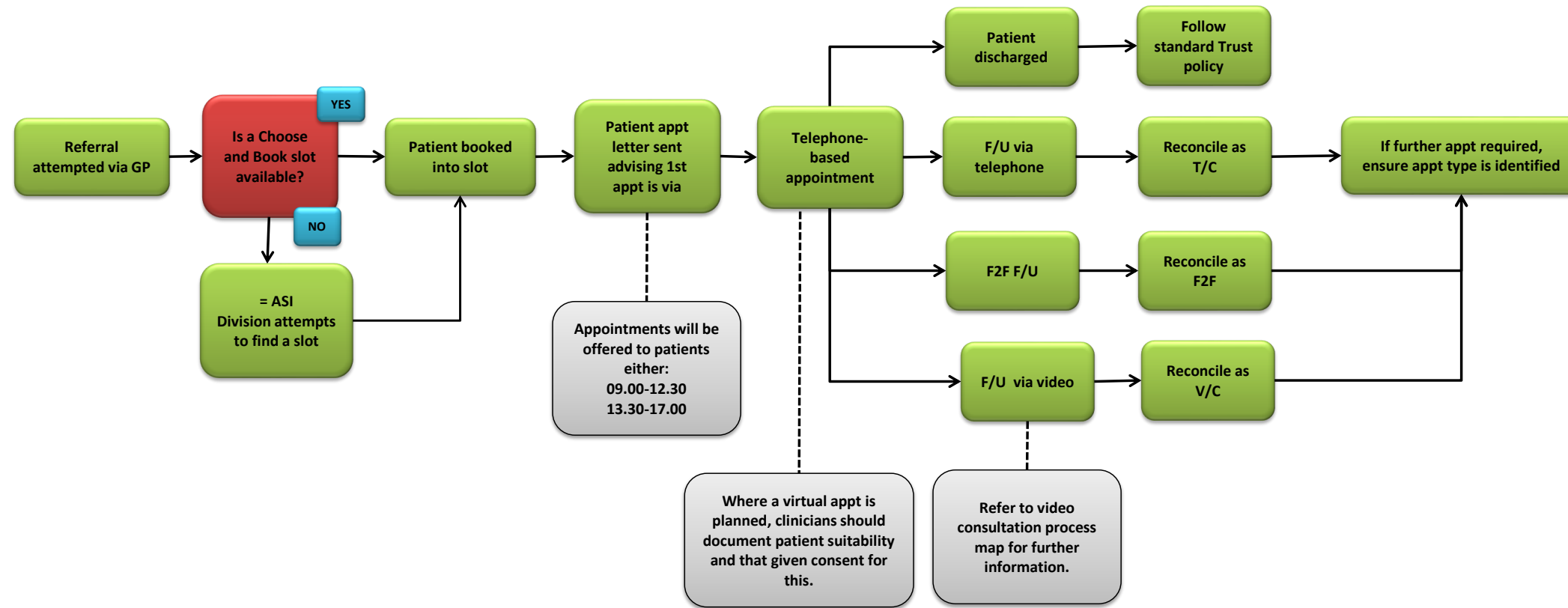


Process for ALL referrals excluding 2ww to the Trust



The current CRH position is that ALL patients (excluding 2ww referrals) will follow this pathway.

A telephone consultation is expected to be the patient's 1st appointment. Following this, clinical decision making occurs in regard to the nature of any further appointments which are required - i.e. telephone, video or face to face. Up to 3 attempts should be made to contact the patient. If patients cannot be contacted via telephone the trust DNA policy should be followed.

Day of appointment work flow

