

What happens now?



Your GP has asked for an appointment.



Please call the booking team on **01626 883 895**



The DRSS will help you **book your appointment** and talk about any choices or tests that need to be done first.



When you phone you may not be able to book an appointment.



This may happen if more tests need to be done first, or if there is no space in the clinic.



If you cannot book your appointment the hospital will write to you to tell you when your appointment is.



If you don't call, in **10 days** DRSS will call you.



If we have not spoken to you in **12 weeks** we will contact your GP. Your GP may need to ask for another appointment.

Travel



If you need help to get to the hospital speak to your GP or pharmacy about your Single Point of Contact (SPOC).



The SPOC is a person who can help you to plan your travel.

Feedback



If you want to tell us how easy or hard it was to book your appointment you can go to the website or phone



www.patientopinion.org.uk and click on **Tell your story**



Phone number – 0800 122 3135

Advice and complaints

If you need **help, support or advice** about your local NHS services, **help with health costs** or to **complain about bad services** contact:

Devon and Plymouth:



Email – pals.devon@nhs.net



Phone number – 0300 1231672

South Devon and Torbay:



Email – patientfeedback.sdtccg@nhs.net



Phone Number – 01803 652578