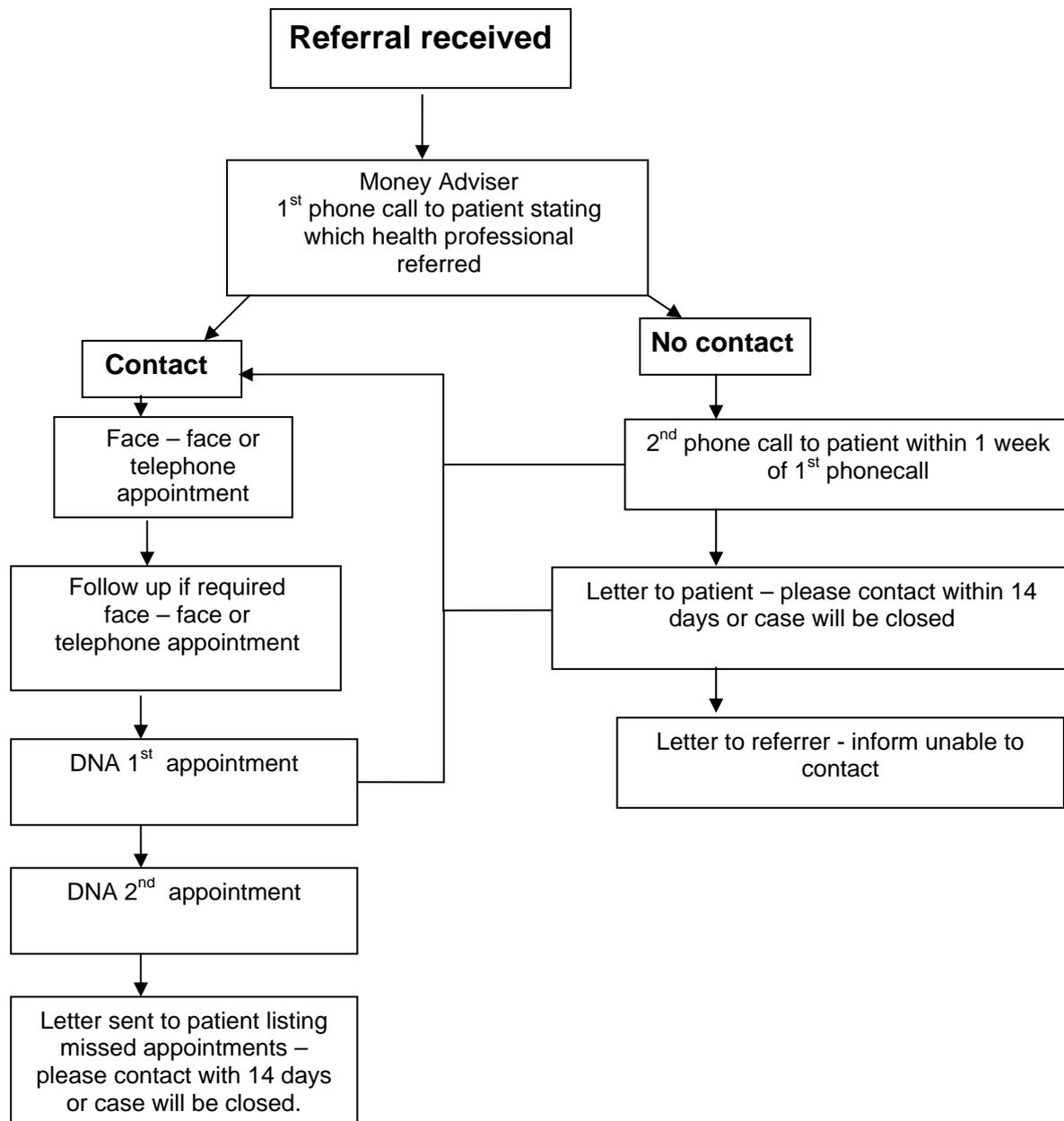


Healthier Wealthier Children Income Maximisation Services Good Practice Guidance - Responding to Referrals



- In addition to the above flow chart, some services send a letter to referrer after referrals are received whereas others send this after they meet the patient, some areas also take face-to-face referrals
- Text messaging has proven in a lot of areas to be a good method for appointment reminders (i.e. the day before or in the morning if patient has afternoon appointment)
- Some areas also do home visits for people who are housebound, agoraphobic etc.
- Some areas are including the CHI number on referrer correspondence to enable staff to match letter to case files