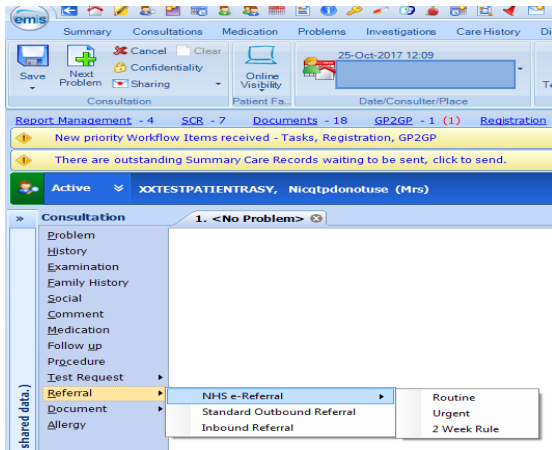
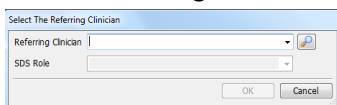


Electronic Referral Service – Routine and 2 Week Wait referrals

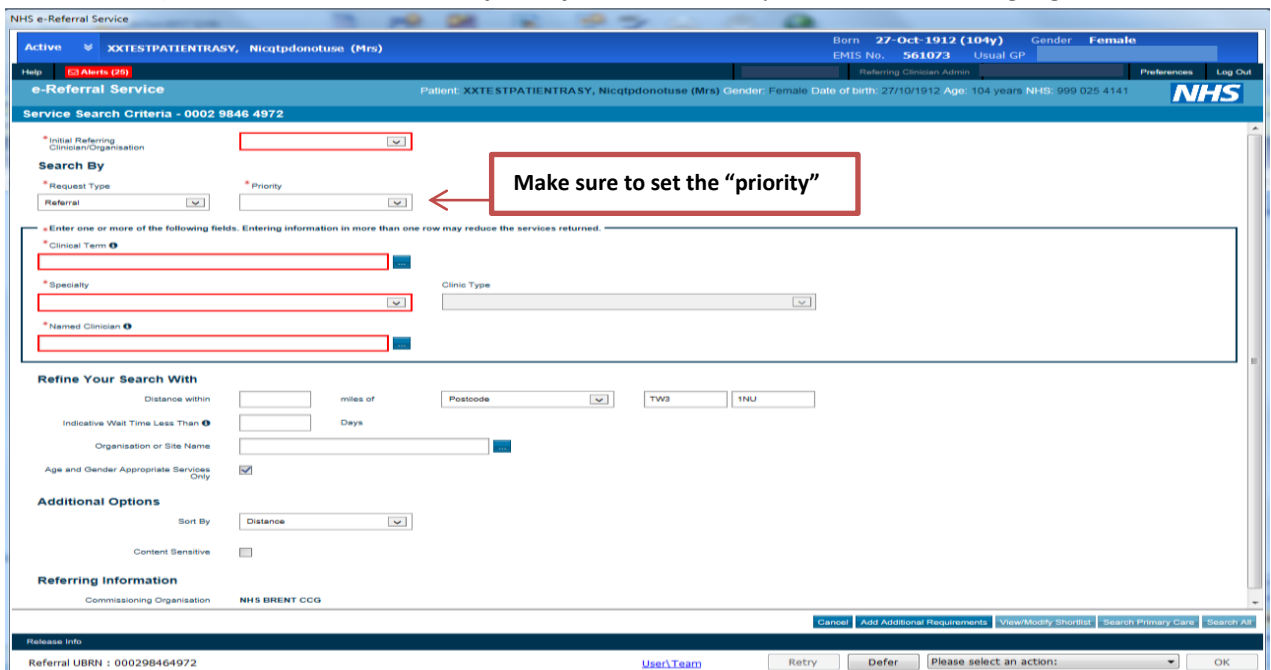
1. To start this process, first locate your patient who requires a referral. This can be done by either selecting F5 on your keyboard, or selecting the “find a patient” option at the top of your screen
2. Once inside this patient, open a new consultation
3. Once inside the new consultation, hover over “Referral” → NHS e-Referral → then select whether your referral is “Routine” or “2 Week Wait”



4. Once you have selected your desired type of referral, you will be prompted to select the referring GP. Within this drop down, select the appropriate GP.



5. The next screen to appear will now be the “e-Referral service” window (formerly Choose and Book) – You will **need to set the priority** and select an option for all boxes highlighted red.



Electronic Referral Service – User guide

Routine and 2 Week Wait referrals

Created by The Primary Care Systems Team

North West London Collaboration of
Clinical Commissioning Groups

6. For routine referrals follow the standard process for BROS/HEROS referrals select **Search Primary Care**

NHS e-Referral Service

Active **XXTESTPATIENTRASY, Nicqtpdonotuse (Mrs)** Born **27-Oct-1912 (104y)** Gender **Female**
 EMIS No. **561073** Usual GP

Help **Alerts (2)** Referring Clinician Admin Preferences Log Out

e-Referral Service Patient: XXTESTPATIENTRASY, Nicqtpdonotuse (Mrs) Gender: Female Date of birth: 27/10/1912 Age: 104 years NHS: 999 025 4141

Service Selection - 0002 9846 4972

Service Search Criteria

Group By: **None** **Compare Services**

(Results returned: 4)

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait (d)	Indicative Treatment Wait (d)	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
☐	5	Assessment Service	Cardiology - Brent Referral Optimisation Referral Service - Brent	7 Days		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE
☐	5	Assessment Service	Cardiology - COMMUNITY - Brent Referral Optimisation Referral Service - Brent	7 Days		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE
☐	5	First outpatient	Hammersmith Referral Facilitation Service - Cardiology	Limited Availability		Yes		1	WEMBLEY CENTRE FOR HEALTH AND CARE
☐	5	Assessment Service	Test-Brent Referral Optimisation Referral Service - Brent	Limited Availability		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE

7. For Non-BROS/HEROS and 2 Week Wait Referrals, select **Search All**

NHS e-Referral Service

Active **XXTESTPATIENTRASY, Nicqtpdonotuse (Mrs)** Born **27-Oct-1912 (104y)** Gender **Female**
 EMIS No. **561073** Usual GP

Help **Alerts (2)** Referring Clinician Admin Preferences Log Out

e-Referral Service Patient: XXTESTPATIENTRASY, Nicqtpdonotuse (Mrs) Gender: Female Date of birth: 27/10/1912 Age: 104 years NHS: 999 025 4141

Service Selection - 0002 9846 4972

Service Search Criteria

Group By: **None** **Compare Services**

(Results returned: 39)

Displaying 50 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait (d)	Indicative Treatment Wait (d)	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
☐	1	First outpatient	General Cardiology Clinic - West Middlesex Hospital - RFW	50 Days	14 weeks	Yes	1	1	WEST MIDDLESEX UNIVERSITY HOSPITAL
☐	2	First outpatient	Cardiology - Ealing Hospital - RTH	50 Days	10 weeks	Yes		1	EALING HOSPITAL
☐	5	Diagnostic	Cardiac Investigations-24 Hour/7 Day ECG-Ashford & St. Peter's NHS FT (Ashford)RTK	14 Days	13 weeks	Yes	1	1	ASHFORD HOSPITAL
☐	5	First outpatient	Cardiology Adult General (Charing Cross) - Imperial College Healthcare NHS Trust - RYJ	50 Days	10 weeks	Yes		1	CHARING CROSS HOSPITAL
☐	5	Assessment Service	Cardiology - Brent Referral Optimisation Referral Service - Brent	7 Days		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE
☐	5	Assessment Service	Cardiology - COMMUNITY - Brent Referral Optimisation Referral Service - Brent	7 Days		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE
☐	5	First outpatient	Cardiology Direct Access - Central Middlesex Hospital - RTH	12 Days	10 weeks	Yes		1	CENTRAL MIDDLESEX HOSPITAL
☐	5	First outpatient	Cardiology General-GPO-Kingston Hospital-RAX	Limited Availability	10 weeks	Yes		1	KINGSTON HOSPITAL
☐	5	First outpatient	Cardiology-Queen Mary's Hospital-Rothamptn-RLJ	54 Days	Not Reporting	Yes		1	ST GEORGE'S COMMUNITY SERVICES AT QUEEN MARY'S HOSPITAL
☐	5	First outpatient	General Adult Cardiology-Outpatients-Hillingdon Hospital Trust-RAS	78 Days	12 weeks	Yes	1	1	HILLINGDON HOSPITAL
☐	5	First outpatient	General Cardiology Service-Ashford & St Peter's Hospitals NHS FT (Ashford)RTK	72 Days	13 weeks	Yes		1	ASHFORD HOSPITAL
☐	5	First outpatient	Hammersmith Referral Facilitation Service - Cardiology	Limited Availability		Yes		1	WEMBLEY CENTRE FOR HEALTH AND CARE
☐	5	Assessment Service	Test-Brent Referral Optimisation Referral Service - Brent	Limited Availability		Yes		1	BRENT REFERRAL OPTIMISATION SERVICE
☐	6	First outpatient	Cardiology Adult General - (Hammersmith) - Imperial College Healthcare NHS Trust - RYJ	21 Days	10 weeks	Yes		1	HAMMERSMITH HOSPITAL
☐	6	First outpatient	Cardiology Community Service-Surbiton Health Centre (Surbiton Hospital)-RAX	13 Days	13 weeks	Yes		1	SURBITON HEALTH CENTRE
☐	6	First outpatient	Cardiology General-Raynes Park Health Centre Site-(Kingston Hospital)-RAX	Limited Availability	13 weeks	Yes		1	RAYNES PARK HEALTH CENTRE
☐	7	First outpatient	Cardiology - General Cardiology-The Nelson Health Care-RLJ	7 Days	Not Reporting	Yes		1	ST GEORGE'S AT NELSON HEALTH CENTRE
☐	7	First outpatient	Cardiology - General - Chelsea and Westminster - RQM	35 Days	14 weeks	Yes		1	CHELSEA & WESTMINSTER HOSPITAL
☐	7	First outpatient	Cardiology General - Northwick Park Hospital - RQM	35 Days	10 weeks	Yes		1	NORTHWICK PARK HOSPITAL

Cancel Search Criteria Appointment Search Request

Release Info

Referral UBRN : 000298464972 [User Team](#) **Retry** **Defer** Please select an action: **OK**

8. For both BROS/HEROS and 2WW referrals, select your required service and then “Appointment Search”. Confirm you have selected the correct service by clicking “Continue with selected service”

Review Referral Criteria

Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.

Select	Service Name	Referrer Alert	Exclusions	Conditions Treated	Suggested Investigation
☒	Cardiology - COMMUNITY - Brent Referral Optimisation Referral Service - Brent		Zew and existing oncology	All Referrals for this speciality	all relevant information

Cancel Back with selected services Continue with selected services

9. You will now be shown the available appointments. Select your required appointment time followed by “book” in the bottom right hand corner.

NHS e-Referral Service

Active: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Born: 27-Oct-1912 (104y) Gender: Female
EMIS No: 561073 Usual GP: MATHEWS, Remin (Dr)

e-Referral Service Patient: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Gender: Female Date of birth: 27/10/1912 Age: 104 years NHS: 999 025 4141

Appointment Search

Referral Information
Initial Referring Clinician: ASHOKKUMAR, Shivali Commissioning Organisation: NHS BRENT CCG Initial Referring Organisation: THE WEMBLEY PRACTICE

Selected Service(s) Filter

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
☒	5	Assessment Service	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	7 Days		Yes			BRENT REFERRAL OPTIMISATION SERVICE

Appointment Slot Filter

Priority: Routine Named Clinician: - Update Appointments List

Available Appointments
Select one of the following slots for the directly bookable services that you have selected.

Diary View: Day Week Month

Select Appointment

Select	Appointment Date/Time	Service Name	Location
☐	03:30 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:35 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:40 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:45 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:50 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:55 Thu 02-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☒	03:00 Fri 03-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:05 Fri 03-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:10 Fri 03-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:15 Fri 03-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE
☐	03:20 Fri 03-Nov-2017	Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent	BRENT REFERRAL OPTIMISATION SERVICE

Previous Appointments Next Appointments

Cancel Service Selection Refer to Provider Request Book

Release Info
Referral UBRN: 000298464972 User's Team Retry Defer Please select an action: OK

10. You will be asked to update the patient's information. If the details are incorrect, please update them here followed by updating them directly in EMIS, as updates here do not automatically update into EMIS.

Check Patient Details

Please ensure that the patient's details are correct. If they are not up to date, this may result in a delay to care. The patient needs to be aware that waiting the Consent to Call Back to the end prevent them from being contacted by telephone. If the patient's details are correct, click 'OK' to continue. If not, click 'Update Person'.

Patient Name: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs)
Address: 3 Cecil Road, Hounslow, TW9 1NU
Consent to Call Back: Unknown
Contact Information: None

Update Person OK

11. Glance over the details on this screen, to confirm they match against the referral that needed to be created. Once you are happy, select “Submit” in the bottom right corner.

NHS e-Referral Service

Active: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Born: 27-Oct-1912 (104y) Gender: Female
EMIS No: 561073 Usual GP: MATHEWS, Remin (Dr)

e-Referral Service Patient: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Gender: Female Date of birth: 27/10/1912 Age: 104 years NHS: 999 025 4141

Appointment Details

UBRN: 0002 9846 4972
Appointment Date/Time: Fri 03-Nov-2017 03:00
Duration: 5 minutes
Clinical Team: -
Specialty: Cardiology
Clinic Type: Not Otherwise Specified
Service Name: Cardiology: COMMUNITY - Brent Referral Optimisation Referral Service - Brent
Organisation Type: Independent Sector Healthcare Provider HQ
Priority: Routine
Appointment Instructions: This service uses Brent Referral Optimisation Service Process:
Instructions to referrer:
1. Always book an appointment for the patient.
DO NOT PRINT OUT UBRN REQUEST
2. The BROS will handle the referral from here on
Patient Information Leaflet
Please ensure the patient leaves the GP Practice with BROS's patient information leaflet

☒ Referral Letter Outstanding, will add at a later time

Open Referral Submit

Release Info
Referral UBRN: 000298464972 User's Team Retry Defer Please select an action: OK

12. You are then presented with an opportunity to again confirm the details of the referral. If you are happy with the details shown on this window, continue to the next step.

NHS e-Referral Service

Active: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Born: 27-Oct-1912 (104y) Gender: Female
EMIS No.: 561073 Usual GP: [blank] Referring Clinician: Admin Preferences Log Out

Help 53 Alerts (26)

e-Referral Service Patient: XXTESTPATIENTRASY, Nicotpdonotuse (Mrs) Gender: Female Date of birth: 27/10/1912 Age: 104 years NHS: 899 025 4141

Appointment Summary - 0002 9846 4972

Appointment Details

The patient has not yet defined a Consent to Call Back status. If the patient wants to define a status, update it in Update Person.

UBRN Created Date: Wed 25-Oct-2017 12:15
UBRN: 0002 9846 4972
Appointment Date/Time: Fri 03-Nov-2017 03:00
Duration: 5 minutes
Clinical Term: -
Location: BRENT REFERRAL OPTIMISATION SERVICE
Service Name: Cardiology - COMMUNITY -Brent Referral Optimisation Referral Service - Brent
Organisation Type: Independent Sector Healthcare Provider HQ
Specialty: Cardiology
Clinic Type: Not Otherwise Specified
Priority: Routine
Content Sensitive: No
Appointment Instructions: This service uses Brent Referral Optimisation Service Process:
Instructions to referrer:
1. Always book an appointment for the patient.
DO NOT PRINT OUT UBRN REQUEST
2. The BROs will handle the referral from here on
Patient Information Leaflet
Please ensure the patient leaves the GP Practice with BROs patient information leaflet

Print Updates Person Add Additional Requirements Add Referral Letter Close

Please Info

Referral UBRN : 000298464972 User/Team Retry Defer Please select an action: OK

13. Once you are happy with the details, in the bottom right hand corner select the drop down menu title “Please select an action”:

- select “I have selected a service” to complete the referral
- select “I have abandoned the process” to end the referral process unfinished

Retry Defer Please select an action: OK

Please select an action:
I have selected a service
I have abandoned the process

14. You will now be back in EMIS. Complete the clinical fields in as much detail as possible

NHS e-RS Referral - UBRN: 000298464972 - XXTESTPATIENTRASY, Nicotpdonotuse (M)

Complete Referral Details

NHS e-RS Referral - UBRN: 000298464972 - XXTESTPATIENTRASY, Nicotpdonotuse (M)

* Referral Source: [blank]

* Referral Target: NHS e-Referral Service

* Clinical Term: [blank]

Referral Date: 25-Oct-2017

Urgency: Routine

Referral Mode: NHS e-Referral

* Purpose: Management Advice

Reason for Referral: [blank]

* NHS / Private: ☒ NHS Referral ☐ Private Referral

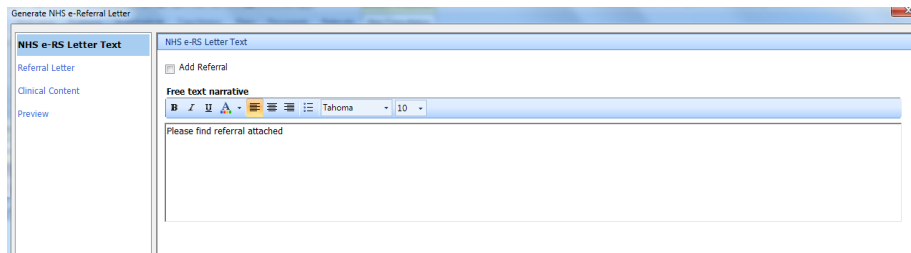
* Transport: None

Linked Problem(s): [blank]

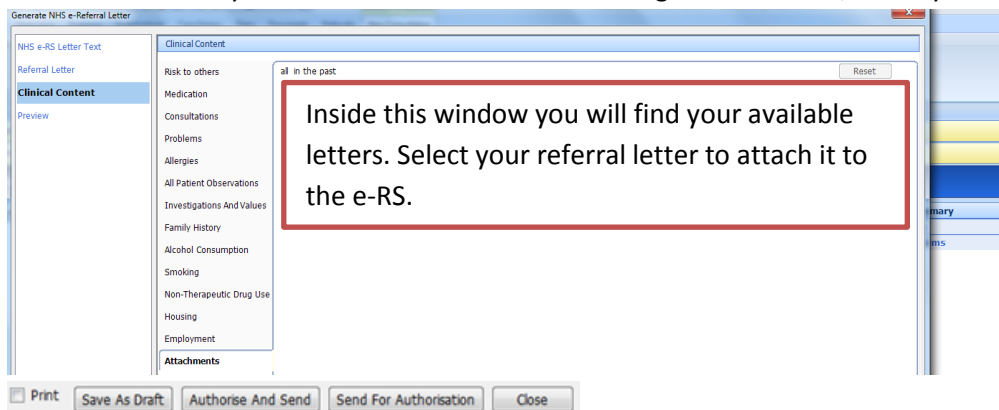
Referral Letter: ☒ Create Now (Does not include current consultation data) ☐ Create Letter Task For: User/Team ☐ None

OK Cancel

15. Inside the “NHS e-RS letter text” tab please type “please find referral attached”

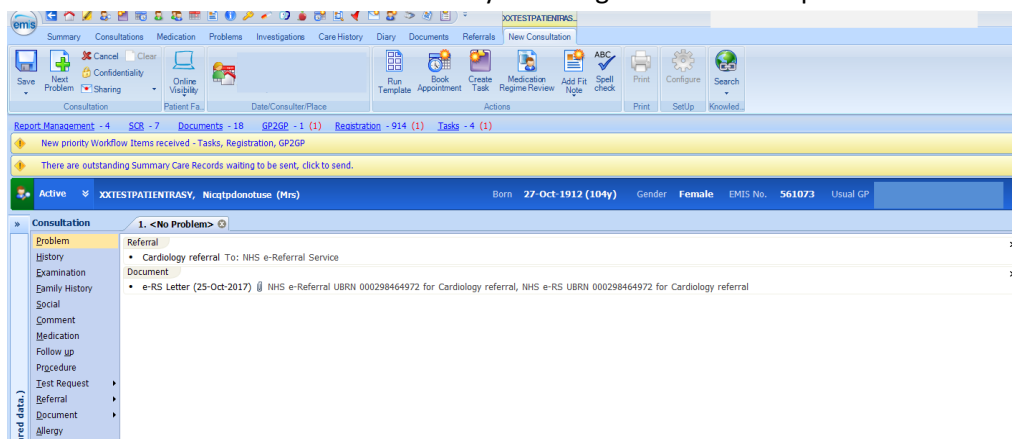


16. Continue down the tabs on the left hand side of the screen to select “Clinical Content”, followed by “Attachments” on the list to the right. Inside here, select your referral letter.



17. Once you have selected the referral letter as an attachment, select “Authorise and send” this will finalise the referral. The window will close and you will be back in EMIS.

18. You can now save this referral by selecting “save” in the top left hand corner of the screen.



19. The referral process is now completed. Note: The only difference between routine and 2ww is making sure to:

- Set the urgency at all stages (in EMIS and in e-RS)
- Selecting “Primary Care” for routine and “Search all” for 2ww.

The rest of the process is the same.

20. At this stage you can now follow the process set by either the BROS/HEROS team or the local trusts for contacting the patient.

If you require further support or guidance, please contact the NWL Service Desk:

Email: Service.Desk@nw.london.nhs.uk

Tel: 020 3350 4050