

Contact Details

You can contact the Referral Management and Booking Service by telephoning:

01204 46 2882

Opening Hours

The booking service is available during the following hours:

Monday to Friday: 8.30am—6.30pm

If you have any concerns or are unhappy with the service you receive from RMBS, please contact the CCG Patient Advice and Liaison Service (PALS):

Telephone: 01204 462022

Text: 07771 389539

Email: bolccg.complaints@nhs.net

Write to:

NHS Bolton CCG,
St Peter's House, Silverwell Street, Bolton, BL1 1PP



Bolton Clinical Commissioning Group

Referral Management and Booking Service

Your Questions Answered



Bolton Clinical Commissioning Group

What is the Referral Management and Booking Service?

When your GP feels it necessary to refer you to another service for assessment or treatment, the Bolton Referral Management and Booking Service (RMBS) will support you in ensuring you receive an appointment when and where this suits you best.

How does this work?

In most circumstances, you have a choice about where you will be treated and your GP will discuss the options available with you. In some GP practices, the staff will book your appointment before you leave, using a system called e-Referral Service (eRS). However, in others you will be asked to telephone the Bolton RMBS and will be provided with the information you need to do this before you leave the practice.

What information do I need to book my appointment?

Before you leave the GP practice, you should be given the following:

- Unique Booking Reference Number (UBRN).
- Password.
- The telephone number of RMBS (01204 46 2882).

What happens when I ring RMBS?

When you ring RMBS you will be prompted to select the service you require, eg appointment bookings. Your call will then be taken by one of the RMBS Advisors who will ask you for the UBRN and the password referred to above.

If there is more than one hospital provider offering appointments of

the type you require, the advisor will inform you of the options and you can select the one that is best for you.

Before booking the appointment, the Advisor will check your contact details with you and will update these if necessary in eRS.

The Advisor will also make you aware of any special appointment notes shown in eRS, eg if you need to take your medication with you to your appointment.

What if the appointment cannot be booked on eRS?

Occasionally, the chosen provider may not display appointment slots in eRS. Depending on the appointment type, you may then be advised that the service will contact you directly to book the appointment. In some circumstances you will be given an alternative telephone number to ring. Your Advisor will explain this to you during the call.

Will I receive an appointment letter?

RMBS does not routinely send out appointment letters as the date, time and venue have been agreed with you on the phone. However, you may receive a letter from the service provider.

Can a friend or relative make an appointment for me?

If somebody rings on your behalf, we will need their confirmation that you have given them permission to book.

How do I cancel my appointment?

If you need to cancel or rearrange an appointment you can ring the RMBS team on 01204 46 2882.