

Changing or cancelling your appointment

If you need to change or cancel your appointment, [please contact the clinic or hospital as soon as you are aware](#), even if this is the same day as your appointment.

This will enable your time slot to be offered to another patient.

Ideally 48 hours notice should be provided.

Feedback

If you have any questions, comments or complaints, please contact:

CReSS Integrated Care Team c/o BICS
4th Floor Preston Road
Brighton
BN1 6AG

Tel: 0300 303 8145
Email: bics-CReSS.enquiries@nhs.net

Patient and Public Involvement Team
NHS Croydon Clinical Commissioning Group
2nd Floor Annex, Zone G
Bernard Weatherill House
8 Mint Walk, Croydon, CR0 1EA

Tel: 020 3668 1300
www.croydonccg.nhs.uk

Useful Information

Help with transport or transport costs

You may get assistance if you are unable for medical reasons to use public transport to get to your appointment. Please contact your GP surgery for details. If you are on benefits you may be entitled to financial assistance for your travel costs.

Please contact [0300 330 1343](tel:03003301343) for more information.

Interpreting services

Please tell your GP if English is not your first language and you require an interpreter to be present at your appointment.

Further information on health and social care and the regulation of hospital services can be found on the Care Quality Commission Website www.cqc.org.uk

If you need the information in this leaflet in another language or format e.g. Easy to Read, large print, Braille or audio tape, please call CReSS on [0300 303 8145](tel:03003038145) or e-mail bics-cress.enquiries@nhs.net

Croydon Referral Support Service (CReSS)

What is CReSS?

CReSS is a **referral management service for Croydon**, provided locally by Brighton and Hove Integrated Care Service (BICS).

The service ensures patients are seen in the right place, first time, as well as supporting GP education and local knowledge of services.

Routine GP referrals are sent to CReSS for administrative review, clinical triage and appointment booking.

The referral management service supports GP's to manage your referral, by:

- Providing a central point for GP referrals;
- Supporting your GP to understand the local clinically appropriate services available for you;
- For hospital referrals, using the e-referrals facility to directly book first out-patient hospital appointments;
- Ensuring that the appropriate information is provided so that you are seen in the right place, first time.
- Your GP will inform you that your referral will be managed by CReSS. The CReSS service will not cause delays in treatment.



CReSS referral process

1. During your GP appointment, your GP will discuss with you the options for treatment. If you require a referral, your GP will discuss what to expect at the clinic.
2. If you require a referral to a Community (Intermediate) or Hospital (Secondary care) service, your GP will send a referral to CReSS.
3. CReSS receives your referral. Their specially trained medical team will ensure all the required information has been provided by your GP and that the best care option has been selected for you.
4. CReSS will send referrals for Community services on to the respective service. The service will then triage your referral and, if appropriate, will contact you to arrange an appointment.
5. For all hospital referrals, you may receive a call from the CReSS booking team to discuss the options available to you for your appointment.
6. If CReSS cannot contact you, they will book the earliest available appointment on your behalf. In some cases, CReSS will send your appointment to the specialist hospital clinic or service for them to book directly for you. Your appointment can be changed if it is not convenient.
7. A letter will be sent to you by the chosen health specialist, to confirm your appointment; any further information about your treatment will also be provided in this letter.

Things to consider, before CReSS call

For hospital referrals, think about **where you would like to be treated and at what time.**

Think about **what help you might need** to attend your appointment, such as help from a family member or carer. Knowing that they are available might help you choose an appointment date or time.



Patient choice

If you need to go to hospital to see a specialist, you have the right to **choose which hospital** you're referred to.

The CReSS team are there to help you choose the appointment time and location that are right for you.

Most patients choose to be treated at their local hospital, but you can choose to be seen at any health facility that provides the NHS treatment you require.

Your choice of treatment centre could be based on:

- How easy it is for you to get there
- Parking arrangements
- Waiting times
- Infection rates

You can find details of all hospitals in the UK, including a hospital's performance and a comparison of hospital facilities, on the NHS Choices website www.nhs.uk

