



## HINT: Health Inquiry Navigation Tool

*"Help with travelling between your GP Practice and Hospital services"*

### Meet the Team

There is very much a team approach within Primary and Secondary Care. Find below a reference guide for the different types of clinicians you may encounter:

<b>Advanced Pharmacist Practitioner</b>	This is a fully qualified Pharmacist, who has chosen to specialise in clinical care. Often the Doctor and Advanced Pharmacist will work together to provide patient care.
<b>Clinical Nurse Specialist</b>	This is a fully qualified Nurse who has chosen to specialise and become expert in a specific clinical area, and will often be seen leading clinics and co-ordinating care.
<b>First Contact Physiotherapist (FCP)</b>	A fully qualified Physio who has both Primary and Secondary Care experience. Often the Doctor and FCP will work together to provide patient care.
<b>Foundation Doctor (FY1 or FY2)</b>	This is a fully qualified Doctor who is in the first two years of independent practice. They may spend part of their time in Primary and part of their time in Secondary Care.
<b>General Practice Specialty Based Trainee (GPST)/ Registrar</b>	This is a Doctor who is fully qualified, and has chosen to train within Primary Care (GPST) or Hospital (Registrar).
<b>Nurse Practitioner</b>	This is a fully qualified Nurse, who has chosen to specialise in clinical care. Often the Doctor and Nurse Practitioner will work together to look after patients.
<b>Staff Grade</b>	This is a Specialist Doctor who helps to support the Consultant-led service.

### FAQs

***"I was referred to the Specialist clinic 3 month ago and I still haven't heard anything"***

When your GP refers you to the hospital for an outpatient clinic they will mark this as 'routine' or 'urgent.' The Specialist team will then review the referral information and make a decision on the timescales by which you need to be seen. This decision is often not communicated. If keen to determine approximate waiting times, telephone (01463) 704000 and ask to speak to "Patient booking," who should be able to help with this type of query.

***"I called the Secretary, and they said if I get the GP to write a letter I could be moved up the list"***

This is only applicable if there has been an important change in presentation since referral, or if new symptoms have developed. If this is the case, please consult with your GP to best determine next steps.

***"The Specialist said I would be followed up in 6 month but I still haven't heard anything"***

There can be a variety of reasons why out-patient follow up doesn't happen when expected. When the Specialist tells you they will see you in six month, it will be important to ask them what you should do/who you should contact if that isn't the case. If you didn't get the chance to speak to the specialist about this, then phone (01463) 704000 and ask to speak to your Specialists Secretary, or ask to speak to "Patient booking" who should be able to help with this type of query.

***"I had a blood test taken at the RNI: could I get the result please?"***

Results for investigations that have been requested by the Specialist won't routinely come to the GP. Because the Hospital Specialist has organised the test, the result will go back directly to them, and it is their responsibility to communicate the result to you. You will need to contact the Department secretary via (01463) 704000 to access the result (though if you have a Specialist appointment coming up, you may wish to discuss it with them then).

***"I've been referred for a scan/x-ray: when will I have the investigation & when will I get the result?"***

Neither GPs nor Specialists are given accurate timescales on when an investigation or test may be carried out. Your clinician may however ask you to get in touch with them if you haven't heard in a specified timescale. It's important when you attend your GP practice or outpatient clinic (or while in the ward if an inpatient) to ask the rough timescale for the investigation, how the result will be communicated, and who you should contact if you haven't heard anything in that timescale.

***"I've been referred for an investigation but I don't really know what is going to happen"***

You may come away from an appointment with a clinician, and not really understand what you have been referred for. One option, if you don't fully understand the nature of the investigation, is to go to the website [NHS inform - Scottish health information you can trust | NHS inform](#) It is a really useful resource which allows you to search for a specific investigation, and this is then explained in a readily understandable language.

***"I've been sent a letter for an investigation, but I don't really understand what it means"***

You may be sent information through the post from the hospital about the investigation which causes you confusion. If this is the case then phone (01463) 704000 and ask to speak to your Specialists Secretary, who should be able to help with this type of query.