancel Referral** **Cancel Additional Requirements**


**Print Preview** **View All Referrals**

Once you have logged into the NHS e-Referral Service your Referral Details are displayed.


From this screen you can: book an appointment, cancel the referral, cancel additional requirements, print the referral, view all your referrals.

# Booking an appointment

**e-Referral Service**

NHS Choices 

**EVERY, Marcus** Reference Number: .....

A...A Resize Text  Help Log Out

**Step 1 of 4: Choose Your Clinic(s)** ( ..... )


Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

☐

**[MSK Physiotherapy Clinic - The Royal Hospital \(R8F02\)](#)**  
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

☒

**[Lower leg Orthopaedic Service - St Johns Hospital- \(R8G02\)](#)**  
3 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 3 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, V



**[Knee- \(General\) - Orthopaedic Dept - The General Hospital Trust R6B](#)**  
39 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 17 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TEST TRUST SITE, PROCTOR LANE, HORSFORTH, LEEDS, WEST YORKSH  
**Booking Instructions:** 01233 456789 10-12

Back to Details

Continue to Step 2


Compare All Clinics

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.

# Booking an appointment

e-Referral Service

NHS Choices 

AVERY, Marcus Reference Number: 3432 0000 5304

A...A Resize Text  Help Log Out

Step 2 of 4: Choose Your Appointment (3432 0000 5304)

Choose an appointment time by selecting an appointment time and clicking 'Continue to Step 3'.

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12:00 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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Back to Step 1

Continue to Step 3


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.



# Booking an appointment

e-Referral Service


NHS Choices 

AVERY, Marcus

Reference Number

A...A

Resize Text

 Help

Log Out

Step 3 of 4: Book Your Appointment

Please check the details of your appointment below. If the information is correct, click 'Book Appointment' to confirm.

Appointment date	Friday 19 June 2015
Appointment time	12:40 PM
	<i>This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.</i>
Clinic	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)
Location	HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter
Instructions	Thank you for choosing this Trust for your referral please take the time to read this information.  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 155 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 <a href="http://www.anytrust.nhs.uk">www.anytrust.nhs.uk</a> Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information about train times.

Back to Step 2

Book Appointment

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.

**Success**

Your appointment has been booked.

The details of your appointment are shown below. If you want to book, change or cancel another referral, click "View All Referrals"

**Appointment date** Friday 19 June 2015**Appointment time** 12:40 PM*This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.***Clinic** Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)**Location** HSCIC E-RS TRUST  
CRESTE ROAD  
PRINCES EXCHANGE  
PRINCES SQUARE  
LEEDS  
WEST YORKSHIRE  
LS1 4HY**Referred by** Dr Koy**Additional Requirements** Transport , Interpreter**Instructions** Thank you for choosing this Trust for your referral please take the time to read the

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 155 233 or 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 allow 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](http://www.anytrust.nhs.uk). Contact Arriva on 08706 082608 for information about bus times.

Contact National rail enquires on 08457 48 49 50 for information about train times.

[Cancel Additional Requirements](#)[Print Preview](#)[View All Referrals](#)[Log Out](#)

## Booking an appointment


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

e-Referral Service


NHS Choices 

AVERY, Marcus

Reference Number

Change Password

A...A Resize Text

 Help

Log Out

Reference Number:

The details of your appointment are shown below. Use the buttons below to change your appointment. If this is not the appointment you want to change, click 'View All Referrals'.

Appointment date	Friday 19 June 2015
Appointment time	12:40 PM
	<i>This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.</i>
Clinic	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)
Location	HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter
Instructions	Thank you for choosing this Trust for your referral please take the time to read  This appointment will be confirmed in writing once the information provided by you is seen by the Consultant.  If you have any questions regarding your appointment please telephone 0845 155 1555 the prompts from the menu. You may leave a message with a daytime telephone number and a coordinator will call you. 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 <a href="http://www.anytrust.nhs.uk">www.anytrust.nhs.uk</a> Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information about train times.

Change Appointment

Cancel Appointment

Cancel Additional Requirements

Print Preview


View All Referrals

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.




# Changing an appointment

**e-Referral Service**

NHS Choices 

**AVERY, Marcus** Reference Number: 01233 456789 1011

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Step 1 of 4: Choose Your Clinic(s) ()


Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

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**[MSK Physiotherapy Clinic - The Royal Hospital \(R8F02\)](#)**  
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

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**[Lower leg Orthopaedic Service - St Johns Hospital- \(R8G02\)](#)**  
3 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 3 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, WEST YORKSHIRE, LS1 4HT



**[Knee- \(General\) - Orthopaedic Dept - The General Hospital Trust R6B](#)**  
39 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 17 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TEST TRUST SITE, PROCTOR, LANE, HORSFORTH, LEEDS, WEST YORKSHIRE, LS18 4RE  
**Booking Instructions:** 01233 456789 10-12

Back to Details

Continue to Step 2


Compare All Clinics

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.





# Changing an appointment

e-Referral Service

NHS Choices 

AVERY, Marcus Reference Number: 341

A...A Resize Text  Help Log Out

Step 2 of 4: Choose Your Appointment (  )

Choose an appointment time by selecting an appointment time and clicking 'Continue to Step 3'.

**Current appointment:** 12:40 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

You have requested one or more additional requirements for your appointment. If you change the date or time of your appointment, the additional requirement(s) will have to be rebooked on your behalf.

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12:00 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Wednesday 17 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Thursday 18 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Friday 19 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Saturday 20 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:00 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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12:40 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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1:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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3:20 PM Sunday 21 June 2015 at HSCIC E-RS TRUST SITE 01, LEEDS

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Back to Step 1

Continue to Step 3

Select a different appointment by clicking the circle next to the time and date, then click the 'Continue to Step 3' button.


# Changing an appointment

e-Referral Service

NHS Choices 

EVERY, Marcus

Reference Number: [REDACTED]

A...A Resize Text  Help Log Out

Step 3 of 4: Book Your Appointment ( [REDACTED] )

Please check the details of your appointment below. If the information is correct, click 'Book Appointment' to confirm.

Appointment date	Saturday 20 June 2015
Appointment time	12:40 PM <i>This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.</i>
Clinic Location	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter
Instructions	<p>Thank you for choosing this Trust for your referral please take the time to read this information.</p> <p>This appointment will be confirmed in writing once the information provided by your GP has been seen by the Consultant.</p> <p>If you have any questions regarding your appointment please telephone 0845 155 2345 to follow the prompts from the menu.</p> <p>You may leave a message with a daytime telephone number and a coordinator will return your call.</p> <p>Please bring a list of your current medication to your appointment.</p> <p>If you are eligible for transport, this will be booked by your GP.</p> <p>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.</p> <p>Public transport information can be obtained from the Trust website <a href="http://www.anytrust.nhs.uk">www.anytrust.nhs.uk</a></p> <p>Contact Arriva on 08706 082608 for information about bus times.</p> <p>Contact National rail enquires on 08457 48 49 50 for information about train times.</p>

Back to Step 2

Book Appointment

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.

e-Referral Service
NHS Choices
NHS

AVERY, Marcus
Reference Number: 3432 0000 5304
Change Password
A...A
Resize Text
Help
Log Out

Step 4 of 4: Confirmation (3432 0000 5304)

Success
Your appointment has been booked.

The details of your appointment are shown below. If you want to book, change or cancel another referral, click "View All Referrals".

Appointment date	Saturday 20 June 2015
Appointment time	12:40 PM
	<i>This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.</i>
Clinic	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)
Location	HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter
Instructions	<p>Thank you for choosing this Trust for your referral please take the t</p> <p>This appointment will be confirmed in writing once the information pro been seen by the Consultant.</p> <p>If you have any questions regarding your appointment please telephon follow the prompts from the menu. You may leave a message with a daytime telephone number and a co 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 ensure you arrive in plenty of time to allow time to park or use public tra Public transport information can be obtained from the Trust website w Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information abou</p>

Cancel Additional Requirements
Print Preview
View
Log Out

## Changing an 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)



# Cancel an appointment

e-Referral Service


NHS Choices 

VERY, Marcus

Reference Number:

Change Password

A...A Resize Text

 Help

Log Out

Reference Number:

0772 0000 0000

The details of your appointment are shown below. Use the buttons below to change your appointment. If this is not the appointment you want to change, click 'View All Referrals'.

Appointment date	Friday 19 June 2015
Appointment time	12:40 PM
	<i>This is a provisional booking because you have identified additional requirements. We will contact you to confirm details.</i>
Clinic	Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)
Location	HSCIC E-RS TRUST CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter
Instructions	Thank you for choosing this Trust for your referral please take the time
	This appointment will be confirmed in writing once the information provided is seen by the Consultant.
	If you have any questions regarding your appointment please telephone 0845 155 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 <a href="http://www.anytrust.nhs.uk">www.anytrust.nhs.uk</a> Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information about train times.

Change Appointment

Cancel Appointment

Cancel Additional Requirements

Print Preview


View All Referrals


Once you have logged into the NHS Referral Service, you can cancel your appointment(s) by clicking the 'Cancel Appointment' button.



# Cancelling an appointment

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.

**e-Referral Service**NHS Choices 

**AVERY, Marcus** Reference Number: ( ..... )A...A Resize Text  Help Log Out

**Step 1 of 3: Cancellation Reason ( ..... )**

If you want to cancel your appointment, please select a reason from the options below and click 'Continue to Step 2'.

- ☐ I intend to go private
- ☐ Other
- ☐ I am on holiday
- ☐ I am ill
- ☐ I am busy
- ☒ I no longer require an appointment

**Back to Details****Continue to Step 2**


# Cancelling an appointment

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.

## e-Referral Service

NHS Choices 

**AVERY, Marcus** Reference Number: 3 123 4567 8901

A...A Resize Text  Help Log Out

Step 2 of 3: Confirm Cancellation (XXXXXXXXXX)

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'.

Back to Details

Cancel Appointment

# Cancelling an appointment

When you confirm that the appointment is to be cancelled, the Confirmation screen appears with a green cancellation message.

Step 3 of 3: Confirmation (3)

## ✓ Success

Your appointment has been cancelled.

If you want to book, change or cancel another referral, click 'View All Referrals'.

Cancelled Appointment Date	Saturday 20 June 2015
Cancelled Appointment Time	12:40 PM
Clinic	Lower leg Orthopaedic Service - St Johns
Location	HSCIC E-RS TRUST SITE 01 CRESTE ROAD PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY
Referred by	Dr Koy
Additional Requirements	Transport , Interpreter

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

Cancel Additional Requirements

View All Referrals

Log Out

Print Preview

# No appointments available

**e-Referral Service**

NHS Choices 

**AVERY, Marcus** Reference Number: **3**

A...A Resize Text  Help Log Out

Step 1 of 4: Choose Your Clinic(s) (  )

Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

- ☒ **[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 2
- ☐ **[Lower leg Orthopaedic Service - St Johns Hospital- \(R8G02\)](#)**  
3 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 3 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, WEST Y
-  **[Knee- \(General\) - Orthopaedic Dept - The General Hospital Trust R6B](#)**  
39 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment:** 17 days  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TEST TRUST SITE, PROCTOR, LANE, HORSFORTH, LEEDS, WEST YORKSHIRE, LS  
**Booking Instructions:** 01233 456789 10-12

[Back to Details](#)[Continue to Step 2](#)[Compare All Clinics](#)

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



# No appointments available

## e-Referral Service

EVERY, Marcus Reference Number: 123456789

Step 2 of 4: Choose Your Appointment ( )

### 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 9am to 5pm

A warning message appears in yellow at the top of the screen if there are no appointments available for the clinic that you have chosen.

You can either:

Go 'Back to Step 1' to return to the shortlist and select another clinic (if available) or 'Continue to Step 3' which will send your details to your chosen clinic.

Back to Step 1

Continue to Step 3

# 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'.

different selection. Your chosen clinic will need to contact you by 23 June 2015 to book your future appointment. If there are any days or times when you cannot be contacted, please indicate these in the comments box below. Select 'Forward to Clinic' to submit your request.

- ☒ [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.

Back to Step 1

Forward to Clinic

# 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 this date, please contact your referring practice where a member of the team can help. When the clinic contacts you, please provide your Booking Reference Number (shown above) and Password, so keep these with you. You can also click on the "View All Referrals" link.

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

From this screen you can:

- 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)


Cancel Additional Requirements


Print Preview

View All Referrals

Log Out

# Further attempt to book appointment

**e-Referral Service**NHS Choices 

**AVERY, Marcus** Reference Number: 0000 0000 0000Change Password A...A Resize Text  Help Log Out

Reference Number:

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.

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

Book Appointment

Cancel Referral

Cancel Additional Requirements


Print Preview

View All Referrals

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

**e-Referral Service**NHS Choices 

**AVERY, Marcus** Reference Number: 2422 0000 5204 [Change Password](#) [A...A Resize Text](#) [Help](#) [Log Out](#)

Reference Number: [REDACTED]

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.

<b>Clinic Location</b>	E-Learning Knee Service - Prince George Hospital - R6B01 HSCIC E-RS UET TRUST WEST HOUSE 2 SQUINCES ROAD LEEDS WEST YORKSHIRE LS1 4HY
<b>Referred by</b>	Dr Koy
<b>Additional Requirements</b>	Transport , Interpreter

Book Appointment

Cancel Referral

Cancel Additional Requirements

Print Preview

View All Referrals

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.

**AVERY, Marcus** Reference Number: 0702 0000 0004

[Change Password](#) [A...A Resize Text](#) [Help](#) [Log Out](#)

Reference Number: [REDACTED]

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'.

**Clinic(s)**

Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B  
Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)  
MSK Physiotherapy Clinic - The Royal Hospital (R8F02)

**Referred by**

Dr Koy

**Additional Requirements**

Transport , Interpreter

[Book Appointment](#)

[Cancel Referral](#)


[Cancel Additional Requirements](#)


[Print Preview](#)

[View All Referrals](#)

# Cancel a referral

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.

**e-Referral Service**NHS Choices 

**AVERY, Marcus** Reference Number: 3456 7890 1234A...A Resize Text  Help Log Out

**Step 1 of 3: Cancellation Reason (3456 7890 1234)**

If you want to cancel your referral, please select a reason from the options below and click 'Continue to Step 2'.  
Before you cancel your referral, it is advised that you discuss this with the person who referred you.

- ☐ I intend to go private
- ☒ I no longer require an appointment

Back to Details

Continue to Step 2

# Cancel a referral

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.

## e-Referral Service

NHS Choices 

**AVERY, Marcus** Reference Number: 3 122 0000 500 1

A...A Resize Text  Help Log Out

**Step 2 of 3: Confirm Cancellation (3 122 0000 500 4)**

You are about to cancel this referral. If you proceed, you will need to return to the person who referred you if you want to be seen by a specialist.

- To cancel this referral click 'Cancel Referral'.
- To keep this referral click 'Back to Details'.

**Back to Details**

**Cancel Referral**



# Cancel a referral

When you confirm that the request is to be cancelled, the Confirmation screen appears with a green cancellation message.

The screenshot shows the NHS e-Referral Service interface. At the top, the header 'e-Referral Service' is on the left, and 'NHS Choices' with the NHS logo is on the right. Below the header, a dark blue bar contains the user's name 'AVERY, Marcus', the reference number '4', and links for 'Change Password', 'A...A Resize Text', 'Help', and 'Log Out'. Below this, a dark blue bar indicates 'Step 3 of 3: Confirmation'. The main content area has a green background with the text 'Success' in bold green, followed by 'Your referral has been cancelled.' Below this, a light grey bar contains the text 'If you want to book, change or cancel another referral, click 'View All Referrals''. The bottom section has a light blue background with the text 'Clinic Referred by' followed by 'E-Learning Knee Service - Prince George Hospital - R6B01' and 'Dr Koy'. At the bottom, there are three blue buttons: 'Print Preview', 'View All Referrals', and 'Log Out'.

**e-Referral Service** NHS Choices

AVERY, Marcus Reference Number: 4 Change Password A...A Resize Text Help Log Out

Step 3 of 3: Confirmation (4)

**Success**  
Your referral has been cancelled.

If you want to book, change or cancel another referral, click 'View All Referrals'

Clinic Referred by E-Learning Knee Service - Prince George Hospital - R6B01  
Dr Koy

Print Preview View All Referrals Log Out

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)