Q. Who will be giving the advice/guidance?

A. Advice is provided by experienced Consultant Urologists and GPs with Special Interest in Urology. Initially this will be provided by Dr Jon Rees (GPSI, Nailsea) and Mr Biral Patel (Consultant Urologist, Gloucestershire).

Q. How quickly should I expect a response from the service?

A. We will reply to every request within 3 working days, but in many cases this should be within 24 hours.

Q. Will A&G delay my patient being seen by secondary care if this is needed?

A. Our response will be quick (maximum 72 hours) but for many patients, the speed at which they will be managed will be greatly reduced as they will be managed within primary care, this should also result in a shorter ‘queue’ for secondary care. Advice around preliminary investigations may also be appropriate reducing the patients wait once they attend secondary care. It should mean that all patients are seem quicker in the most appropriate setting.

Q. What should I do if I am not happy with the advice I receive or have further questions relating to a particular patient?

A. Please contact us via the RSS (Tel: RSS Mainline 01275 888960, Email: rss@nhs.net).

Q. What do I do if I disagree with the advice and strongly feel my patient needs to be seen by secondary care?

A. The final decision around the management of the patient rests with the GP – the A&G service will aim to help inform your final decision. If you would like your patient to be referred on to secondary care then please inform the RSS – please make a note that the patient has already received A&G to stop them being re-referred to Shire.

Q. Who has responsibility for the patient?

A. Ultimate responsibility always lies with the GP, but we are here to try and help you manage patients in the best way possible.

Q. Will 2ww patients be included?

A. No but if in doubt as to whether a 2ww referral is appropriate please ask for advice.

Q. Is it possible to speak directly to someone for advice?

A. Whilst this is not something we currently provide, it will be something that we consider down the line.

Q. Can I get in touch with someone if I have questions about the service?

A. Yes, please contact the RSS if it is a local query or Shire Health lynda.frall@shirehealth.co.uk

The Service Go Live date is Tuesday 1st September 2015