Chasing Hospital appointments and tests

After the GP has made the referral to a hospital service, the care transfers to the hospital (also referred to as ‘secondary care’).

As such, we do not have control or access to how the appointments are scheduled by the hospitals, nor do we have the capacity to chase up appointments.

If you have not heard from the hospital about your appointment, you can contact any hospital yourself to double-check – this is done via the hospital’s switchboard and asking for the PALS service (Patient Advice and Liaison Service). This information is widely available via googling, but we have compiled a list of common services locally below.

**UCLH:**

<https://www.uclh.nhs.uk/contact/patient-advice-and-liaison-service-pals>

**Imperial College Health** (St Mary's, Charing Cross, Hammersmith, Western Eye):

<https://www.imperial.nhs.uk/patients-and-visitors/help-support-and-feedback/feedback/pals>

**Moorfields Eye Hospital**:

<https://www.moorfields.nhs.uk/about-us/our-support-network/pals>

**Musculoskeletal Service (Healthshare):**

0203 752 6060

**Mental Health referrals (Central and Northwest London):**

<https://www.cnwl.nhs.uk/services/mental-health-services> or 0207 854 4243

**Guys and St Thomas' Hospital:**

<https://www.guysandstthomas.nhs.uk/contact-us/your-feedback/contact-pals>

**Chelsea and Westminster (includes West Middlesex):**

<https://www.chelwest.nhs.uk/your-visit/advice-and-support>