

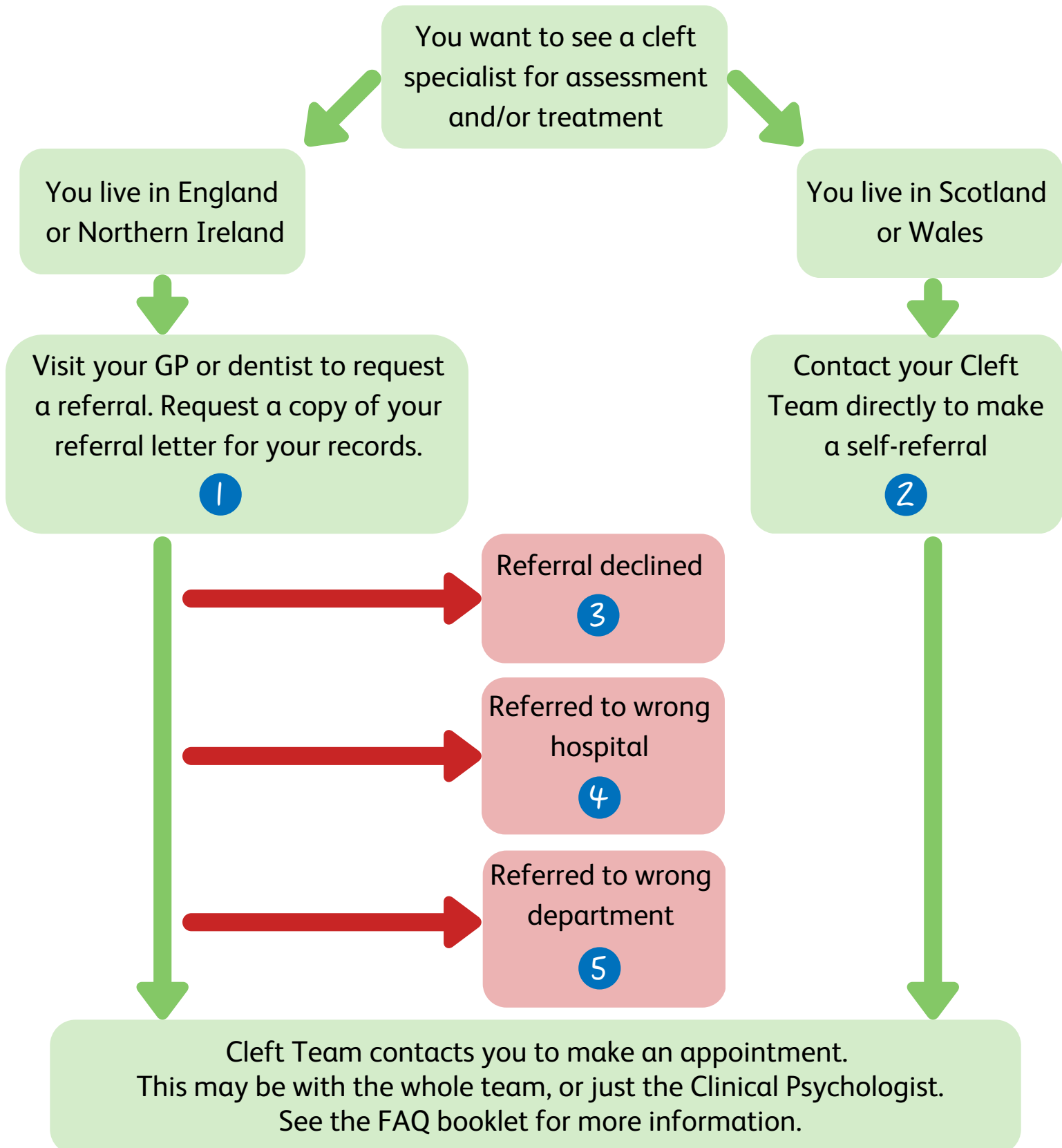


# Adult Referral Pathway



This diagram shows how you can get referred back into the NHS Cleft Service to be assessed for further treatment. Most of the time, this is straightforward, but sometimes things can go wrong.

You can find more information on these steps on the other side of this page.





# Adult Referral Pathway



- 1 In England and Northern Ireland, you will need to visit your GP (General Practitioner) or your General Dental Practitioner to request a referral. Your referral will be processed by the NHS Trust before being sent to the Cleft Team.

In this pack, you can find a letter for GPs and dentists. It may be helpful to take this letter along with the details of your local Cleft Team to make sure you're referred to the right place.

- 2 In Scotland and Wales, you can contact the Cleft Team directly and self-refer. This will still need to be processed by the Cleft Team, who will then contact you about an initial appointment.

- 3 Sometimes the NHS Trust panel or GP will (incorrectly) decline the referral. They should explain why this has happened and what your next steps are. If this happens, you can contact the local Cleft Team and they can follow up on your behalf. Alternatively, you can contact CLAPA and we will do our best to help.

- 4 If your appointment letter tells you to go to a hospital that does not have a Cleft Team, call the phone number on the letter and explain that you wanted a referral to the Cleft Team. You may not realise until your appointment that you've been sent to the wrong place. If this happens, explain at the appointment that you'd like to be re-referred to the Cleft Team for assessment by a specialist.

- 5 You may be referred to a generic plastic surgery, maxillofacial or ENT department, either at the same hospital as the Cleft Team is in, or in a different hospital altogether.

If you think this may have happened, either call the number on your appointment letter, or ask at your appointment whether or not you have reached the adult cleft clinic. If it is not the cleft clinic, you can request a re-referral.