

NHS e-Referrals SystemOne TPP

USER GUIDE

PRIMARY CARE SYSTEMS TRAINING TEAM

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Introduction

This document is intended to act as a reference to enable GP Practices to successfully navigate SystmOne TPP in order to produce meaningful NHS e-Referrals.

The e-RS is an electronic referral and management system, using Spine information that can integrate with other systems.

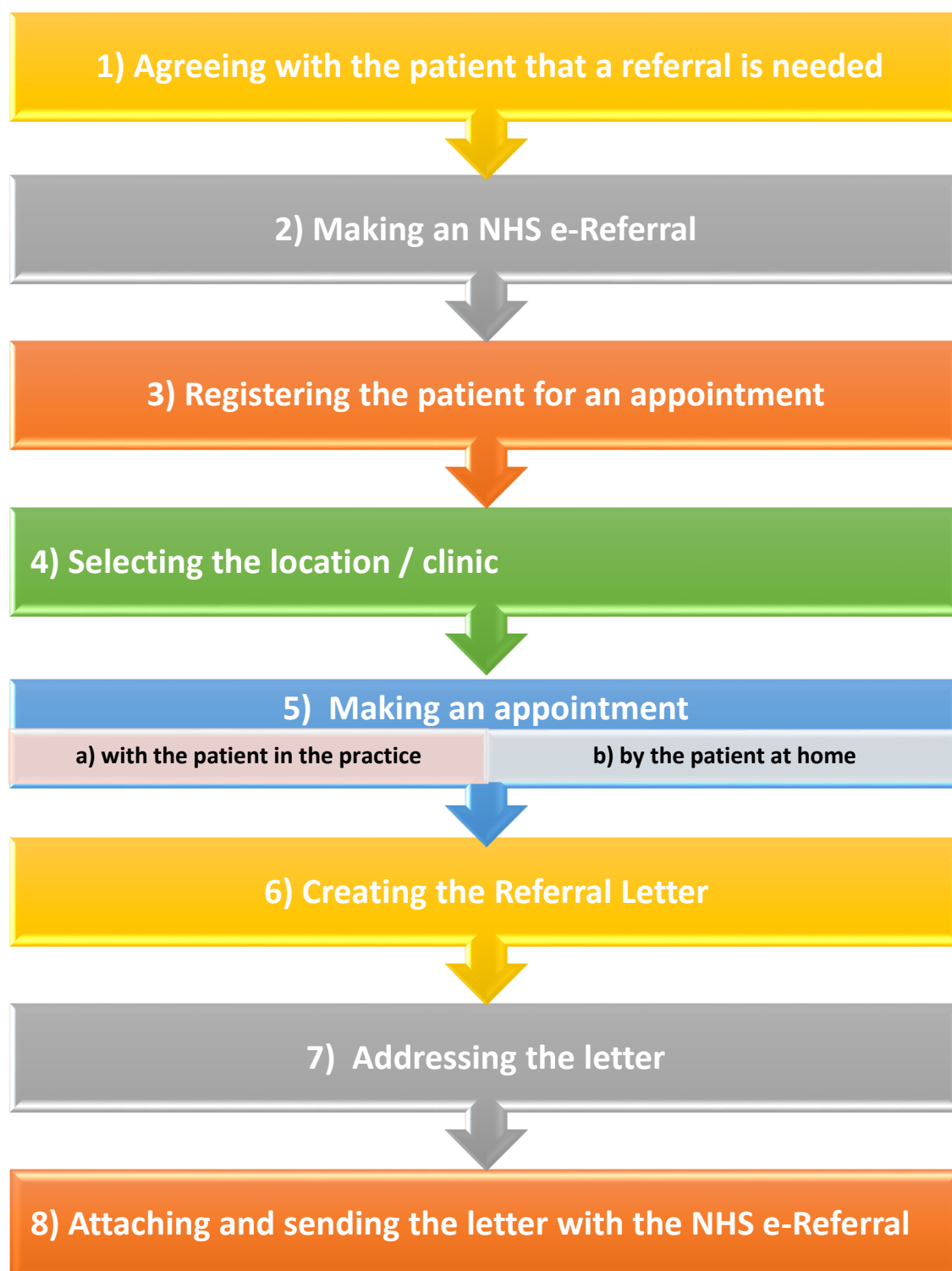
This guidance document provides North West London GP practices with instructions on how to make an NHS e-Referral, create and attach a SystmOne referral letter and monitor your referrals.

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.

There are four (4) parts to the making a NHS e-Referral booking:

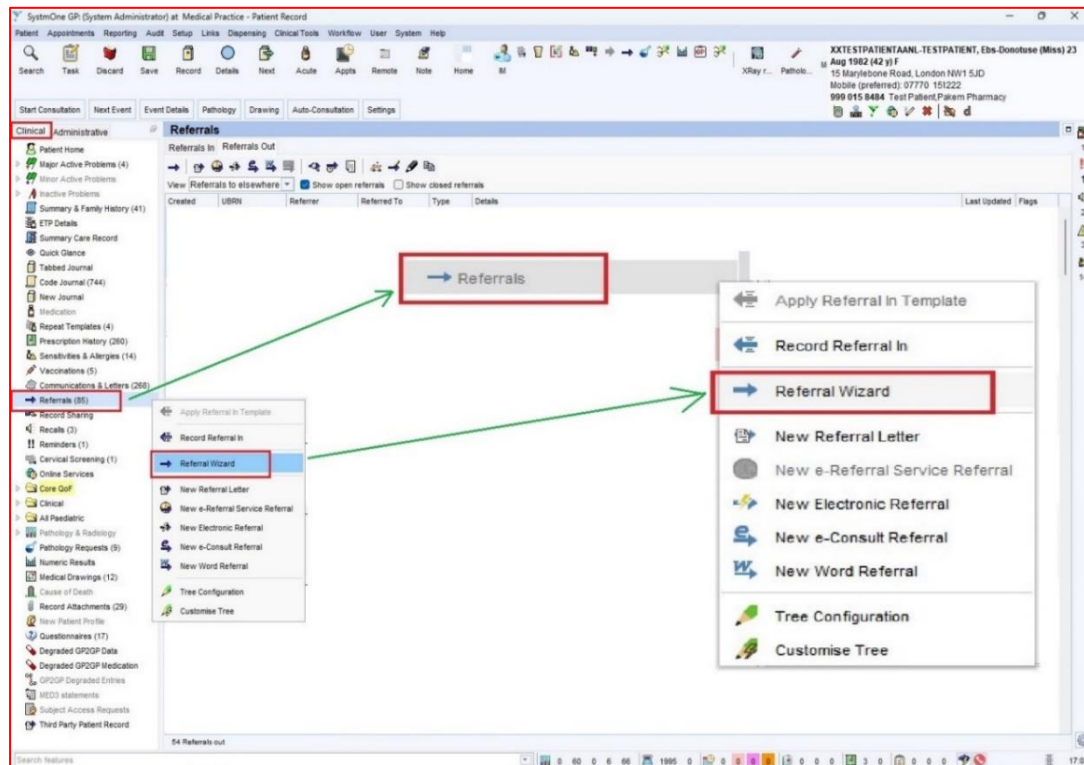
1. Initiate a NHS e-Referral within SystmOne TPP
2. Create a SystmOne Referral Letter
3. Attach a SystmOne Referral Letter
4. A report Aid to Monitor Your Referrals

Flow Chart for NHS e-Referrals

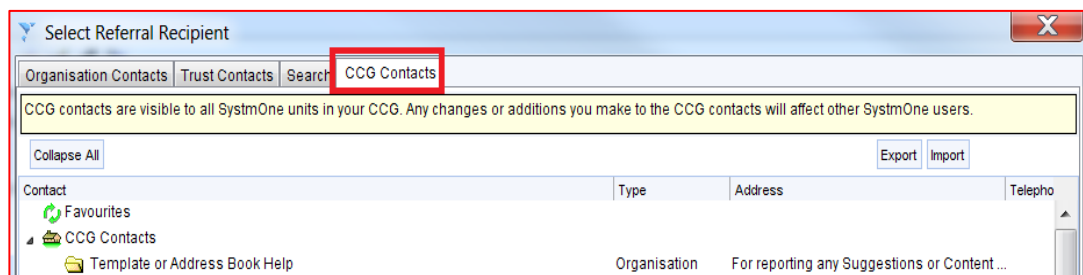


Section 1: Initiate a NHS e-Referral within SystmOne TPP

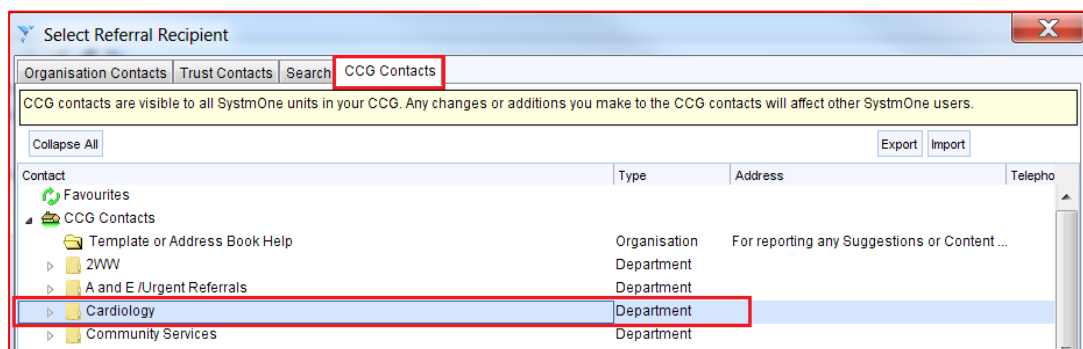
1. Logon on to SystmOne TPP.
2. Open the patient's record and complete their consultation. Within the open patient record Right click on '**Referrals**' in the clinical tree then left click on the '**Referral Wizard**' sub-menu option, as shown in the screen shot below.

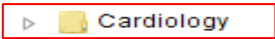


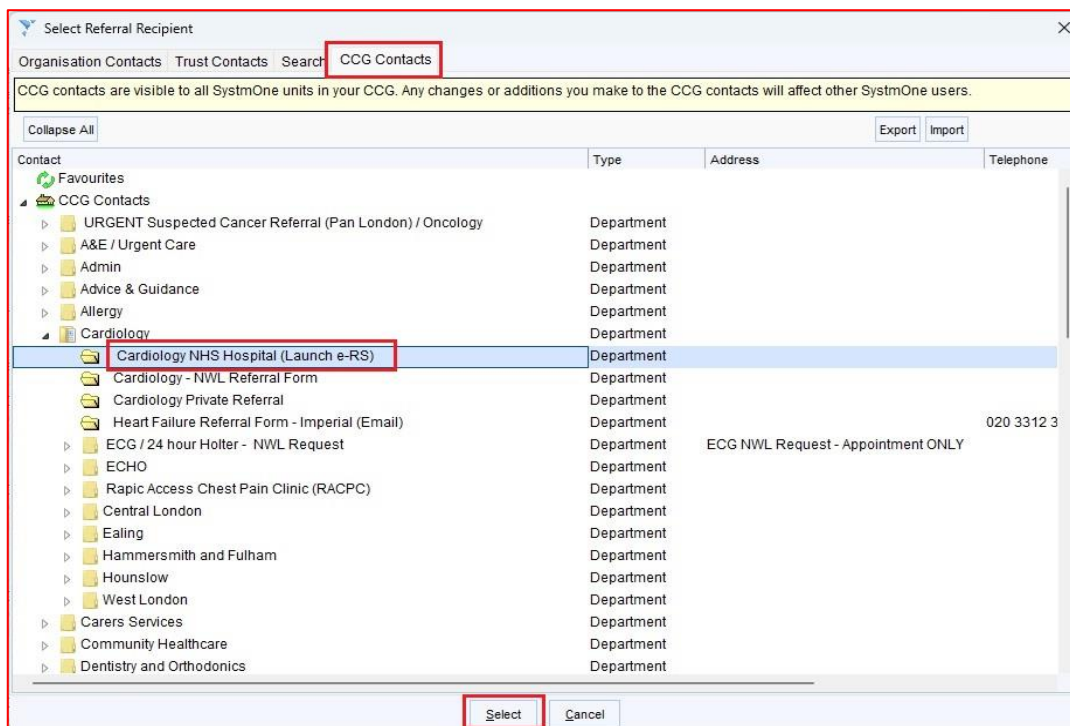
3. Then '**Select Referral Recipient**' dialogue box appears as shown below.
 - a. Left Click on '**CCG Contacts**' tab.



- b. Left click to select the speciality in this case '**Cardiology**'.



4. **Left Click** on **White Triangle** to expand the Cardiology tree (as shown in the shown in the screen shot below). 
5. The **'Cardiology'** folder will be expanded and it will list the appropriate services per folder as shown in the screen shot below.
6. Navigate to the appropriate service by left clicking to expand the service selection (folders) and then finally **Left Click** to highlight the appropriate service (in this example we will pick **'Cardiology NHS Hospital (Launch e-RS)'**). See screen shot below.
7. **Left Click** on the **Select** button



Organisation Contacts Trust Contacts Search **CCG Contacts**

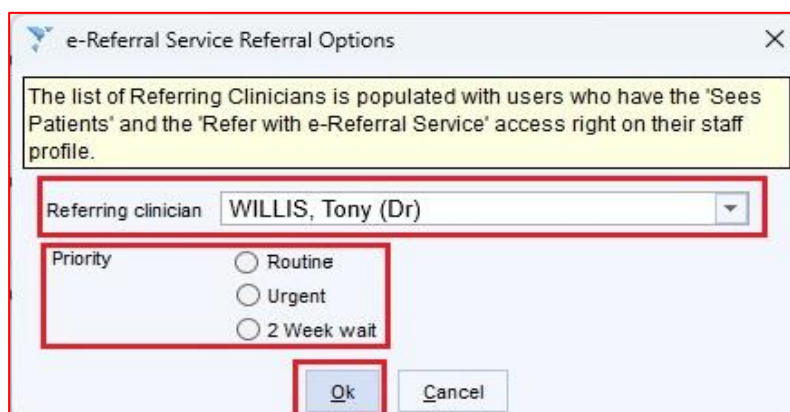
CCG contacts are visible to all SystmOne units in your CCG. Any changes or additions you make to the CCG contacts will affect other SystmOne users.

Contact

Contact	Type	Address	Telephone
CCG Contacts			
URGENT Suspected Cancer Referral (Pan London) / Oncology	Department		
A&E / Urgent Care	Department		
Admin	Department		
Advice & Guidance	Department		
Allergy	Department		
Cardiology	Department		
Cardiology NHS Hospital (Launch e-RS)	Department		
Cardiology - NWL Referral Form	Department		
Cardiology Private Referral	Department		
Heart Failure Referral Form - Imperial (Email)	Department		020 3312 3
ECG / 24 hour Holter - NWL Request	Department	ECG NWL Request - Appointment ONLY	
ECHO	Department		
Rapid Access Chest Pain Clinic (RACPC)	Department		
Central London	Department		
Ealing	Department		
Hammersmith and Fulham	Department		
Hounslow	Department		
West London	Department		
Carers Services	Department		
Community Healthcare	Department		
Dentistry and Orthodontics	Department		

Select **Cancel**

8. You will see the **'e-referral Service Referral Options'** dialogue box below.
 - a. Left click to **select** the **Referring Clinician** from the drop down.
 - b. Set the appropriate referral priority either **Routine**, **Urgent** or **2-week wait**.
 - c. Click **OK**.



e-Referral Service Referral Options

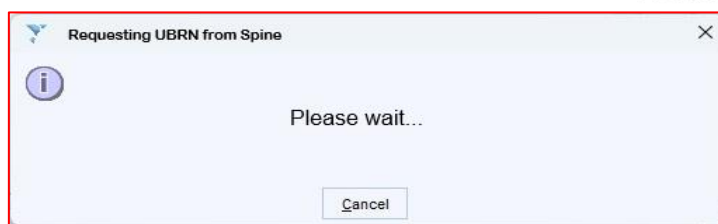
The list of Referring Clinicians is populated with users who have the 'Sees Patients' and the 'Refer with e-Referral Service' access right on their staff profile.

Referring clinician: **WILLIS, Tony (Dr)**

Priority: ☐ Routine ☐ Urgent ☐ 2 Week wait

Ok **Cancel**

9. The **'Requesting UBRN from Spine'** dialogue box appears as shown below.



10. The 'New e-Referral Service Referral' dialogue box appears as shown below.

11. Click on the **Advanced** button and You will see the expanded screen shot below:

12. Add the **Reason for Referral** (in this example we will choose **Assessment**).

13. Left Click on '**Book Appointment**' Button.

14. A **Warning** dialogue box appears as shown below. Left Click on **OK**.

15. Microsoft Edge browser will be launched. **Select your login method**.

16. Select **smartcard** option and click **Continue**.

17. The '**Search for a service**' screen will be displayed as shown below.

18. Populate the 'Referring clinician' field.

19. Choose the appropriate 'Request type' in this case it will be **referral**.

20. The 'Priority' field should be pre-populated as follows.

21. Using the drop down menus, select the appropriate 'Specialty' and 'Clinic type' (in this example, 'Cardiology' and 'Hypertension' are used respectively).

22. The 'Search for a service' screen will be populated as shown below. Left click on 'Search' button.

23. The 'Referral service search results' screen will display the results of the search, as shown below:

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
<input type="checkbox"/>	0 miles	View HAMMERSMITH HOSPITAL Cardiology/hypertension TRUAG:hammersmith@imperial.nhs.uk (Rev)	TRUAG outcomes include patients been seen at any Imperial hospital or local site	N/A	17 weeks	Overall: Requires improvement
<input type="checkbox"/>	2 miles	View WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access echocardiogram/CHD image clinic/Willesden Diagnostic Centre/Imperial RV	Not recorded	N/A	17 weeks	Overall: No rating available
<input type="checkbox"/>	2 miles	View WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access holter Truag clinic/Willesden Diagnostic Centre/Imperial NHS Trust/RV	Not recorded	N/A	17 weeks	Overall: No rating available
<input type="checkbox"/>	3 miles	View ROYAL BROMPTON HOSPITAL Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RTJ	Not recorded	Limited availability	20 weeks	Overall: Good
<input type="checkbox"/>	3 miles	View ROYAL BROMPTON HOSPITAL Hypertension Clinic - Royal Brompton and Harefield Foundation Trust - RTJ	Not recorded	Limited availability	20 weeks	Overall: Good

24. Select at least **five (5)** services by ticking the Select boxes as shown below At this point the referring GP should have a choice conversation with the patient, if not already done so.

Please Note: The choice conversation is explained further in the **Glossary** at the end of this document.

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
<input checked="" type="checkbox"/>	0 miles	View HAMMERSMITH HOSPITAL Cardiology/hypertension TRUAG:hammersmith@imperial.nhs.uk (Rev)	TRUAG outcomes include patients been seen at any Imperial hospital or local site	N/A	17 weeks	Overall: Requires improvement
<input checked="" type="checkbox"/>	2 miles	View WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access echocardiogram/CHD image clinic/Willesden Diagnostic Centre/Imperial RV	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	2 miles	View WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access holter Truag clinic/Willesden Diagnostic Centre/Imperial NHS Trust/RV	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	3 miles	View ROYAL BROMPTON HOSPITAL Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RTJ	Not recorded	Limited availability	20 weeks	Overall: Good
<input checked="" type="checkbox"/>	3 miles	View ROYAL BROMPTON HOSPITAL Hypertension Clinic - Royal Brompton and Harefield Foundation Trust - RTJ	Not recorded	Limited availability	20 weeks	Overall: Good
<input type="checkbox"/>	3 miles	View QUEEN ALEXANDRA HOSPITAL RAS - Cardiology/Chase and Electrophysiology Specialist (RQM)	Not recorded	N/A	10 weeks	Overall: Outstanding
<input type="checkbox"/>	4 miles	View UNIVERSITY COLLEGE HOSPITAL Blood Pressure and Cardiovascular Risk Clinic - Clinical Pharmacology - UCLH - REV	Not recorded	Limited availability	16 weeks	Overall: Requires improvement
<input type="checkbox"/>	4 miles	View UNIVERSITY COLLEGE HOSPITAL General Cardiology/RAAS - Cardiology Department - UCLH - REV	This service is not for Diagnostic test Referrals. Please see exclusion for further information.	N/A	16 weeks	Overall: Requires improvement

25. To ensure the referral meets the criteria click on the **hyperlink** in the service column.1

Service details

Name: Cardiology/Hypertension TRIAGE/Hammersmith/Imperial NHS Trust [RYJ]
 Specialty: Cardiology
 Service ID: 7954231
 Clinic type: Hypertension
 Service provider organisation: IMPERIAL COLLEGE HEALTHCARE NHS TRUST
 Service location: HAMMERSMITH HOSPITAL
 Age range treated: 16 years and over
 Sex treated: Male and female

Contact information +

Request types +
 Priorities supported +
 Average treatment wait time +
 CQC rating +
 Notes for referrer +

Conditions treated +
 Procedures performed +
 Exclusions +
 Suggested investigations +

Administrative requirements +
 Additional service information +
 Additional requirement availability +

[Back to top](#)

Contact information

Service

Contact name: Patient Service Centre
 Address: DU CANE ROAD
 LONDON
 GREATER LONDON
 England
 W12 0HS

For health professionals

Telephone number: 0203 313 5060
 E-mail address: ICHC-tr.eRS@nhs.net
 Textphone number: Not recorded
 Fax number: Not recorded

For patients

Telephone number: 0203 313 5000
 Hours of operation: 8am to 6:30pm Monday - Friday
 E-mail address: l.outpatientappointments@nhs.net

Conditions treated

essential hypertension, secondary hypertension, resistant hypertension, white coat hypertension, hypertension in pregnancy

Procedures performed

Investigations as appropriate

Exclusions

Pulmonary hypertension (please refer to The National Pulmonary Hypertension Service at Hammersmith Hospital (Dr Luke Howard), Paediatric

Suggested investigations

26. A **Service details** page will open and the referrer can review the **exclusions, conditions treated and suggested investigations**. Use the + symbols to expand each section including **contact information** if you need to contact the service by phone or email.
27. For instructions on creating a **shortlist-only list**, please refer to section "[I. Creating a Shortlist option for the patient](#)". This feature allows the patient to book their own appointment after the clinician has selected a list of appropriate services.
28. If you would like to make a '**Face-to-Face**' appointment, please refer to section "[II. Make a Face-to-Face appointment](#)". In this type of booking, the clinician will arrange the patient's appointment directly.
29. To make a '**Triage**' booking, please refer to section "[III. How to Make a Triage Booking](#)". In this type of scenario, the clinician selects the location for the patient's appointment, and the hospital will triage the patient into the appropriate clinic and offer the patient an appointment directly.

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.

I. Creating a Shortlist Option for the Patient

30. Patients who will choose their own appointment, click on the **select action** button and choose option **shortlist only**, which is located in the top right hand side of the screen.

Referral service search results
Select up to 20 services that best meet the needs of your patient.

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
<input checked="" type="checkbox"/>	0 miles	Imperial College Healthcare NHS Trust Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust	TRIAGE outcomes include patients been seen at any Imperial hospital or local site	N/A	17 weeks	Overall: Requires improvement
<input checked="" type="checkbox"/>	2 miles	Willesden Diagnostic Centre CardiologyDirect access willesden@cardiologydirect.co.uk CardiologyDirect access willesden@cardiologydirect.co.uk	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	2 miles	Willesden Diagnostic Centre CardiologyDirect access willesden@cardiologydirect.co.uk CardiologyDirect access willesden@cardiologydirect.co.uk	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	3 miles	Royal Brompton Hospital Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RBT	Not recorded	Limited availability	20 weeks	Overall: Good
<input checked="" type="checkbox"/>	3 miles	Royal Brompton Hospital Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RBT	Not recorded	Limited availability	20 weeks	Overall: Good

Select action
Shortlist only
Book/Send for triage

31. You will be displayed with the **Review the Services before confirming** screen. Once the choices are shortlisted click on the **Request referral** button at the bottom on the screen

Review the services before confirming

Important
The referral has not been created yet. Review the service shortlist to make sure it is suitable for the patient before confirming.

Service shortlist

- Imperial College Healthcare NHS Trust**
Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust
- Willesden Diagnostic Centre**
CardiologyDirect access
willesden@cardiologydirect.co.uk
CardiologyDirect access
willesden@cardiologydirect.co.uk
- Willesden Diagnostic Centre**
CardiologyDirect access
willesden@cardiologydirect.co.uk
CardiologyDirect access
willesden@cardiologydirect.co.uk
- Royal Brompton Hospital**
Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RBT
- Royal Brompton Hospital**
Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RBT
- Chelsea & Westminster Hospital**
R&H - Cardiology Clinic and Westminster Hospital (R&H)
- Imperial College Healthcare NHS Trust**
Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust - Imperial College Healthcare NHS Trust

Add reminder letter
Sent to patient if they have not selected a clinic after 21 days.
Do you want to send the patient a reminder letter?
☒ Yes
☐ No

Request referral

Add reminder letter
Sent to patient if they have not selected a clinic after 21 days.
Do you want to send the patient a reminder letter?
☒ Yes
☐ No
Request referral

32. Click on **Print patient referral instructions** to send details to the patient for them to book their own appointment.

You've successfully created the referral

What happens now?
The shortlisted services are now available for the patient to review.
You need to:

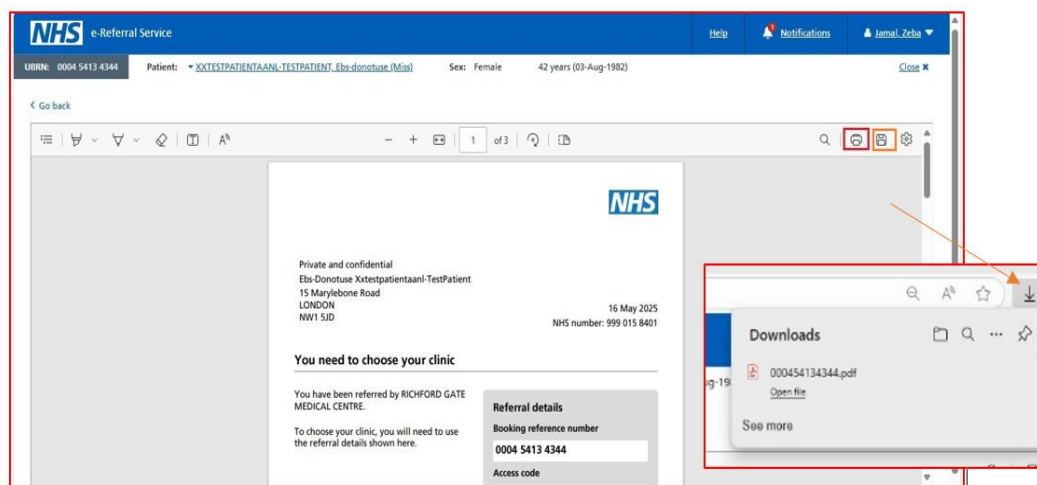
- send the patient instructions on how to select their clinic
- add a referral letter for the service provider.

Print patient referral instructions

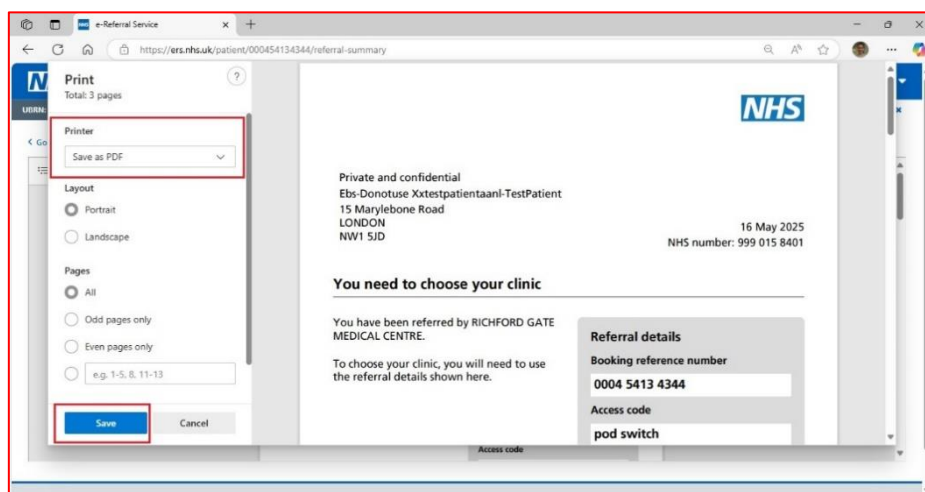
Add referral letter

View referral summary

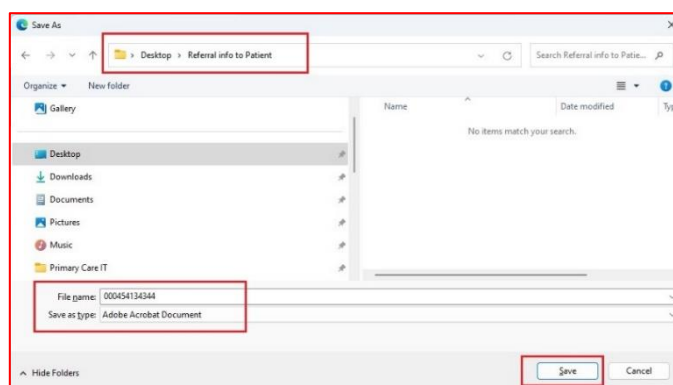
33. If you use the **save** option, the Referral Request Summary details will be downloaded onto the PC and this information can then be sent to the patient.



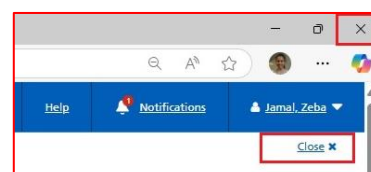
34. If you want to print the Appointment Request Summary to give to the patient for them to go and book their own appointment, then click on the **printer** symbol.
35. A letter is displayed with details for the patient to be able to book their own appointment.



36. Select appropriate printer and **Save**. We have in this example saved to PDF.



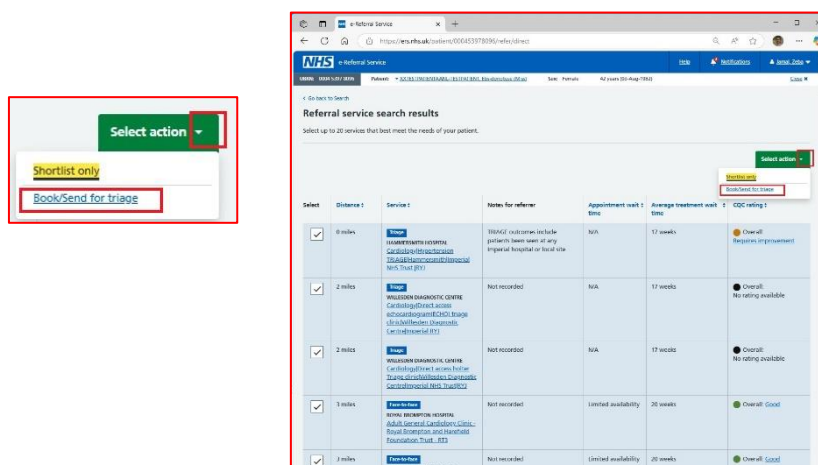
37. Click on the **Close X** hyperlink. Then you can close your browser to end the NHS e-Referral part of the process.



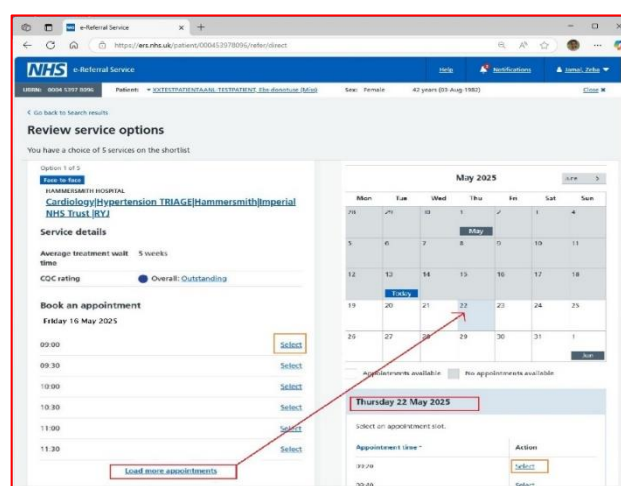
38. The patient will at this point have their booking details on a printout.
39. Now go to **Section Two (2) Create a SystmOne Referral Letter:**
 - a. Create a task to **'Write the Referral Letter later'**.
 - b. To **'Write the Referral Letter Now'**.

II. Make a Face-to-Face Appointment

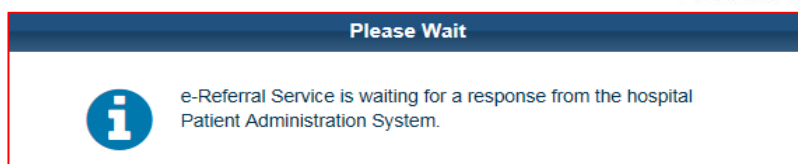
40. To make a Face-to-Face appointment click on the **'Select Action'** drop down button on the **Referral service search results screen** and pick the option **Book/Send for triage** as shown below:



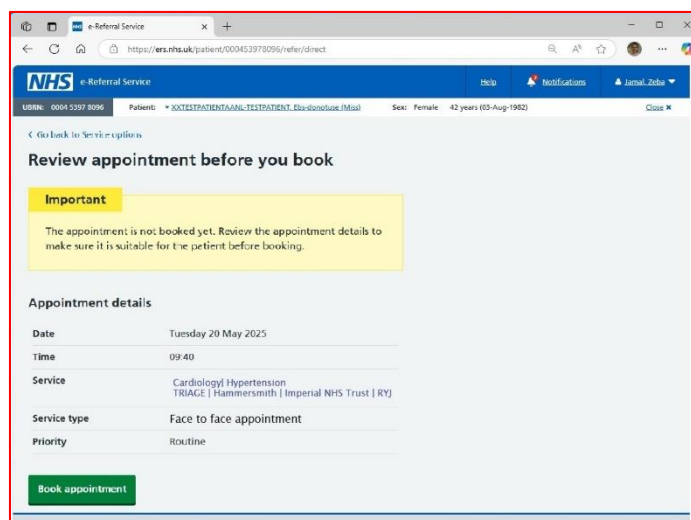
41. You will see the **'Review service options'** Screen as shown below. This will be a list of all the services selected.
42. To review the exclusions, conditions treated and suggested investigations and contact information of the service click on the blue service name
43. To book an appointment click on **select** the appropriate Face to face appointment time.
44. Click on **'Select'** to Choose the appropriate **face-to-face appointment time** from the available options as shown below.



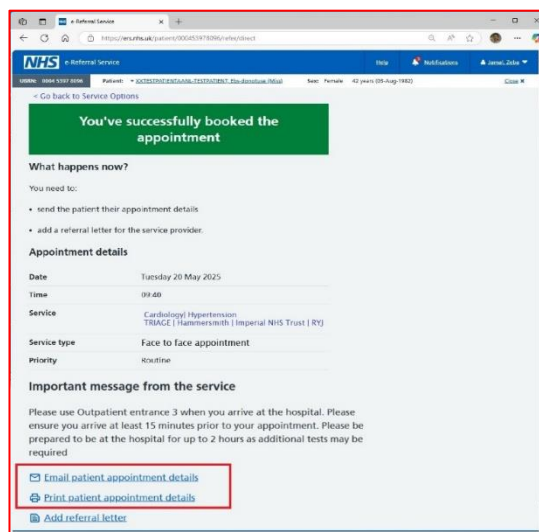
45. Ensure the referral meets the criteria by reviewing the exclusions, conditions treated and suggested investigations by clicking on the service name. This will take you to the Service details page.



46. Click on **Book appointment**.



47. If the patient has a verified email address select **email the patient the appointment details** by clicking on the hyperlink below. If you need to print out the appointment click on the **Print patient appointment details** hyperlink. The patient will at this point have their appointment details on a printout or via email.



48. If you have a large **file greater then 5MB in total to attach**, then you can do this here.

Otherwise there are two (2) options available at this point.

- Create a task to **'Write the Referral Letter later'**.
- To **'Write the Referral Letter Now'**.

III. Make a Triage Appointment

49. To make a triage appointment click on the **'Select Action'** drop down button on the **Referral service search results screen** and pick the option **Book/Send for triage** as shown below:

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
<input checked="" type="checkbox"/>	0 miles	Triage HAMMERSMITH HOSPITAL Cardiology/Hypertension TRIAGE Hammersmith Imperial NHS Trust RY	TRIAGE outcomes include patients been seen at any Imperial hospital or local site	N/A	17 weeks	Overall: Requires improvement
<input checked="" type="checkbox"/>	2 miles	Triage WILLESDEN DIAGNOSTIC CENTRE Cardiology Direct access echocardiogram(ECHO) triage clinic Wilkesden Diagnostic Centre Imperial RY	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	2 miles	Triage WILLESDEN DIAGNOSTIC CENTRE Cardiology Direct access holter triage clinic Wilkesden Diagnostic Centre Imperial NHS Trust RY	Not recorded	N/A	17 weeks	Overall: No rating available
<input checked="" type="checkbox"/>	3 miles	Face-to-face ROYAL BROMPTON HOSPITAL Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RT3	Not recorded	Limited availability	20 weeks	Overall: Good
<input checked="" type="checkbox"/>	3 miles	Face-to-face ROYAL BROMPTON HOSPITAL	Not recorded	Limited availability	20 weeks	Overall: Good

50. You will see the **'Review service options'** Screen as shown below. This will be a list of all the services selected.

Review service options

You have a choice of 5 services on the shortlist

Option 1 of 5

Triage
HAMMERSMITH HOSPITAL
Cardiology/Hypertension TRIAGE|Hammersmith|Imperial NHS Trust |RY|

This is a triage service
The service will review the patient's referral. If they need an appointment, the service will contact them.

Service details

Average treatment wait time: 17 weeks

CQC rating: Overall: Requires improvement

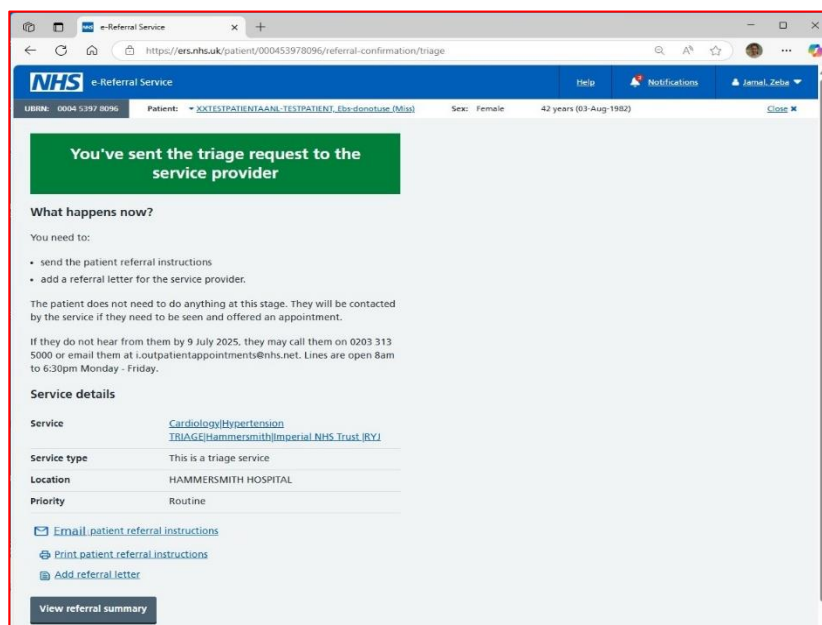
Request triage

Option 2 of 5

Triage
WILLESDEN DIAGNOSTIC CENTRE

51. To make a triage appointment click on **Request Triage** button.

52. If the patient has a verified email address **email patient the referral instructions** by clicking on the hyperlink below.
53. If you need to print out the appointment click on the **Print patient referral instructions** hyperlink. The patient will at this point have their appointment details on a printout or via email.
54. If you have a large **file greater than 5MB in total to attach**, then you can do this here.
55. Otherwise there are two (2) options available at this point.
56. Create a task to **'Write the Referral Letter later'**.
57. To **'Write the Referral Letter Now'**.



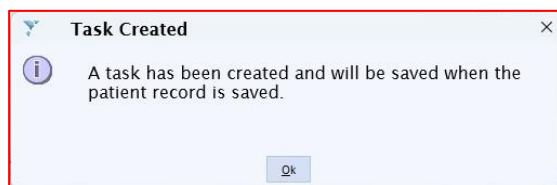
Section 2: Create a SystmOne Referral Letter

58. In order to create the referral letter, you can either create a task to write later (see option 1 below) or write the referral letter now.

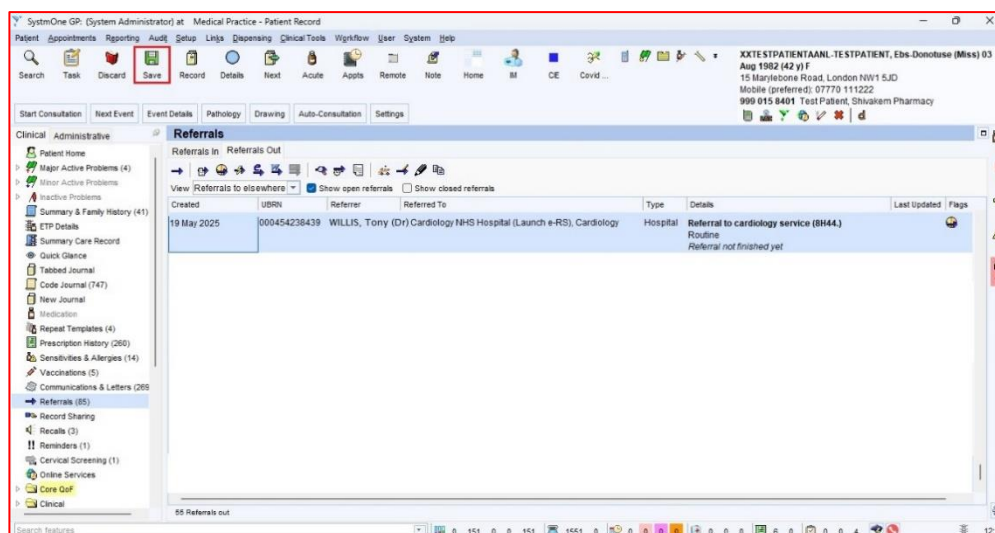
I. Option 1 - Create a task to write the Referral Letter later

59. Click on **'Create Task to Write Later'** button, which allows you to create a 'NHS e-Referral to Finish' task as a reminder to complete the referral later (the task will be created when you save the patient record). When you action the task, you will be taken to the Amend Referral Details dialog. Click **Continue Writing** to go to the NHS e-Referral screen and complete the referral.

60. Click **OK**.



61. Click **Save**.

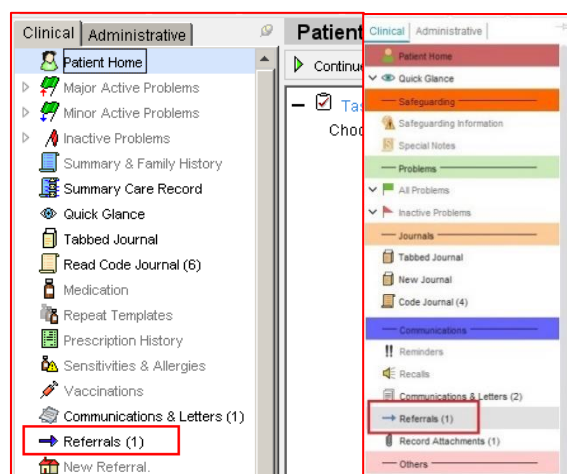


62. A task has been created successfully to complete the letter at a later time.

II. Completing the Referral letter from task

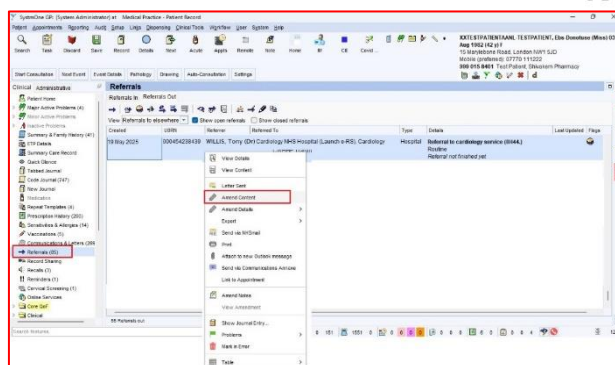
63. Navigate to the patient's home screen.

64. Open the patient's record. Within the open patient record, left click on '**Referrals**' in the clinical tree to go to the referrals page.

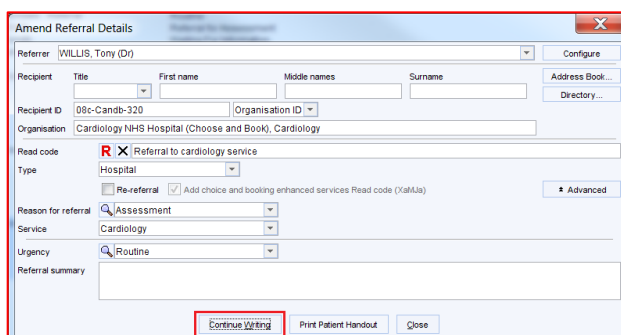


65. Then select the appropriate referral (in the example below '**Referral to cardiology service**' is highlighted).

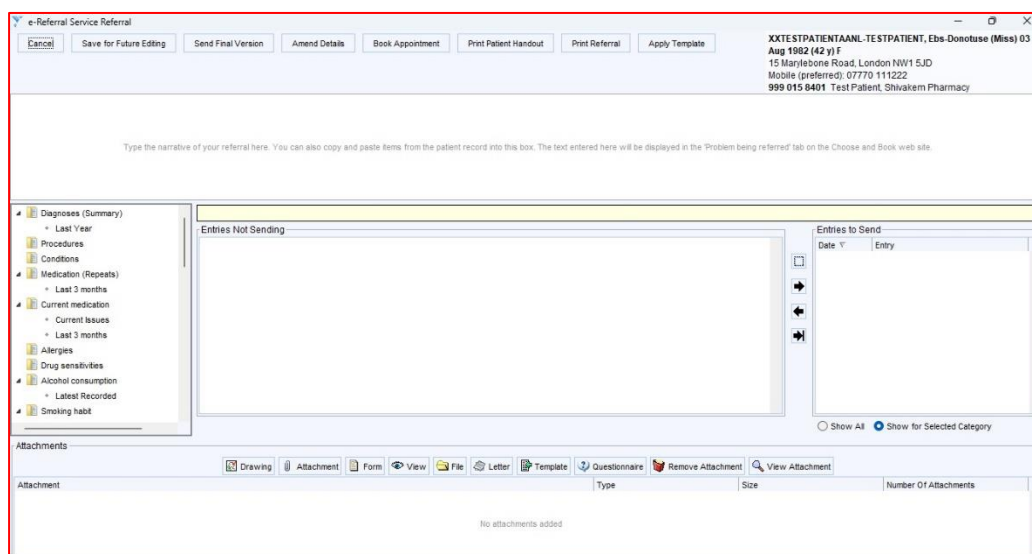
- Left click on the '**Amend Content**' sub-menu option, as shown in the screen shot below.



66. Left click on **'Continue Writing'** button, as shown in the screen shot below.



67. The **'e-Referral Service Referral'** dialogue box is displayed. Go to the next section, point 68 of the guide to complete the letter.



III. Option 2 - Write the Referral Letter now

68. The appointment booking process has been completed. After this, the SystmOne screen will be displayed as shown below, to complete the letter.

69. Click on **'Write Now'** button to write the referral letter now.

70. The 'e-Referral service referral' screen is displayed as shown below.

71. Click on 'Letter' button.

72. The 'Attach Letter' dialogue box is displayed.

73. Click on 'New' button.

74. The 'Select Sender & Recipient Type' Dialogue box is displayed.

75. Click on the relevant radio button. In the example below the options chosen are:

- Sender - **Patients usual GP**
- Recipient – **An entry in the address book**
- Click on **OK**

Please Note:

The options can be saved by clicking on the **Save as Default** button.

76. The Select Recipient dialogue box is displayed. The example below shows cardiology department is selected.

77. Click on the **'Select'** button.

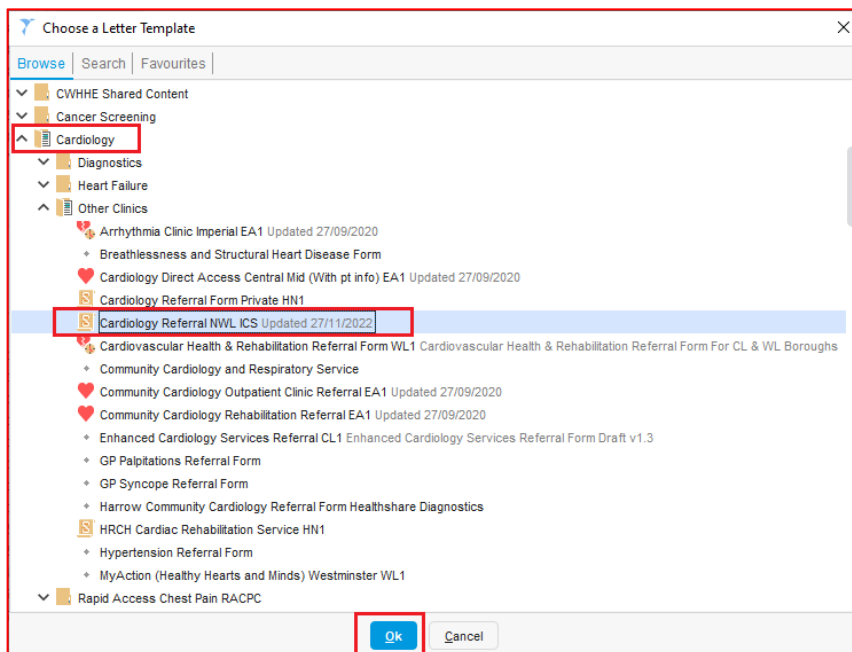
78. The **'New Letter'** dialogue box is displayed

- Check **'Recipient'** and **'Sender'** details are correct.
- Click on **'Letter Type'** drop down menu and select **'Referral'**.
- Click on **'Save as Default'** button. To keep this option for future referrals.
- Click on **'MS Word'** radio button.
- Click on **'Choose Template'** button.

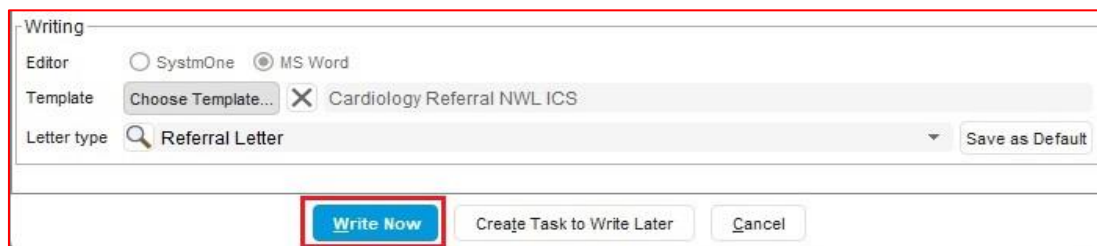
79. The **'Choose a Letter Template'** dialogue box is displayed as shown below.

- Expand **Cardiology** folder.

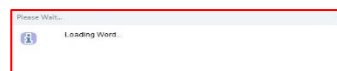
- b. Look for **Cardiology Referral NWL ICS** and Select it, as highlighted below.
- c. Click **OK**.



- d. The **'New Letter Template'** dialogue box will be displayed again.
- e. Click on the **Write Now** button at the bottom of the screen.



- f. A **'SystmOne'** dialogue box with 'Loading Word...' will be displayed.



80. An MS Word document will open as displayed below.

- a. Edit referral letter as required.
- b. Click on **'Save Final Version'** button.



PATIENT		REFERRER	
Name	Miss Ella Donohue, Telstra/Starlink	Name	Dr Tony Willis
NHS Number	999 015 1401	OMC number	E66016
DOB	03 Aug 1982 Age: 42 y	Practice code	
Patient's Address	15 Marylebone Road London NW1 5JD	Practice Address	Medical Practice Glen Street London W6 7HY
Home phone	07907 140312	Practice Number	020 3006 2309
Mobile phone		Practice Fax	NO LONGER SUPPORTED
Work phone			

Section 3: Attach a SystmOne Referral Letter

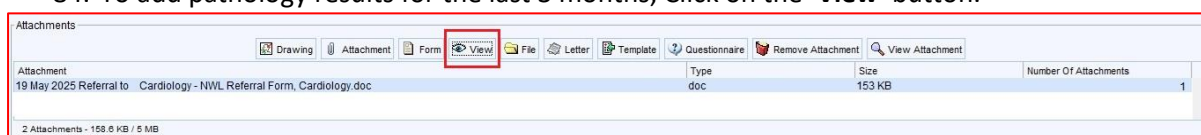
81. The **Attach Letter** dialogue box will be displayed again the new referral letter will be highlighted in blue as shown below.

82. Click on the **Attach** button.

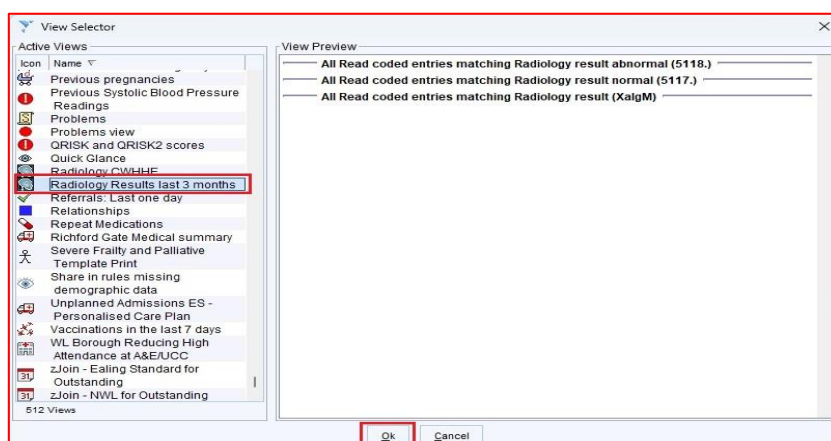


83. The **'e-Referral Service Referral'** screen is displayed

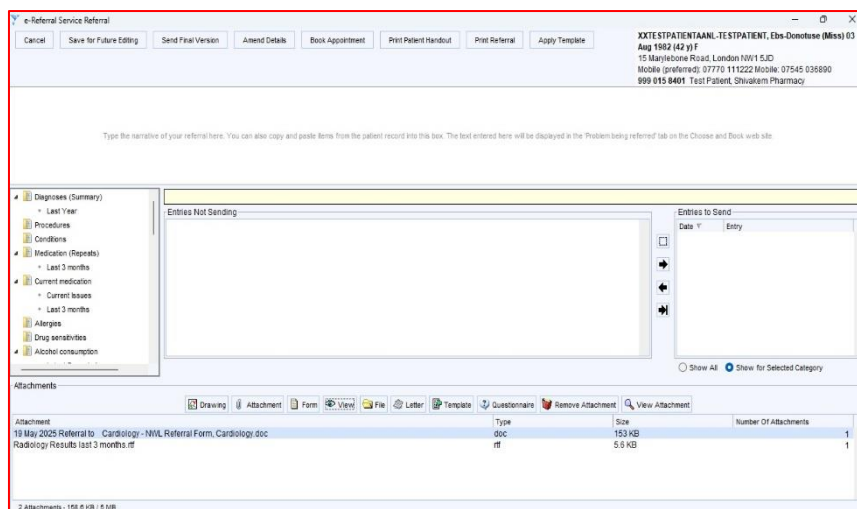
84. To add pathology results for the last 3 months, Click on the **'View'** button.



85. The **'View Selector'** screen will be displayed. Scroll down until you see the view name **Radiology Results last 3 months**. Select it and click **OK**.



86. The **'e-Referral service referral'** screen is again displayed as shown below. This time it will have the referral letter created along with the 3 months' pathology results for the patient.



87. To add attachments, click on the **Attachment** button.

88. The **'Select Attachment'** dialogue box will be displayed.

- Select the required file/s
- Click on **Attach**

89. The **'e-referral Service Referral'** dialogue box will be displayed. The attachments pane now displays some attachments from the patient record, like hospital scanned in referral letters and the selected attachment/s (such as a scan, x-ray or blood result etc.).

90. If you need to remove any attachments from this screen, highlight the item to remove and then click on the **remove attachment** button as shown. This will remove the item from your final list of attachments to be sent.



91. Once you have all the necessary documentation, click on **'Send Final Version'**.

92. The **Question** dialogue box will be displayed.

a. Click on **Yes**.

93. The **information** dialogue box will be displayed.

a. Click on **OK**.

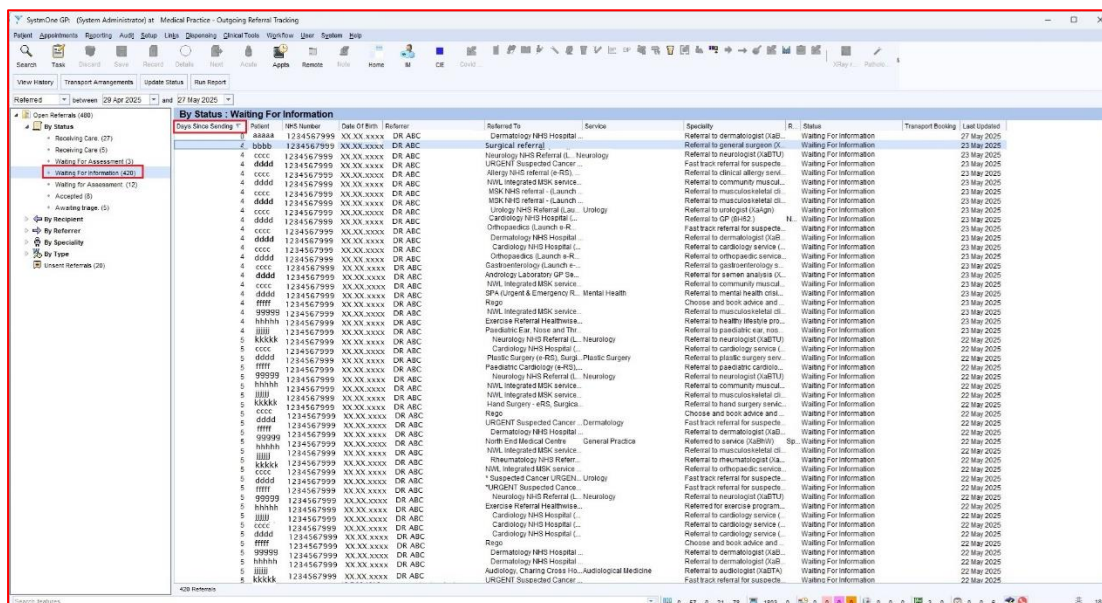
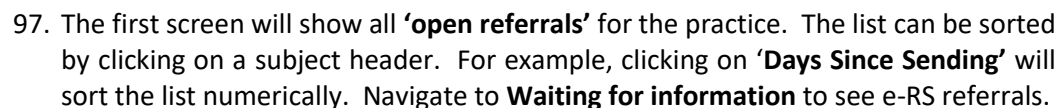
94. The **Referrals** screen will be displayed in SystmOne.

95. Click on **Save** to save the patients record and the referral will be sent.

This completes the NHS e-Referral process within SystmOne.

96. To navigate to Referral Tracking in SystemOne, follow the steps below:

96. To navigate to Referral Tracking in SystmOne, follow the steps below:
 - a. Select **Reporting** from the Menu
 - b. Select **Referral Tracking**
 - c. then Select **Outgoing Referral Tracking**



I. Checking Outgoing Referrals over a Period of Time

98. To see outgoing referrals for a specific period in time, the search section must be used to specify dates. In the example below, referrals made between 29th April 2025 to 27th May 2025 have been selected.

SystmOne GP: (System Administrator) at Medical Practice - Outgoing Referral Tracking

Search Task Discard Save Record Details Next Acute Appts Rem

View History Transport Arrangements Update Status Run Report

Referred between 29 Apr 2025 and 27 May 2025

99. Once selected left click on **Run Report**.

SystmOne GP: (System Administrator) at Medical Practice - Outgoing Referral Tracking

Search Task Discard Save Record Details Next Acute Appts Remote Note Home BI CE Covid...

View History Transport Arrangements Update Status Run Report

Referred between 29 Apr 2025 and 27 May 2025

By Status : Waiting For Information

Days Since Sending	Patient	NHS Number	Date Of Birth	Referrer	Referred To	Service	Speciality	R.	Status	Transport Booking	Last Updated
0	aaaaa	1234567899	XX.XX.XXXX	DR ABC	Dermatology NHS Hospital		Referral to dermatologist (XaB)		Waiting For Information		27 May 2025
2	bbbb	1234567899	XX.XX.XXXX	DR ABC	Surgical referral		Referral to general surgeon (X)		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Neurology NHS Referral (L... Neurology		Referral to neurologist (XaBTU)		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	URGENT Suspected Cancer		Fast track referral for suspected...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Allergy NHS referral (a-RS)		Referral to clinical allergy serv...		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	NWL Integrated MSK service...		Referral to community muscul...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	MSK NHS referral - (Launch...		Referral to musculoskeletal cl...		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	MSK NHS referral - (Launch...		Referral to musculoskeletal cl...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Urology NHS Referral (La...		Referral to urologist (XaBn)		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	Cardiology NHS Hospital (...)		Referral to GP (B4B2)	N...	Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Orthopaedics (Launch e-R...		Fast track referral for suspac...		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	Dermatology NHS Hospital (...)		Referral to dermatologist (XaB)		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Cardiology NHS Hospital (...)		Referral to cardiology service (...)		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	Orthopaedics (Launch e-R...		Referral to orthopaedic service...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Gastroenterology (Launch e...		Referral to gastroenterology a...		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	Andrology Laboratory GP Se...		Referral for semen analysis (X...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	NWL Integrated MSK service...		Referral to community muscul...		Waiting For Information		23 May 2025
4	dddd	1234567899	XX.XX.XXXX	DR ABC	SMA (Urgent & Emergency R...		Referral to mental health crisi...		Waiting For Information		23 May 2025
4	cccc	1234567899	XX.XX.XXXX	DR ABC	Psych and social health crisi...		Referral to mental health crisi...		Waiting For Information		23 May 2025

Glossary

a. Number of choices

We are asking all referrers to ensure they shortlist on average five choices from which the patient may choose, where this is practicable, clinically appropriate and preferred by the patient.

Please review to section on Referrers Responsibility on Website link below (point 3)

[NHS Choice Framework - what choices are available to you in your NHS care - GOV.UK \(www.gov.uk\)](#)

b. Referrer responsibilities

[Best practice guidelines for referrers - NHS e-Referral Service - NHS England Digital](#)

Disclaimer

To the best of our knowledge and using the available information, this guidance is correct at the time of publishing.

Please do **not hesitate** to contact us if you have any queries via the NWL ICB IT Service Desk:

- Phone: 0203 350 4050
- Email: nhsnwl.servicedesk@nhs.net
- IT self-service portal: frontlineservices.nw.london.nhs.uk/HEAT/