

# Central Booking Service

**Tel: 020 3313 9383**

*The telephone lines are open between 8.30 am and 2.30 pm. Outside these hours you can leave a message on this number if you are calling to cancel an appointment within 48 hours.*

Your GP has referred you to one of the following community based clinics:

- Musculoskeletal Specialist (Interface) Service
- Physiotherapy

**Please call after 2 working days to book your appointment.  
If we have not heard from you within 7 days you will be discharged.**

## Appointments

There may be a waiting list for the service to which you have been referred, which may result in a delay in the provision of your appointment. Once your appointment is booked we will send a confirmation letter. We will also send a text reminder of the appointment to your mobile phone. If you do not wish to receive text communication on your phone please advise us as soon as you are referred by your GP.

## Changing Appointments

If you are unable to keep your appointment, please inform the booking office **as soon as possible**, so the appointment can be offered to someone else. Please note that only one cancellation is allowed. If you cancel your appointment you must be able to take another appointment within 4 weeks of your original referral date, otherwise another GP referral will be required.

Please note if you do not attend your appointment without contacting us in advance you will be discharged back to your GP.

## Interpreters & Chaperones

If you need an interpreter please ensure that you ring the service to book or confirm the language as this information is not always included on your referral. If you would like a chaperone to attend your appointment please inform us in advance so that we can arrange one.

## Transport & Wheelchairs

Please note there is no NHS transport available for this service and you must bring your own wheelchair if you use one.