

Choose and Book

Helping patients to **Choose** their hospital for treatment and **Book** a convenient appointment

What is Choose and Book ?

Changes have been made to the way in which you make your hospital appointments.

The new Choose and Book service will mean that you will have a choice of where and when it suits you to be treated.

You will have the usual choice of local hospitals or you may be offered alternative hospitals in the wider area. You will be able to book your own outpatient appointment at a time that is convenient for you.

How does Choose and Book work?

If you and your doctor decide that you need to be referred to see a specialist, you will be able to choose the hospital from a list and then book your own appointment.

Within a few days of seeing your doctor an appointment request form will be created by a medical secretary, along with a unique booking reference number (UBRN) and a personal password. Please allow 7 days from when your doctor handed you this leaflet, then collect these papers from the surgery.

You will need the booking reference number (UBRN) and password when you telephone the local Booking Management Service (BMS) appointments line (**01278 727440**) to make your booking.

The local booking line will be able to give you advice and guidance on

- 1) Where and when you can get your appointment in the quickest time.
- 2) Availability of NHS transport, hospital car parking and other practical issues.

The local booking line will assist you in making the right choice. After you have made your booking written confirmation will be posted to you.

Additional information

If you need to cancel or re-arrange your appointment you will need to telephone the number on your booking confirmation.

The unique booking reference number and password will keep all of your details safe.

The practice will be able to provide copies of your booking reference number and password, should you lose the original.

If you have difficulty using the telephone there are special booking services for the elderly, hard of hearing, partially sighted or for those for whom English is not their first language. The Surgery has details of these services.

You may be contacted later by a Dept of Health survey. Please remember the Practice has given you choice of hospitals through the Choose & Book system

Choose and Book contacts

General

Somerset & Dorset BMS
Ground Floor, Mallard Court
Express Park
Bristol Road
Bridgwater
Somerset
TA6 4RN.

Opening hours: 08.30—18.30
Monday to Friday

Telephone: 01278 727440
Email: BMS@somcoastpct.nhs.uk

At the practice

The medical secretaries:-

Jayne Meek & Julia Shergold

Option 4 on the main phone line
or by direct dial - 0117 916 1211