NHS

North West London Collaboration of
Clinical Commissioning Groups

NHS e-Referrals
Frequently Asked Questions (FAQ's)

Please Use This Reference Guide for Practices in:

North West London CCG's

Version:	1.1
Author	Primary Care Systems Team
Filename:	**NHS e-Referrals FAQ Guide**
Path:	\\nwlondon.local\nwl\ICT\Primary Care\16. Projects\9. NHS e-Referrals
Date issued:	June 2018
Review date:	July 2019
Target audience:	SystmOne General Practices in North West London CCG's - London

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Introduction

This document is intended to assist GP practice staff when faced with situations regarding referrals and may not necessarily know the correct course action to take.

It is encouraged that all users use the **NHS e-RS** page on **NWLCCG website** and follow the **cribsheets** as well as the **YouTube videos** to find solutions they require. Users can also log any calls directly with the NWLCCG Service Desk Team via **Tel**: 0203 3504050 or **email**: nwlccg.servicedesk@nhs.net to ask any questions regarding e-RS that may not been covered below.

This is a working document and will be updated when new situations arise or require further clarification.

E-RS (previously Choose and Book) **is an electronic referral and management system**, using Spine information, that can integrate with other systems.

This guidance document provides North West London GP practices with **Frequently Asked Questions regarding e-RS**

Please note: Making a referral **is always the responsibility of the referring clinician**, who with the patient, should decide on the most clinically appropriate options for the referral and onward pathway.

1. E-RS Frequently Asked Questions (FAQ)

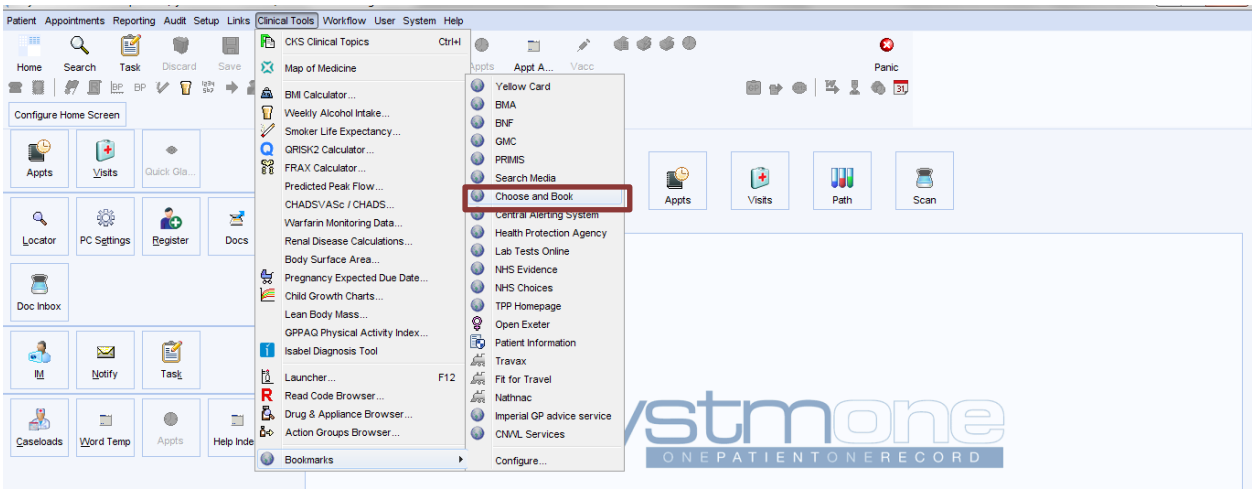
What is e-RS?

e-RS (previously known as Choose and Book) is an electronic referral management system offering patients a choice of place, date and time for their first hospital/clinic appointment.

How can I access the e-RS system?

Using SystmOne:

e-RS can be accessed directly through SystmOne. Click on the referral node and then click on referral wizard and pick the relevant Address book entry with e-RS in the title. An e-RS short cut can also be added to the bookmarks bar in SystmOne.



Using EMIS:

e-RS can be accessed directly through EMIS. The icon is always visible in the Care Record > Referrals. An e-RS short cut can be configured to appear in the toolbar in EMIS.

- e-RS can also be accessed from this web address: https://nww.ebs.ncrs.nhs.uk/

What is a UBRN?

A **U**nique **B**ooking **R**eference **N**umber (UBRN) allows patients to book/change their appointment. Each referral must have a UBRN.

Who are the providers?

Secondary care services (e.g. hospitals) and primary care services like community providers.

What is the DOS?

The Directory of Service (DOS) holds information describing the services the provider offers. A referrer can search the DOS for services to which they can refer patients.

What is an ASI?

Appointment Slot Issue (ASI) is when there are no slots available for booking an appointment at the time of the appointment search.

What is Advice and Guidance?

Advice and Guidance (A&G) is a communication between two clinicians: the "requesting" clinician and the provider of a service (the "responding" clinician). Both clinicians are able to have a 2-way dialogue.

Other frequently asked questions

What do I do if I can't find a clinic on e-RS?

Please contact the relevant hospitals on the email below.
Imperial NHS trust: ICHC-tr.eRS@nhs.net
Chelsea & Westminster Hospital: ers.pso@chelwest.nhs.uk
London North West: lnwh-tr.ers-enquires@nhs.net
Please let the CCG know if any clinics are missing by logging a call through service desk on nwlccg.servicedesk@nhs.net

What do I do if there are no appointments on e-RS?

Click on 'defer to provider' if there are no appointments available. Once you click submit, you will be able to print out a hand-out to give to the patient. Let the patient know that the hospital will contact them to arrange an appointment. If they are not contacted within 2 working days for 2WW or five working days for Routine appointments, they should ring the number listed on the hand-out.

The practice should follow patient's journey through 'Worklists'

What if I have an urgent referral but the only appointment available is a few months away?

Make the referral and book the earlier available appointment. Write on the Referral letter to the hospital that it is an urgent referral and the hospital should give the patient an earlier appointment if possible.

I want to request a specific consultant – what do I do?

Complete the referral via e-RS and request the specific consultant on the attached referral letter.

Are there any outstanding actions for my patient's referral?

If there are any outstanding actions for the referral, they will be listed on one of the Worklists which should be checked regularly. Referrals on the "Awaiting booking/acceptance" should be MONITORED but not necessarily ACTIONED. A brief guide to Worklists can be found here:

A brief Summary on maintaining e-RS worl

Why does a referral remain in the e-RS work list even after completing the requested action?

Some referrals can be moved my the referrer like the ones listed below

i. "Referrer action required" worklist - Cancelled UBRN – check the reason for cancellation, enter any comments in the patient record in SystmOne and remove the UBRN
ii. "Referrer action required" worklist - Assessment Results – review and enter any comments on patient record in SystmOne and remove the UBRN
iii. "Referrer action required" worklist – Rejected – review the comment and re-refer the patient into the appropriate service

The provider has left the following comment: "XXXXXX YYYYYY". What does this mean?

Please read the comment by clicking on the UBRN. Most of the comments should be self-explanatory, if not contact the provider for clarification

My patient wants to be seen at their local hospital but e-RS only shows services further away. What do I do?

a. Make sure you selected correct Speciality and Clinic Type
b. Make sure that sort on "Miles" column on e-RS to find closest providers to patient's home address

(Results returned: 92)

Select	Miles	Appointment Type
☐	0	First outpatient
☐	2	First outpatient
☐	4	First outpatient

c.
d. Local Service Provider's Clinic might not be on e-RS. Please contact CCG Gatekeeper

Is there an advice line practices can call when a hospital chases a referral?

Yes there is – details TBC

I made a 'defer to provider' referral but patient still doesn't have an appointment. Who should my patient contact?

The patient should contact the number provided on the hand-out/printouts they were given. If it's outside the response times (1 days for 2WW and 5 days for Routine) contact CCG Gatekeeper

My patient is having trouble confirming their appointment at their chosen hospital. Can they contact the hospital directly?

Yes, the patient can contact the hospital directly; the details are provided on the hand-out given to the patient at the time the referral is made.

A new member of staff made an e-mail referral by mistake. What should I do?

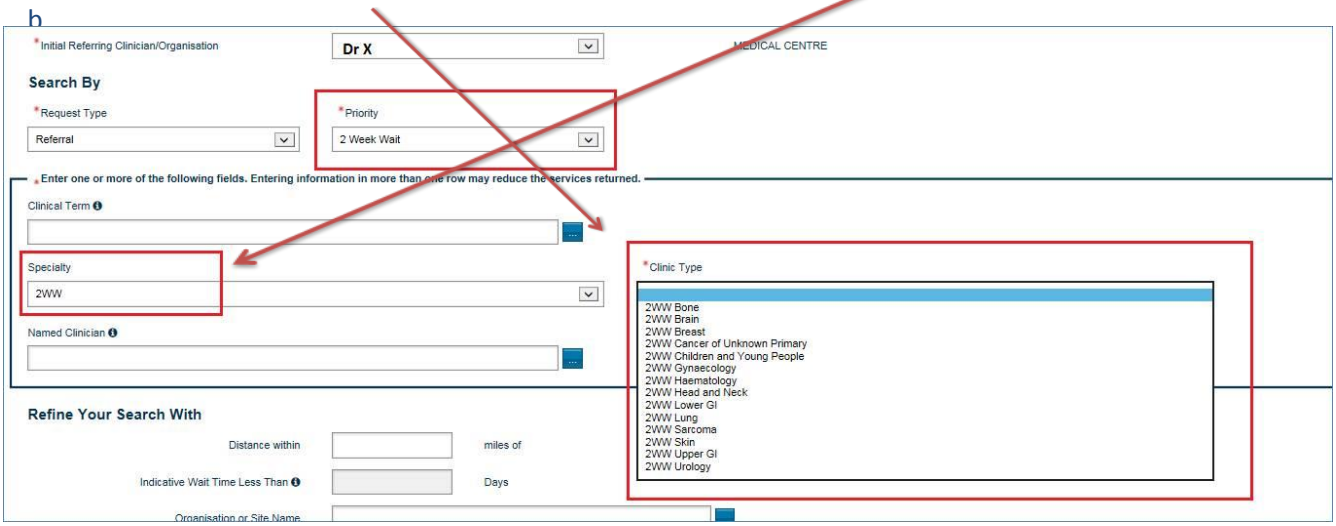
In this instance, contact the provider and seek advice. The provider might ask you to re-refer the patient via e-RS

2. Hints and Tips

1. 2WW referrals

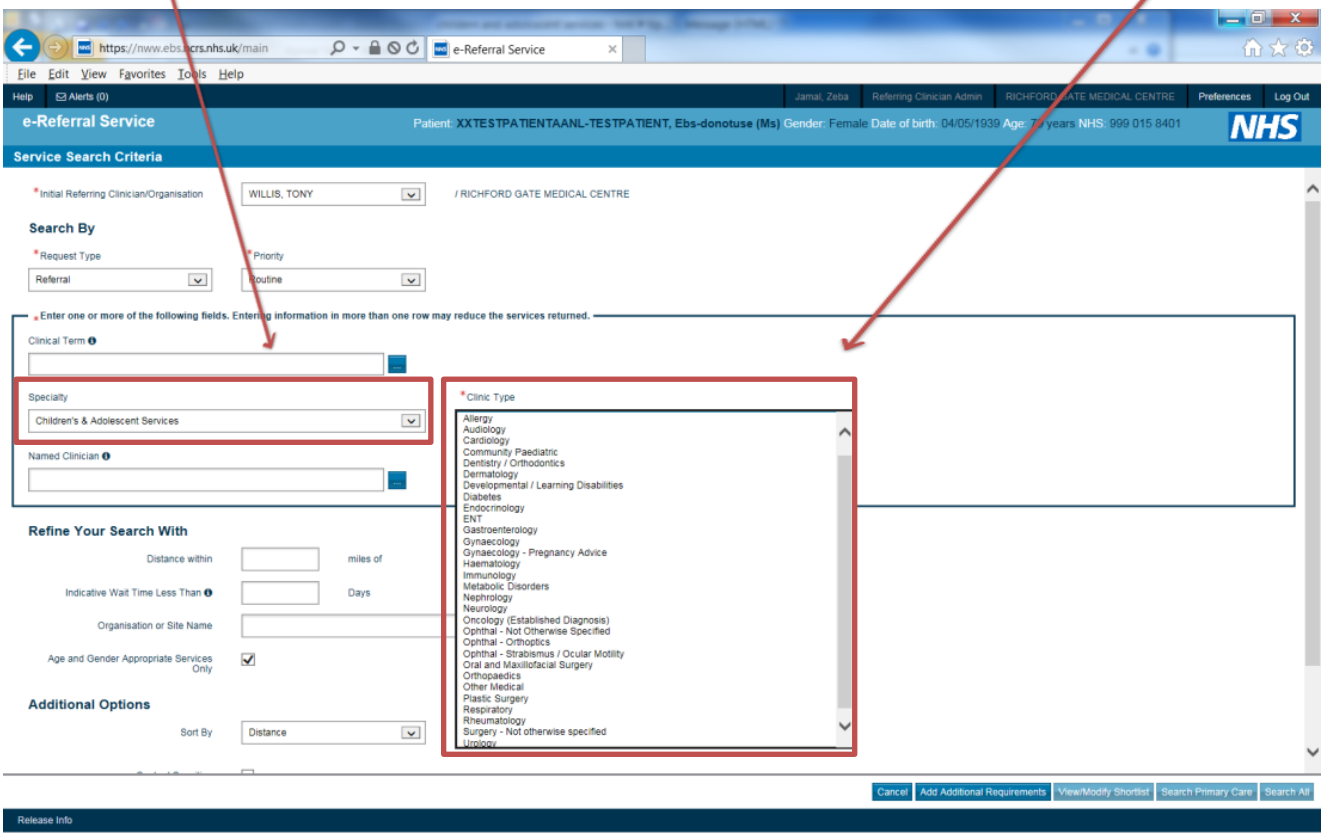
For any 2WW rule, please remember on the e-RS website, under **Speciality** choose **2WW** and then pick the appropriate **Clinic Type** as shown

b



2. Children and adolescent services

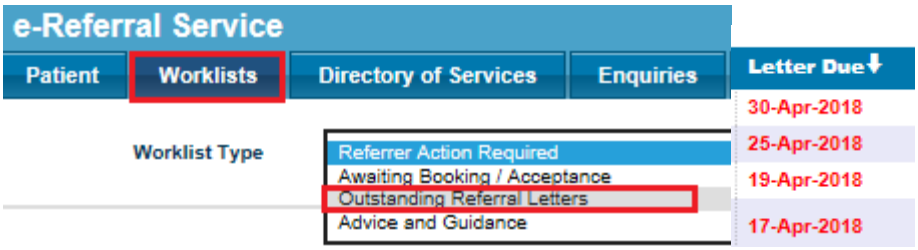
For any Children's and adolescent services rule, please remember on the e-RS website, under **Speciality** choose **Children's and Adolescent Services** and then pick the appropriate **Clinic Type** as shown



3. How to..

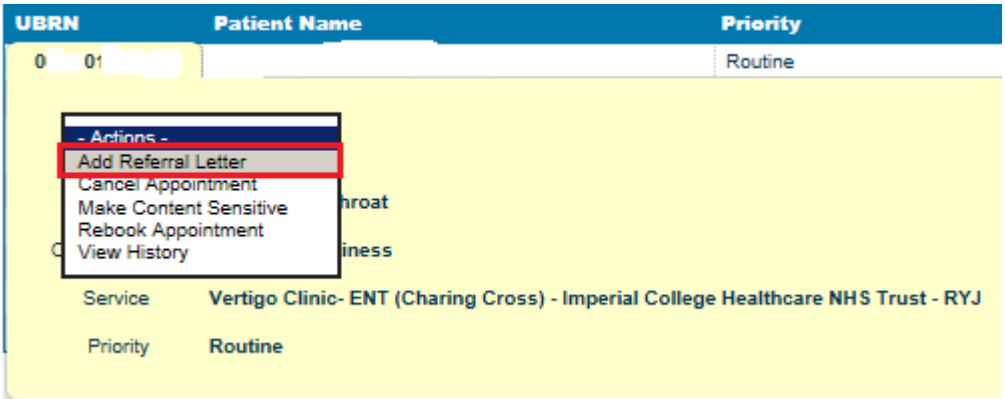
Attach a referral letter

Please check "Outstanding Referral Letters", and other Worklists daily. Any outstanding letters will be listed on there as per below:

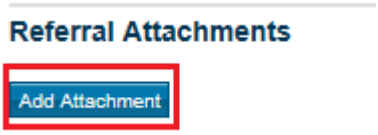


a) If the referral has not yet been sent as final version, you can attach the letter via SystmOne – please see YouTube video https://www.youtube.com/watch?v=FKabYYqWqMI&list=PLyGRG0ll6Ez7eIKdYA5aUJ2Yz9DPsALOM&index=5 or refer to NHS e-RS training guide

b) If the referral has already been sent as final version, the letter can be attached on the e-RS website as per below:

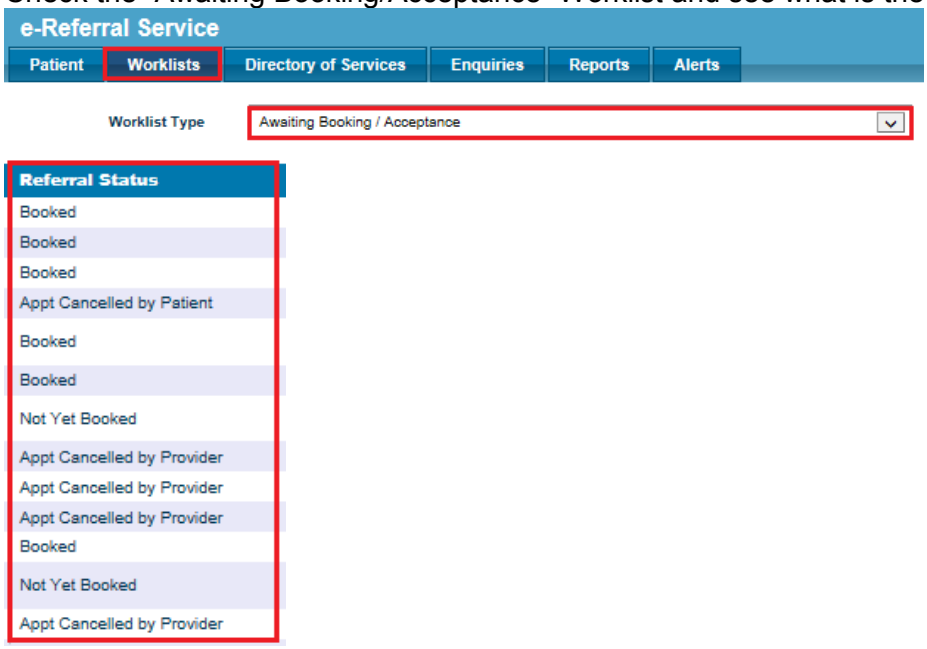


Attach the referral letter by clicking 'add attachment'

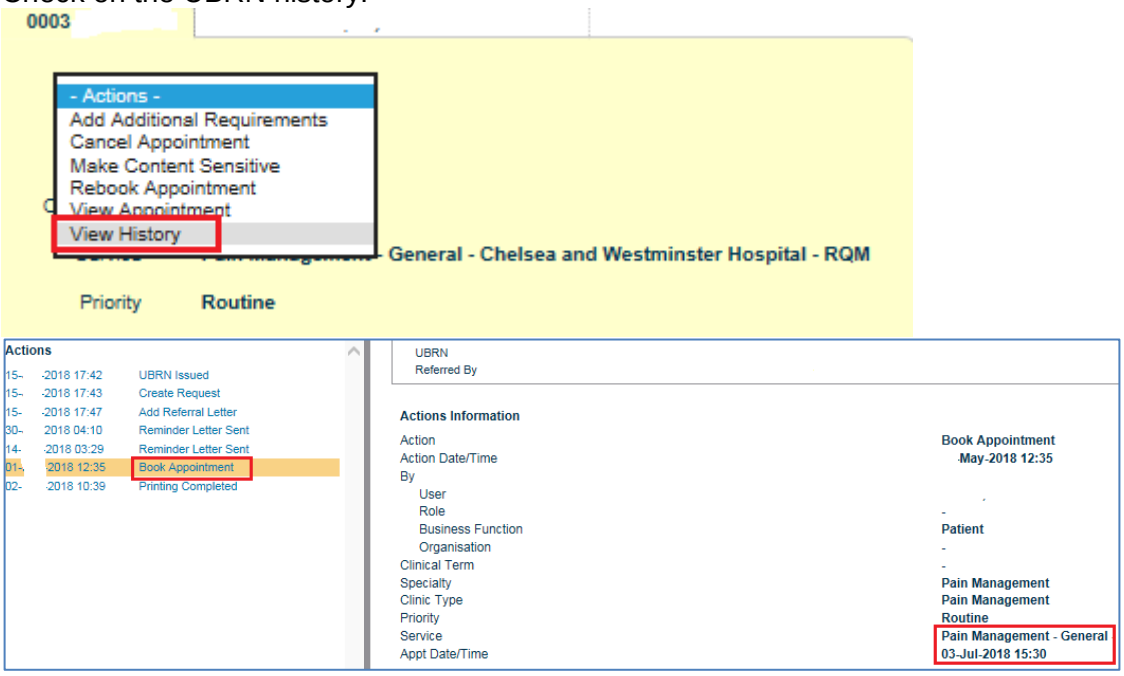


Checking appointment status after picking 'defer to provider'

A. Check the "Awaiting Booking/Acceptance" Worklist and see what is the referral status



B. Check on the UBRN history.



C. The provider should have updated the system once the patient has been given an appointment.

D. For any query relating to the booking contact the provider or the patient.

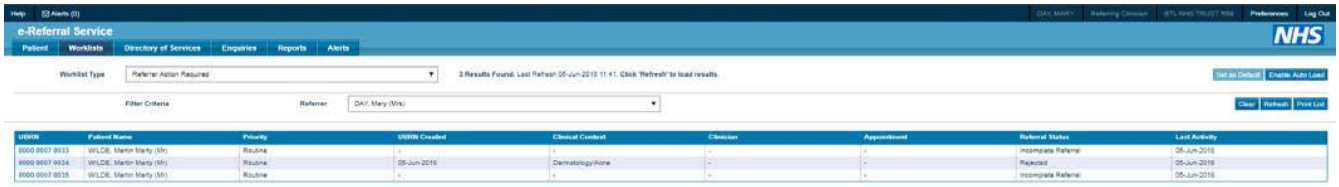
Processing incomplete referral

What is the criteria for a UBRN to be in an incomplete state?

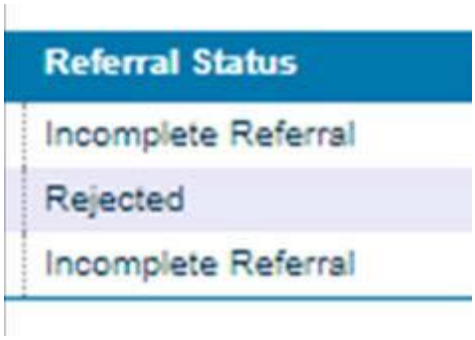
- A referral has been created from a GP integrated system and a UBRN requested from the NHS e-Referral Service (e-RS)
- The referral has had clinical information attached from within the GP integrated system
- No services have been shortlisted for the referral, i.e. the referral has stopped at this point

Where will an incomplete UBRN be visible?

Within e-RS, incomplete UBRNs will be displayed:



- on the Referrer Action Required worklist with a Referral Status of 'Incomplete Referral'. Please note, incomplete UBRNs created prior to 19 June 2018 will NOT be populated on the Referrer Action Required worklist, only incomplete UBRNs created after this date will be displayed



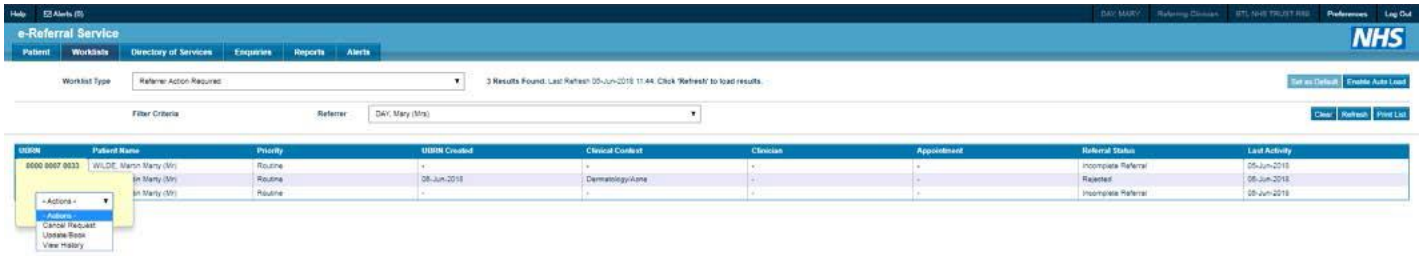
Category	Referral Type
Future	Referral
Incomplete Referral	Draft
Unbooked	Referral
Incomplete Referral	Draft

- on the Patient Activity List (PAL): all incomplete UBRNs relating to the selected patient will be displayed from when e-RS went live (June 2015) with a Category of 'Incomplete Referral' and Referral Type of 'Draft'

How can the incomplete UBRN be processed?

From both the Referrer Action Required worklist and PAL a user will have the options to:

- cancel the request
- update/book – shortlist services
- view history



What will happen once the incomplete UBRN has been processed?

• If the incomplete UBRN is converted into an appointment/advice request, the UBRN will be removed from the Referrer Action Required worklist

• If the incomplete UBRN is cancelled, the UBRN will be removed from the Referrer Action Required worklist and will be displayed on the PAL, with the option to view the referral history.

Future enhancements will improve the pre-submission screens so that referrers will be more aware whether they have completed the referral process or not.

This completes the FAQ

c) For Further Support

Please contact the NWLCCG Service Desk on either

- Telephone Number: **0203 350 4050**
- Email Address: **nwlccg.servicedesk@nhs.net**

*If you are emailing with e-RS queries/issues please remember **not** to include any patient identifiable information. Send queries stating UBRN and a brief description of the issue.*

e-RS contacts for local hospitals:

London North West

Sites

- Central Middlesex Hospital
- Ealing Hospital
- Northwick Park & ST Marks Hospital

For appointment slot issues:

NPH/CMH/STM
LNWH-tr.CABASIreferrals@nhs.net

Ealing
LNWH-tr.cabehtasireferrals@nhs.net

For all e-RS Enquires
lnwh-tr.ers-enquires@nhs.net

Imperial NHS Trust: ICHC-tr.eRS@nhs.net

Sites

- Hammersmith
- Charing Cross
- St Mary's
- Queen Charlottes
- Western Eye

Chelsea & Westminster Hospital: ers.pso@chelwest.nhs.uk

Sites

- Chelsea and Westminster Hospital
- West Middlesex University Hospital

Glossary:

Please review to section on Referrers Responsibility on page 5 on the link below.

http://content.digital.nhs.uk/media/22665/NHS-e-Referral-Service-Best-Practice-Guidance/pdf/NHS_e-Referral_Service_Best_Practice_Guidance.pdf

Disclaimer:

To the best of our knowledge and using the available information these searches are correct at the time of publishing.