



**Harrow**  
Clinical Commissioning Group

## Your Referral

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Bexley Healthcare Limited  
Block A, Queen Mary's Hospital  
Frognal Ave  
Sidcup, Kent  
DA14 6LT  
Direct Line: 0208 269 3410  
Freephone: 08000279289

Dear Patient

### About your referral

You have been given this letter because your doctor has referred you to a specialist. The Harrow Referral Optimisation Pilot Service (ROPS) will arrange an appointment for you at a suitable hospital or clinic of your choice and a date and time that is convenient for you.

The ROPS, supported by healthcare professionals, aims to actively involve patients in shared decision making, so you can make fully informed decisions about your treatment and care that reflect what is important to you. You have a legal patient choice right to choose which Consultant-led service you wish to be referred to.

If you are not seen within the maximum waiting time you have a legal right to be referred to an alternative service to start treatment earlier than waiting for the original service. To help you prepare for this conversation you can find more information about the choices you can make at the website:

<https://www.gov.uk/government/publications/the-nhs-choice-framework/the-nhs-choice-framework-what-choices-are-available-to-me-in-the-nhs>

### What happens next?

The ROPS will try to contact you within 2 working days by phone after receipt of the referral to help you book your appointment. We will also answer any questions you may have relating to your appointment. If we cannot contact you by phone, we will write to you.



**Harrow Referral Optimisation  
Pilot Service**

## Help us to help you

As we will need to contact you, please make sure that the contact details held by your practice are correct, including any landline or mobile phone numbers and email addresses. However, in the meantime if you have any questions regarding your referral please contact a member of the ROPS team who will be happy to help you during patient access times. If you have a sight or hearing difficulty please inform your Doctor so we can help you with means of contact: such as Braille or NGT Relay.

### The contact details are:

Freephone: 0800 027 9289  
Lndline: 0208 269 3404

8am – 6pm Monday to Friday

Email: [Harrow.HEROS@nhs.net](mailto:Harrow.HEROS@nhs.net)

9am – 1pm Saturday

**We are rolling this service out across Harrow gradually, please do not phone this number unless you have been referred by your GP via the HEROS pilot.**

Thank you and we look forward to speaking with you soon.

*Harrow Electronic Optimisation Pilot Service Team*



**Harrow Referral Optimisation  
Pilot Service**