

The NHS e-Referral Service

Choose and Book is the national NHS service which combines electronic booking with a choice of place, date and time for first hospital or clinic appointments. Patients can choose their initial hospital or clinic appointment, book it in the GP surgery at the point of referral, or later at home on the phone or online.

The NHS e-Referral Service is replacing the current Choose and Book system.

Over **40k** patients
a day

are referred through Choose and Book – that's 2,000 more people than took part in the 2015 London marathon

Over **60** Million

referrals have been made using Choose and Book since 2004 – the equivalent of one referral for every member of the UK population

If **100%**

of referrals were electronic, hospitals could save over £50m per year – enough to pay for 2,272 more nurses

Choose and Book is available to all GPs in the NHS. In May 2015, 92% of GPs used Choose and Book to make a referral

Electronic referrals has reduced missed appointments from **10% to 5%** annually

Evidence shows a patient is more likely to attend a first outpatient appointment booked through Choose and Book, compared to a first outpatient appointment booked through a traditional paper process

"I think it is wonderful! I got an appointment there and then. It was very reassuring and there was no anxious wait for a letter from the hospital. I had a choice of what time and date would suit me."

Breda Calenti,
Cambridgeshire,
Choose and Book patient
