

APPOINTMENT/REFERRAL QUERIES
CONTACT CENTRE vs. DEPARTMENT

*This document has been created to support GPs with answering the following queries:
- Has my referral been received?
- Does my patient have an appointment booked?*

SPECIALITIES DEALT WITH BY CONTACT CENTRE

Breast Surgery	
Cardiology (excluding cardiology tests)	
Dermatology	
Diabetes / Endocrinology	Referral support for GPs:
ENT (Ear/Nose/Throat)	01438 284853
Gastroenterology	Mon-Fri: 10am-2pm
General Surgery	
Gynaecology (including uro-gynae consultant led clinics) *exceptions below	Appointment support for GPs:
Haematology	gpoutpatientsesc.enh-tr@nhs.net
Neurology	
Oral Surgery	Appointment support for patients:
Orthopaedics	01438 284444
Paediatrics (including community paediatrics)	
Pain (excluding pain psychology) +exception below	
Respiratory	
Rheumatology	
Urology	

SPECIALITIES DEALT WITH BY THE DEPARTMENTS

Department/Service	Contact number	Use	For use by
Acute Therapies	01438 284687 - Hands & Women's Health (HCT)	Appointments & referral queries	GP surgeries and patients
	01438 284074 - Inpatients (ENHT)	General queries	GP surgeries and patients
	01438 847520 - MSK – Kingsway Stevenage (HCT)	Appointments - booking	GP surgeries and patients
	01707 247410 - MSK - New QEII Hospital (HCT)	Appointments & referral queries	GP surgeries and patients
	01992 823072 - MSK - Hertford County Hospital (HCT)	Appointments & referral queries	GP surgeries and patients
Antenatal / Maternity	01438 286031	Appointment & referral queries	GP surgeries and patients
Anticoagulation	01438 285335	Appointments & referral queries	GP surgeries and patients
Audiology - Adults	01438 284055 (Lister)	Appointment & referral queries	GP surgeries and patients
	01707 245576 (New QEII)	Appointment & referral queries	GP surgeries and patients
	01992 823107 (Hertford County Hospital)	Appointment & referral queries	GP surgeries and patients
	audiology.enh-tr@nhs.net	Referrals, appointment & referral queries	GP surgeries and patients
Audiology – Paediatric	01438 284844	Appointment & referral queries	GP surgeries and patients
	audiology.enh-tr@nhs.net	Referrals, appointment & referral queries	GP surgeries and patients
Cardiology tests	01438 284765	ECHO & 24 ECG appointment queries only – NO RESULTS	GP surgeries and patients
Dieticians	01707 364345	Appointment & referral queries	GP surgeries and patients
	dietetics.enherts@nhs.net	Appointment & referral queries	GP surgeries and patients

SPECIALITIES DEALT WITH BY THE DEPARTMENTS

Department/Service	Contact number	Use	For use by
Elderly Care	01438 284272	Appointment & referral queries	GP surgeries and patients
Frailty	01438 285839	Appointment & referral queries	GP surgeries and patients
Gynaecology *Colposcopy	01438 286171	Appointment & referral queries	GP surgeries and patients
Gynaecology *Hysteroscopy	01438 286174	Appointment & referral queries	GP surgeries and patients
Gynaecology *Uro-gynae - Pessary/Nurse specialist	01438 288478	Appointment & referral queries	GP surgeries and patients
Oncology	01438 284298 / 4096 / 4467	General queries	GP surgeries and patients
Ophthalmology – Adults	01438 288273	New patient referrals	GP surgeries and patients
	01438 288148	Follow up appointments	GP surgeries and patients
	01438 288194	Follow up appointments	GP surgeries and patients
Ophthalmology – Paediatric	01438 288284	New patient referrals and follow up appointments	GP surgeries and patients
Ophthalmology – Red phone	01438 288266	Appointments & referral queries	GP surgeries ONLY
Orthotics	01438 286061 / 6084	Appointment & referral queries	GP surgeries and patients
+ Pain Psychology - Acupuncture/Botox	01438 285458 (Wed-Fri)	Appointment queries	GP surgeries and patients
Pharmacy	01438 284032	General queries	GP surgeries ONLY
Phlebotomy	01438 285229	General queries	GP surgeries and patients
	01438 285461 (Results line)	Results	GP surgeries ONLY
	01438 284045 (Domiciliary visits only)	Appointments - booking	GP surgeries and patients
	01438 284044 (Glucose Tolerance Test or Child)	Appointment queries	GP surgeries and patients
Plastic Surgery	01438 284279 / 4264	Appointment & referral queries	GP surgeries and patients
Radiology – CT, X-Ray, MRI, Ultrasound	01438 284028	Referral queries (report queries)	GP surgeries ONLY
	01438 284030	Appointment & referral queries	GP surgeries and patients
	radiologycancel.enh-tr@nhs.net	Appointment queries/cancel an appointment/general enquiries	Patients
Recurrent Miscarriage	01438 286172	Appointment & referral queries	GP surgeries and patient
Renal / Nephrology	01438 285533	Appointment & referral queries	GP surgeries and patients
TOP	07584 187176	For self-referral by patient	Patients
Urology Nurses	01438 284356/5112 (TWOC/Catheter and Urodynamics)	Appointment & referral queries	GP surgeries and patients