



# Connected Health Network

## What is it?

The hospital is working with GP practices to deliver a new way of working for delivering outpatient care. If you are eligible, your GP can refer you into the next available Connected Health Network (CHN) Clinic. Over the coming months there will be more clinics launched across the Northern Lincolnshire and Goole area. Once referred into a Connected Health Network Clinic a Clinical Specialist will remotely review your GP medical record within two weeks.

## What happens at the virtual clinic?

The clinics allow GPs and Clinical Specialists to work together to review patient's symptoms and look at treatment options. This means less hospital visits are required, and that patients will receive their treatment a lot quicker than they currently do.

You will not need to be present, if the Clinical Specialist needs to ask you any further questions or wishes to see you to examine you, they will call you.

## After the clinic

We will update you, your medical record and your GP with the outcomes from the clinic by letter. This could include:

- Further diagnostic tests to be done at the GP Practice or a Hospital
- A change in your medication
- Your care managed by the GP, supported by the Clinical Specialist
- Arrangements for a procedure to be carried out
- No further action needed.



Northern Lincolnshire  
and Goole  
NHS Foundation Trust

## Information for patients

### **Any Questions**

If you have any concerns or queries about the Connected Health Network process you can contact Northern Lincolnshire and Goole NHS Foundation Trust Patient Services:

via telephone: 03033 306642 or via email: [nlg-tr.patientaccesscallcentre@nhs.net](mailto:nlg-tr.patientaccesscallcentre@nhs.net)

### **Any Comments, Compliments, Concerns or Complaints**

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) is available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

As a Trust we value equality of access to our information and services, therefore alternative formats are available on request at [nlg-tr.interpreters@nhs.net](mailto:nlg-tr.interpreters@nhs.net)

### **NHS Website**

NHS website is a health information service. The aim is to support the public to become active consumers of healthcare rather than passive recipients, and to help individuals, their family or carers to make more informed choices:

<https://www.nhs.uk/>

For more information about our Trust and the services  
we provide please visit our website: [www.nlg.nhs.uk](http://www.nlg.nhs.uk)

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**Kindness - Courage - Respect**

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