



## Are you ready willing and able?

This leaflet helps you to prepare for your out patient appointment. It tells you what you can expect from your local NHS and how you can help to ensure your care is managed as promptly and safely as possible.

Please ring the telephone number shown on the front of this leaflet to book your appointment (this may be on a separate attached sheet)

For any other general help or queries about choice or for large print, Braille, audio tape or other language versions, please ring:

Patient Choice Help line: 01626 883888  
(Opening hours: Mon - Fri 9am - 5pm)

Please do not use this number to book your appointment.

## Patient Advice and Liaison Service

### What do PALS do?

Each health trust in England has a PALS service. The Patient Advice and Liaison Service is completely confidential and endeavours to offer impartial advice and support for patients, carers and relatives on any health and social care related issue.

### DEVON

Telephone: 0845 111 0080  
or 01392 267665

Email: [pals.nhsdevon@nhs.net](mailto:pals.nhsdevon@nhs.net)

Post: PALS Office, NHS Devon  
County Hall  
Topsham Road  
Exeter EX2 4QL

Open: Mon - Fri 9am - 5pm

Name

## Devon Access and Referral Team (DART)

Your GP wishes to access further advice and care for you. DART is the local service for patients which will manage this process as quickly and efficiently as possible. It will help you to choose the most appropriate service for you and explain what choices are available.

### What Happens Next?

**Step 1.** Your GP has passed your details to DART and generated a unique booking reference number for you which is shown below (if details are not shown in the boxes below your GP may have provided them on a separate sheet.)

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**Step 2.** In order to give your GP time to pass all of the relevant information to DART.

**Please wait a minimum of 3 working days from your GP appointment.**

**Step 3.** Please ring DART on the number below (calls will be charged at local rate)

Telephone  
Number

Opening Hours: Mon - Fri 8am - 5pm

DART will be able to advise you on all the choices available to progress your specific care needs. This may include choosing your hospital, booking your appointment or updating you on what is happening with your referral.

When you contact DART you may need to be seen for an appointment or test. The NHS Constitution establishes your right to start treatment within a maximum of 18 weeks from the time your GP refers you. In many cases your appointment will be within the next 6 weeks.

It is important that you plan ahead before contacting DART. In particular:

- Consider family commitments or, if appropriate, ensure you have spoken to carers or anyone who may need to assist you in attending an appointment, for instance by assisting with transport.
- Talk to your GP or healthcare professional about your treatment so that you understand what to expect and when.
- Remember you have a choice of hospital. Be aware that you can consider hospitals or healthcare providers other than your local one.
- Look after yourself ahead of your appointment so that you are well enough to be treated.
- Think about how you might improve your lifestyle, for example stopping smoking or losing weight.
- Your local NHS Stop Smoking Service has highly trained Stop Smoking Advisors. In Devon you can contact them on 01884 836024 for Torbay please ring 01803 299160

## Your contact details

It is important that the contact details held by your GP practice are up to date. Please ensure that you notify them of your most up to date telephone numbers.

Your feedback is important to us:



Please let us know about your experience of booking your appointment. You can do this in one of two ways:

- Web: Visit [www.patientopinion.org.uk](http://www.patientopinion.org.uk) and click on "Tell people what happened"
- Phone: 0845 113 0012 (local rate) during working hours and tell your story to someone at Patient Opinion, who will put it on the web for you.

Taking basic steps to improve your lifestyle can hopefully reduce the number of hospital visits you have to make and enable earlier diagnosis and treatment.



## DART - Your questions answered

### • What information will DART need when I call?

You will be asked for your unique booking reference number which your practice will either have written on this leaflet or supplied separately. You will also be asked to confirm your name, date of birth and address where you live.

### • Is choice offered for all conditions?

A choice of hospital is available for most medical conditions. However, not all hospitals treat every medical condition. You may need to see a specialist GP or have a test, in which case you will not be offered a choice of hospital.

### • What happens if I change my choice of healthcare provider?

If you decide, after making an appointment, that you want to change your choice of hospital, please contact DART, who can advise you on your options.

### • What if I need to change my appointment?

Your provider may have confirmed your appointment in writing and supplied a contact number in their letter. If you need to change or cancel your appointment please use these details. If you have not received a confirmation letter, please ring DART for assistance.