

## choose and book

A leaflet for patients

An introduction to Choose and Book



## What is Choose and Book?

Choose and Book is a secure, electronic service, provided by the NHS, which allows you to choose a hospital or clinic and book an appointment at a date and time that is convenient for you.

## How does Choose and Book work?

When you and the GP (or other healthcare staff) who is looking after you agree that you need a hospital or clinic appointment, Choose and Book displays on the computer which hospitals or clinics are suitable (based on your medical problem). You can then choose an appointment, from the options available, at a place, date and time that suits you best.

If you know when and where you would like to be seen, you may be able to book your appointment straight away. In this case, the GP or healthcare staff will give you information about your appointment.

If you want more time to consider your options, your GP or healthcare staff will give you an **appointment request letter**, which tells you how to book your appointment later. It lists your booking reference number, your NHS number and one or more hospitals or clinics. It also tells you how to book your appointment by phone, using The Appointments Line (0345 60 88888), and on the internet ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)).

You will also be given a password with your appointment request letter. You will need this password to book your appointment or if you have to change your appointment later.

### If you want to cancel or change your appointment, you can:

- call The Appointments Line on 0345 60 88888 (between 7am and 10pm, seven days a week); or
- visit the website at [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk). You will need to enter your booking reference number, the year you were born and your password.

**You can book, cancel or change most appointments in this way, but in some cases you may need to phone the hospital you have chosen. Instructions on how to do this are in your appointment request letter.**

If someone else is booking or changing your appointment on your behalf, they will need to follow the same process.

### Changing your password

If you want to change your password (for example, to something that is easier to remember), you should do one of the following:

- Call The Appointments Line on 0345 60 88888.
- Visit the Choose and Book website at [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk). You will need to enter your booking reference number, the year you were born and your existing password. The 'change password' option is at the top right-hand side of the page.
- Ask a member of your GP practice team to change it for you.

## Information security

For Choose and Book to work, your personal details (for example your name, address, date of birth, and why you are being referred) need to be sent electronically to the place where you will be seen. This information is stored safely and sent securely using systems that meet the security standards. The only staff who have access to your information are those who have been issued with a security pass and code, and who are part of the organisation which referred you, or part of the hospital or clinic where you will be seen.

## More information

If you would like more information, or to see answers to some common questions, please visit the Choose and Book website:

**[www.chooseandbook.nhs.uk/patients](http://www.chooseandbook.nhs.uk/patients)**

For more information on security, please visit:

**[www.chooseandbook.nhs.uk/patients/patient](http://www.chooseandbook.nhs.uk/patients/patient)**

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