

# Why haven't I been referred for hospital treatment?

**You may have visited your General Practitioner (GP) or Optometrist (optician or doctor specialising in eye health) today and been told that he or she cannot refer you to a hospital for your health condition.**

We understand this may be disappointing, especially if you know of other people who have had treatment for a condition you think is similar.

Your GP can only refer you for NHS treatment by following treatment policies that are set by Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). The CCG plan and pay for most of our local health services. It is their job to make the difficult decisions to get the best health outcomes for local people. They have to do this by following the NHS Constitution and keeping within a certain budget.

Treatment policies are developed after looking at the evidence for different treatment options, and talking to medical professionals and patient representatives. These policies tell your GP when they are able to refer people for treatment for different health conditions and when they cannot.

## Where can I access treatment policies?

A set of criteria for treatment have been agreed for each health condition and these are set out in the clinical policy which all Doctors in Cambridgeshire and Peterborough follow.

You can find the policies on the following web site page:  
[www.cambridgeshireandpeterboroughccg.nhs.uk/health-professionals/clinical-policies-and-thresholds/clinical-policies](http://www.cambridgeshireandpeterboroughccg.nhs.uk/health-professionals/clinical-policies-and-thresholds/clinical-policies)

## Exceptional cases

Your Doctor will assess whether or not you have met the criteria for treatment. Funding for treatment which does not fit the criteria or which is not usually paid for by the NHS would only be given in very exceptional cases.

You can find more information about exceptional cases and the appeals process here: [www.cambridgeshireandpeterboroughccg.nhs.uk/health-professionals/clinical-policies-and-thresholds/exceptional-and-individual-funding](http://www.cambridgeshireandpeterboroughccg.nhs.uk/health-professionals/clinical-policies-and-thresholds/exceptional-and-individual-funding)

## Where can I go for more information or advice?

More information can be provided by the Patient Experience Team by contacting us in the following ways:

Freephone: 0800 279 2535

Email: [CAPCCG.pet@nhs.net](mailto:CAPCCG.pet@nhs.net)

### Write to us at:

Patient Experience Team,  
Lockton House, Clarendon Road,  
Cambridge, CB2 8FH

[www.cambridgeshireandpeterboroughccg.nhs.uk](http://www.cambridgeshireandpeterboroughccg.nhs.uk)