

# Advice & Guidance Service

## Wem and Prees Medical Practice



### What is the Advice & Guidance Service?

The Advice & Guidance (A&G) service allows your GP to get specialist advice from hospital consultants about your health condition without you needing to attend a hospital appointment.

### How does it work?

1. **During your appointment**, your GP may decide they would benefit from specialist advice about your condition
2. **Your GP will explain** that they plan to use the A&G service
3. **Your GP will send** relevant details about your condition to a hospital specialist
4. **The specialist will review** your information (usually within 5 working days)
5. **Your GP will contact you** once they receive advice from the specialist

### What are the benefits for you?

✓ **Faster access to specialist advice** without waiting for a hospital appointment ✓ **Convenient care** closer to home at your GP practice ✓ **Reduced travel** as you may not need to visit the hospital ✓ **Continuity of care** with your GP who knows your medical history ✓ **Expert input** into your treatment plan ✓ **Fewer appointments** as your GP can often manage your care with specialist guidance

### What happens after A&G is requested?

#### If the specialist advises your GP can manage your condition:

- Your GP will contact you to discuss the advice
- Your GP will implement the recommended treatment plan
- You'll continue to be cared for by your GP

#### If the specialist recommends a hospital appointment:

- Your GP will make an appropriate referral
- You'll be better prepared as initial information has already been shared
- Your appointment may be more focused and efficient

## Frequently Asked Questions

### Is this the same as a referral to see a specialist?

No. This is asking for advice from a specialist to help your GP manage your care. A referral would be made if the specialist advises you need to be seen in person.

### How long will it take to get the specialist advice?

Specialists usually respond within 5 working days, often sooner.

### Will my personal information be secure?

Yes. Your information is shared securely through NHS-approved systems that comply with data protection laws.

### Do I need to do anything while waiting for the advice?

Continue with any current treatment as advised by your GP. Contact the practice if your condition changes or worsens.

### Can I still request a direct referral to a specialist?

You can discuss your preferences with your GP. In many cases, A&G provides faster access to specialist input, but direct referrals remain available when appropriate.

### What if I have questions about the advice received?

Contact the practice to arrange a follow-up appointment or telephone consultation with your GP.

## Your Consent

Before using the A&G service, your GP will ask for your consent. You have the right to:

- Ask questions about the process
- Decide whether you want your GP to use the service
- Request a direct referral if you prefer

## Contact Us

If you have any questions about the A&G service, please contact:

**Wem and Prees Medical Practice, New street, Wem SY4 5AF, 01939 233476**

email [wemandprees@nhs.net](mailto:wemandprees@nhs.net) or go to our website [Contact Us - Wem & Prees Medical Practice](#)