

2025

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.

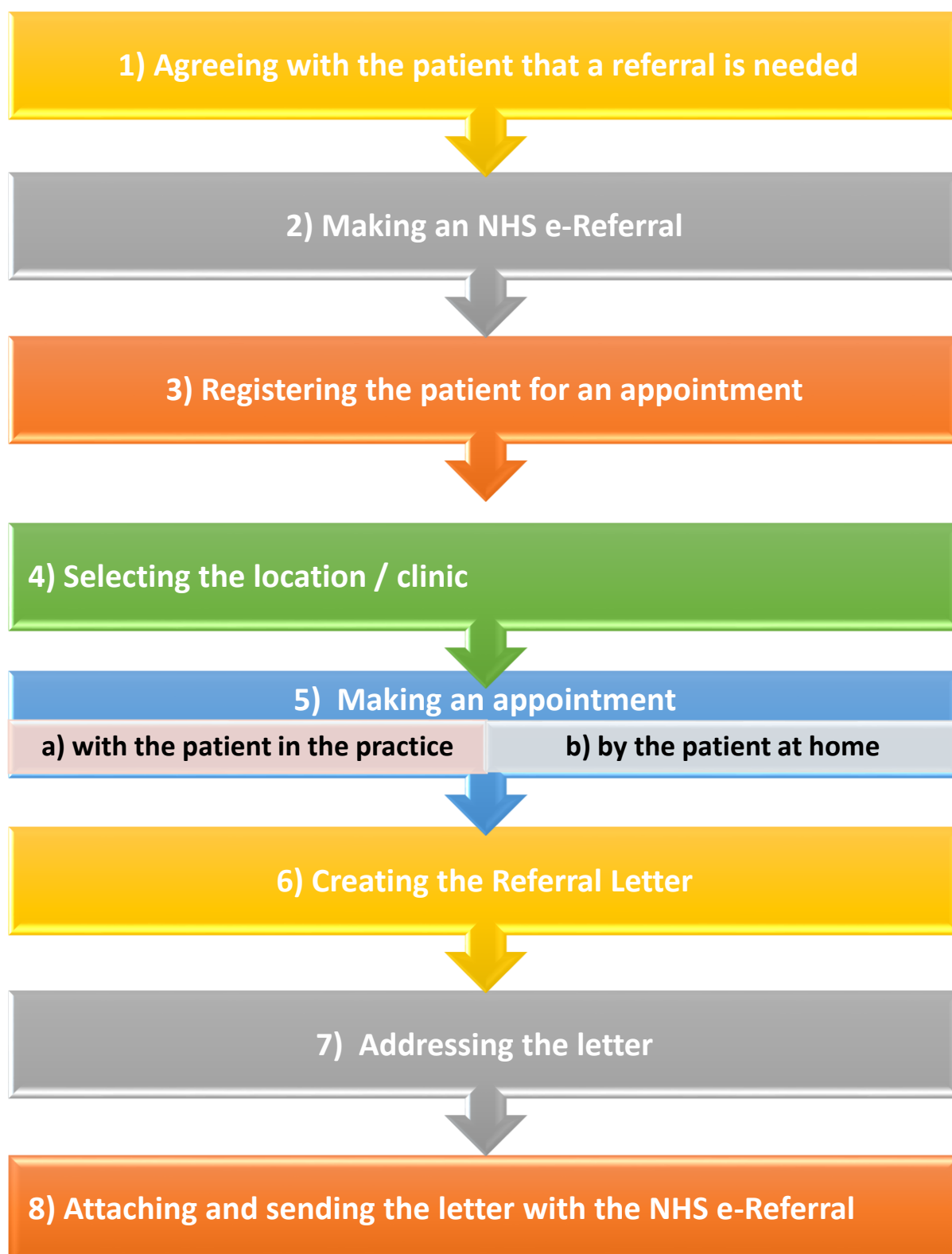
This guidance document provides North West London GP practices with instructions on how to make an NHS e-Referral, create and attach a SystmOne referral letter and monitor your referrals.

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:

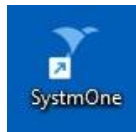
1. Initiate a NHS e-Referral within SystmOne TPP
2. Create a SystmOne Referral Letter
3. Attach a SystmOne Referral Letter
4. A report Aid to Monitor Your Referrals

Flow Chart for NHS e-Referrals

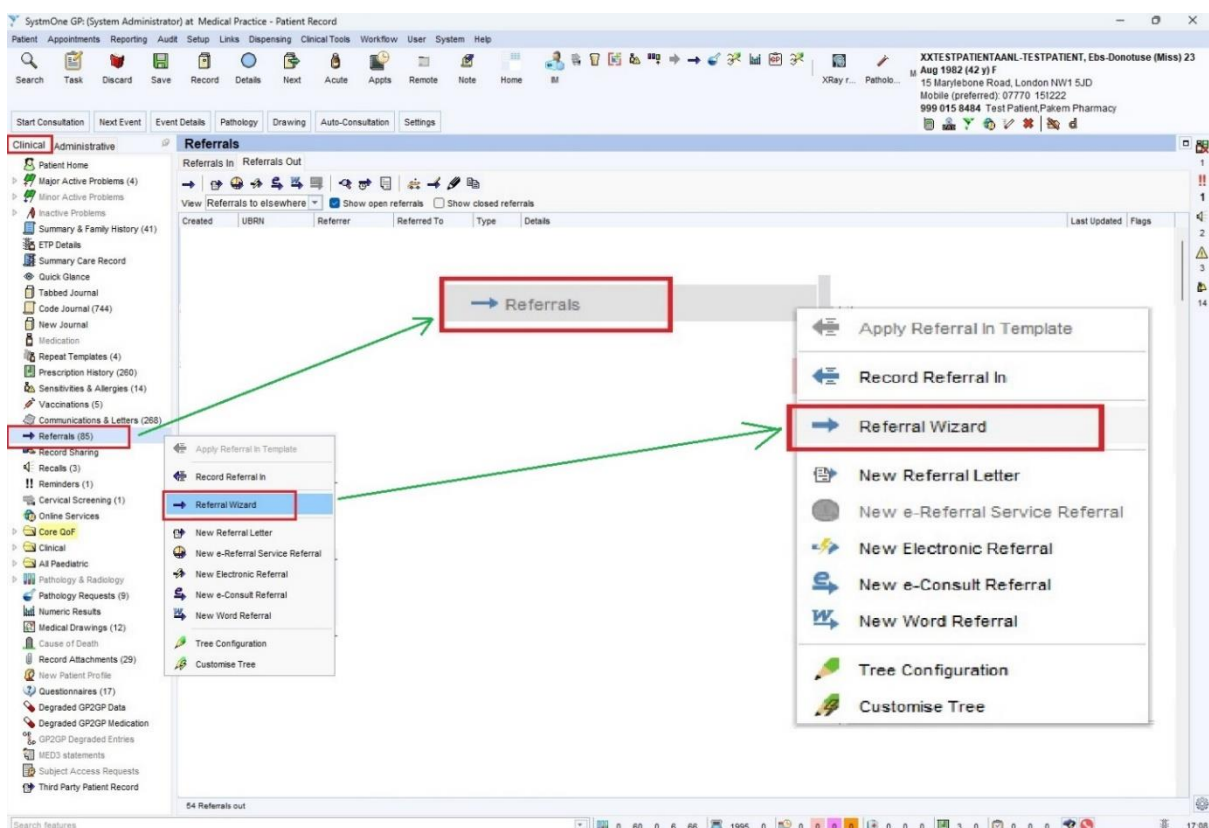


Section 1: Initiate a NHS e-Referral within SystmOne TPP

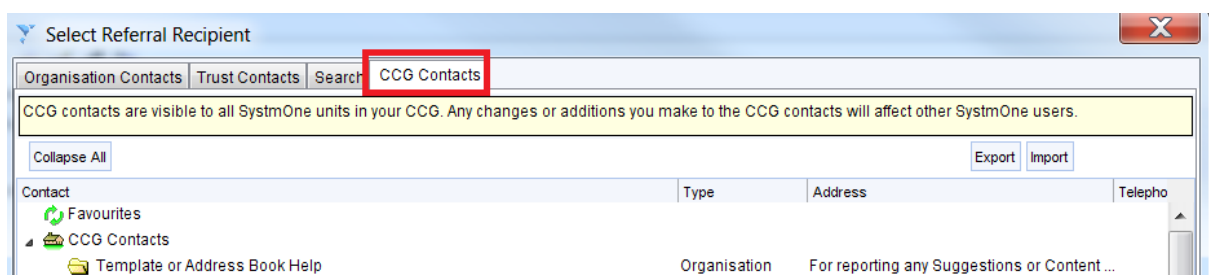
1. Logon on to SystmOne TPP



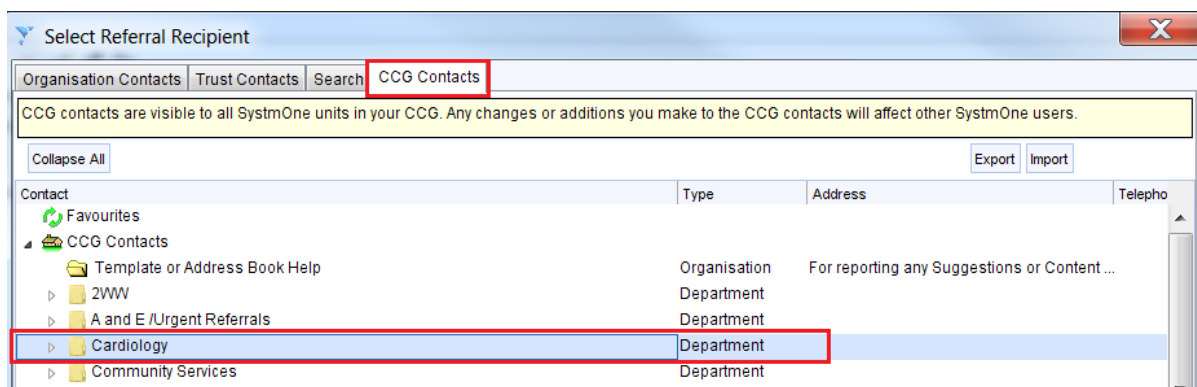
2. Open the patient's record and complete their consultation. Within the open patient record Right click on **'Referrals'** in the clinical tree then left click on the **'Referral Wizard'** sub-menu option, as shown in the screen shot below



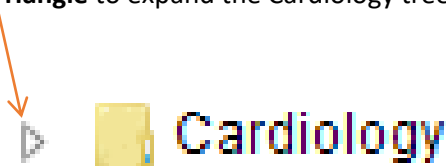
3. Then **'Select Referral Recipient'** dialogue box appears as shown below.
 - a. Left Click on **'CCG Contacts'** tab



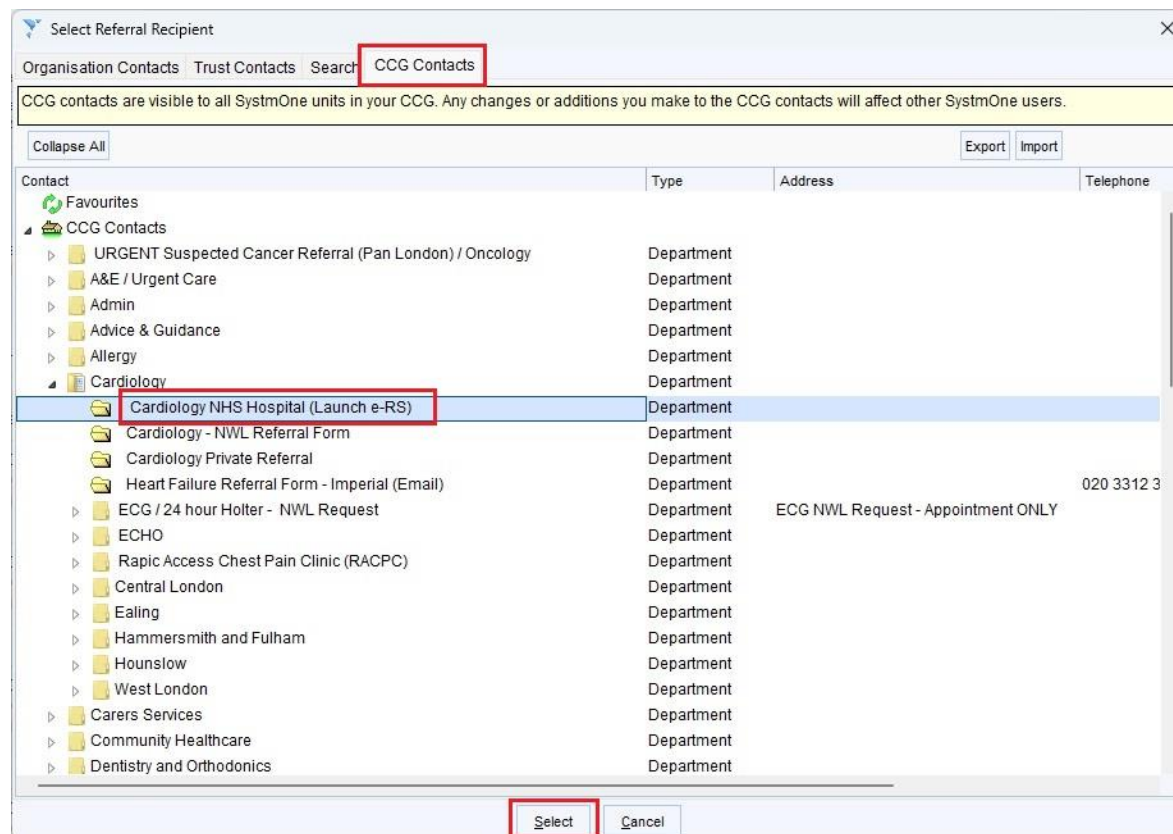
- b. Left click to select the speciality in this case 'Cardiology'



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



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**

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**

Select your login method

☒ Smartcard

☐ Windows Hello

☐ Security key

☐ iPad app

☐ Authenticator app

☐ NHSmail

☐ Passkey (private beta)

Agree to our Terms of Use
By continuing, you agree to our [Terms and Conditions](#)

Continue

☐ Remember my selection
Do not check this box if you are on a shared computer.

[Accessibility statement](#) [Cookie policy](#) [Help and guidance](#) [Terms and conditions](#) © Crown Copyright

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

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

e-Referral Service

UBRN: 0004 5397 8096 Patient: XXTESTPATIENTAANI-TESTPATIENT_Ebs-donotuse (Miss) Sex: Female 42 years (03-Aug-1982)

Search for a service

Step 1: Confirm request details

Referring clinician
Select an option

On behalf of: MEDICAL CENTRE

Request type

☐ Referral

☐ Advice

Priority

☒ Routine

☐ Urgent

☐ 2-week wait

Step 2: Select service details

Complete at least 1 field to continue

Specialty
Select an option

Named clinician
[Search for a clinician](#)

Add more search detail +

Search **Reset**

18. Populate the 'Referring clinician' field.

Search for a service

Step 1: Confirm request details

Referring clinician

▼

On behalf of: MEDICAL CENTRE

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

Request type

☐ Referral

☐ Advice

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

Priority

☒ Routine

☐ Urgent

☐ 2-week wait

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

Step 2: Select service details

Complete at least 1 field to continue

Specialty

▼

Clinic type

▼

Arrhythmia
Cardiology Genetics
Congenital Heart Disease
Heart Failure
Hypertension
Ischaemic Heart Disease
Lipid Management
Not Otherwise Specified
Rapid Access Chest Pain inc Exercise ECG
Valve Disorders

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

Search for a service

Step 1: Confirm request details

Referring clinician
WILLIS, Tony

On behalf of: RICHFORD GATE MEDICAL CENTRE

Request type
☒ Referral
☐ Advice

Priority
☒ Routine
☐ Urgent
☐ 2-week wait

Step 2: Select service details

Complete at least 1 field to continue

Specialty
Cardiology

Clinic type
Hypertension

Named clinician
[Search for a clinician](#)

Add more search detail +

Search **Reset**

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

Referral service search results

Select up to 20 services that best meet the needs of your patient.

Select action

| Select | Distance : | Service : | Notes for referrer | Appointment wait : time | Average treatment wait : time | CQC rating : |
|--------------------------|------------|---|---|----------------------------|----------------------------------|--|
| <input type="checkbox"/> | 0 miles | Triage HAMMERSMITH HOSPITAL Cardiology/hypertension TRIAGE/Hammersmith/Imperial NHS Trust (RV) | TRIAGE outcomes include patients been seen at any Imperial hospital or local site | N/A | 17 weeks | Overall: Requires improvement |
| <input type="checkbox"/> | 2 miles | Triage WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access echocardiogram (ECHO) triage clinic/Willesden Diagnostic Centre/Imperial RV | Not recorded | N/A | 17 weeks | Overall: No rating available |
| <input type="checkbox"/> | 2 miles | Triage WILLESDEN DIAGNOSTIC CENTRE Cardiology/Direct access holter Triage clinic/Willesden Diagnostic Centre/Imperial NHS Trust (RV) | Not recorded | N/A | 17 weeks | Overall: No rating available |
| <input 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 type="checkbox"/> | 3 miles | Face-to-face ROYAL BROMPTON HOSPITAL Hypertension Clinic - Royal Brompton and Harefield Foundation Trust - RT3 | 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 | Triage HAMMERSMITH HOSPITAL Cardiology(Hypertension Triage)(Hammersmith)Imperial NHS Trust (RV) | 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)(Willesden Diagnostic Centre)Imperial RV | 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)(Willesden Diagnostic Centre)Imperial NHS Trust(RV) | 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 Hypertension - Royal Brompton and Harefield Foundation Trust - RT3 | Not recorded | Limited availability | 20 weeks | Overall: Good |
| <input type="checkbox"/> | 3 miles | Triage CHELSEA & WESTMINSTER HOSPITAL RAS - Cardiology(Chelsea and Westminster Hospital)RQM01 | Not recorded | N/A | 10 weeks | Overall: Outstanding |
| <input type="checkbox"/> | 4 miles | Face-to-face UNIVERSITY COLLEGE HOSPITAL Blood Pressure and Cardiovascular Risk Clinic - Clinical Pharmacology - UCLH - RRV | Not recorded | Limited availability | 16 weeks | Overall: Requires improvement |
| <input type="checkbox"/> | 4 miles | Triage UNIVERSITY COLLEGE HOSPITAL General Cardiology (RAS) - Cardiology Department - UCLH - RRV | 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](#) as shown in the service column.

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.

The screenshot displays the NHS e-Referral Service interface. The main section, 'Service details', lists information for a Cardiology/Hypertension service at Hammersmith Hospital. A red box highlights the 'Contact information' section, which is expanded to show contact details for health professionals and patients. Another red box highlights the 'Conditions treated' section, which is expanded to show a list of conditions. Blue arrows indicate the flow from the main service details to the expanded contact and conditions sections.

| 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 | |
|---------------------|--|
| 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 | ICHHC-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 | i.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 | |
|--------------------------|--|
| | |

27. For instructions on creating a **shortlist-only list**, please see the next page. "**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 see section "**II. Make a Face-to-Face appointment**" on Page 16. 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**" Page 19. 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 | Triage: HAMMERSMITH HOSPITAL Cardiology/Hypertension TRIAGE@HammersmithImperial 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@Willesden Diagnostic CentreImperial 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@Willesden Diagnostic CentreImperial 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 |

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 they are suitable for the patient before confirming.

Service shortlist

- Face-to-face**
UNIVERSITY COLLEGE HOSPITAL
Blood Pressure and Cardiovascular Risk Clinic - Clinical Pharmacology -
UCRM - RPY
- Face-to-face**
ROYAL BROMPTON HOSPITAL
Adult General Cardiology Clinic - Royal Brompton and Harefield
Foundation Trust - RT3
- Face-to-face**
ROYAL BROMPTON HOSPITAL
Hypertension - Royal Brompton and Harefield Foundation Trust - RT3
- Triage**
CHELSEA & WESTMINSTER HOSPITAL
RAS - Cardiology Chelsea and Westminster Hospital RQ401
- Face-to-face**
HOMERTON UNIVERSITY HOSPITAL
Hypertension - Main Outpatients Department - Homerton - RQX

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.

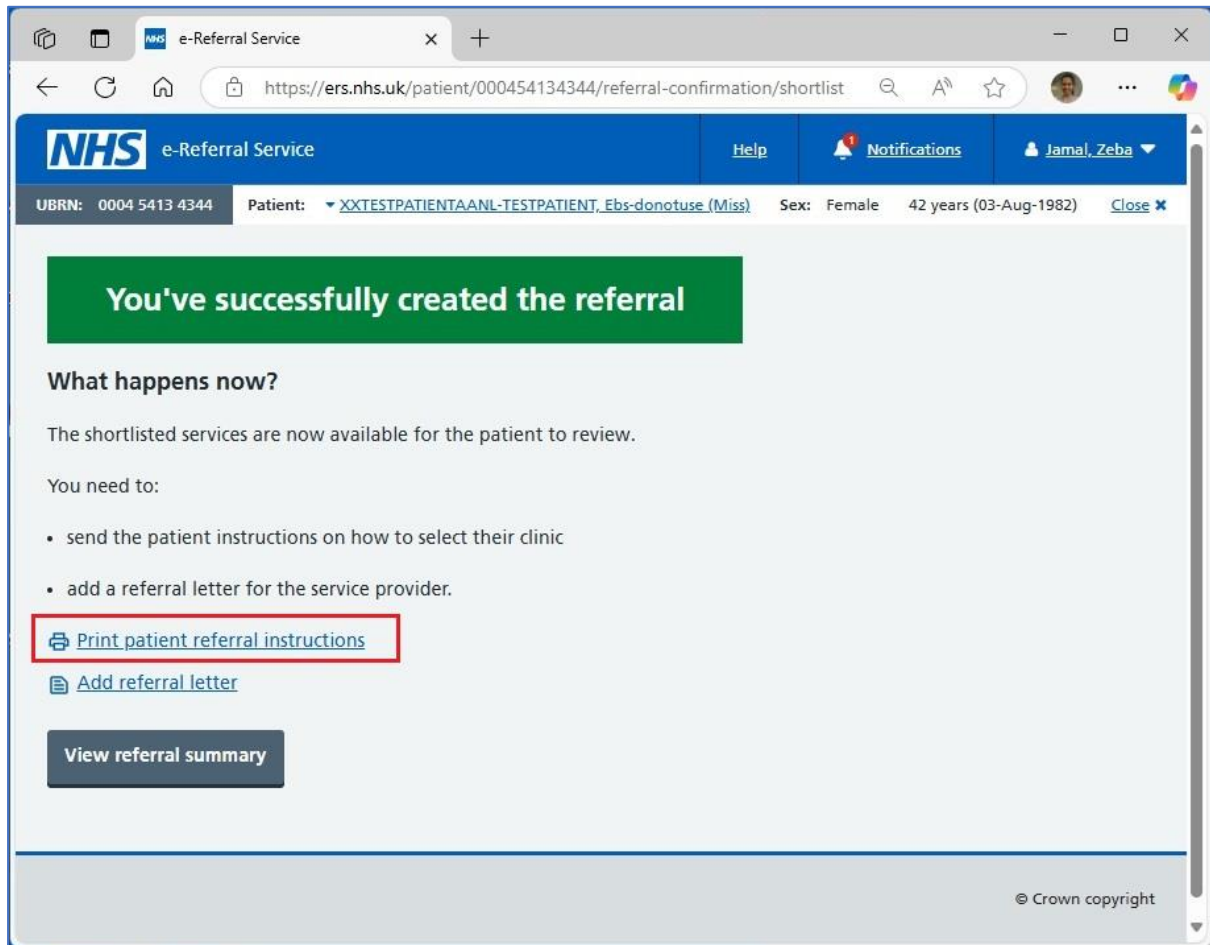
Do you want to send the patient a reminder letter?

☒ Yes

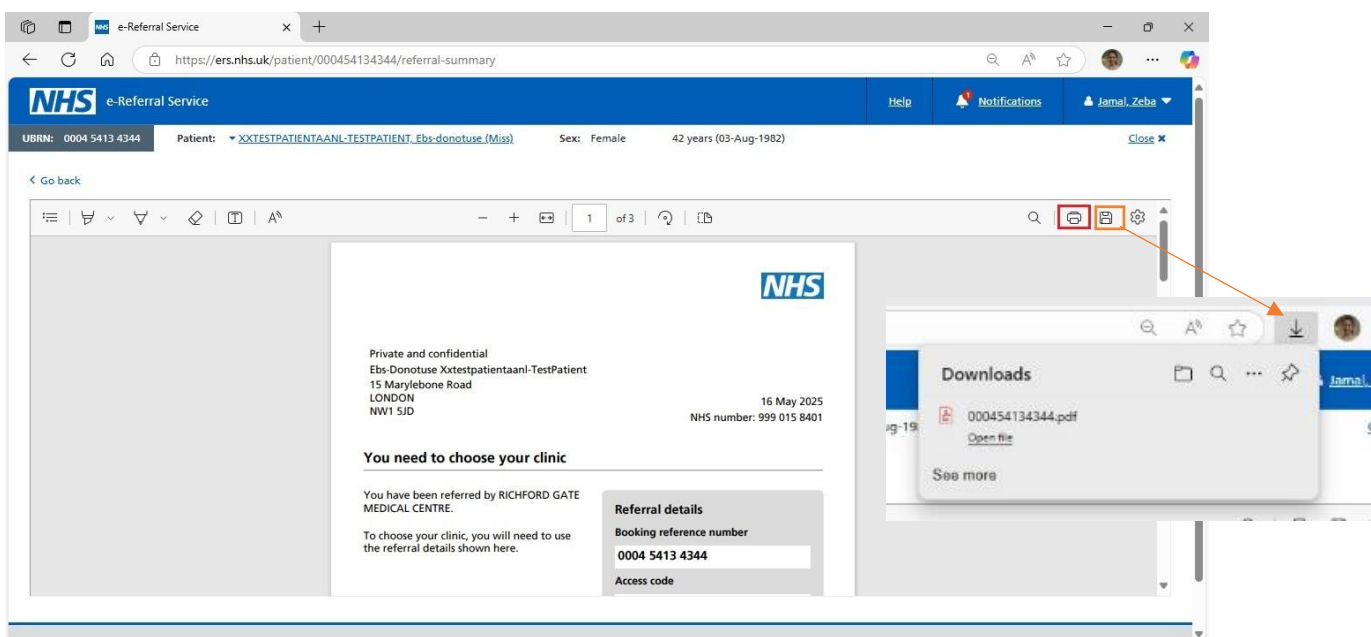
☐ No

Request referral

32. Click on [Print patient referral instructions](#) to send details to the patient for them to book their own appointment.



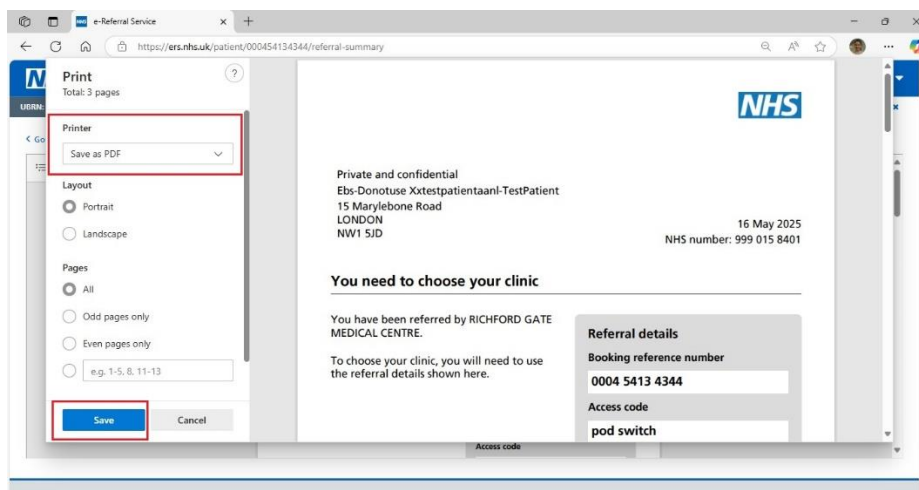
33. If you use the **save** option, the Referral Request Summary details will be downloaded onto the PC and this information can then be sent to the patient.



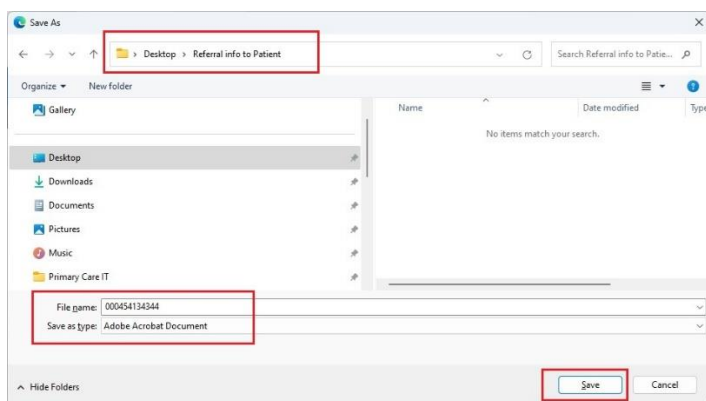
34. If you want to print the Appointment Request Summary to give to the patient for them to go and book their own appointment, then click on the **printer** symbol as shown below:



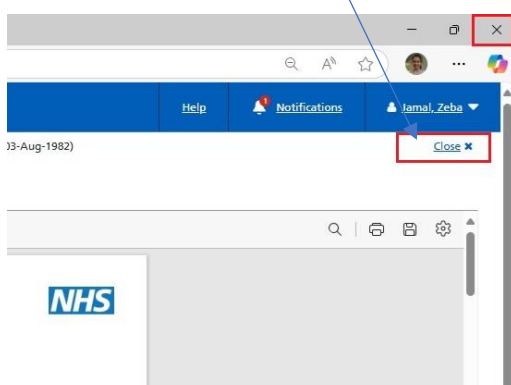
35. A letter is displayed with details for the patient to be able to book their own appointment.



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 SystemOne Referral Letter:**

- Create a task to **'Write the Referral Letter later'** go to point 27 on Page 20.
- To **'Write the Referral Letter Now'** go to point 29 on Page 23

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:

The screenshot shows the NHS e-Referral Service interface. The top navigation bar includes the NHS logo, 'e-Referral Service', and user information (Jamal Zeba). The main heading is 'Referral service search results'. Below this is a table of search results. A 'Select action' dropdown menu is open, showing options 'Shortlist only' and 'Book/Send for triage'. A red box highlights the 'Book/Send for triage' option. A blue arrow points from the 'Book/Send for triage' option in the dropdown to the 'Book/Send for triage' option in the dropdown.

| 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 RYJ | 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 Willesden Diagnostic Centre Imperial RYJ | 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 Willesden Diagnostic Centre Imperial NHS Trust RYJ | 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 |

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 [hyperlink](#)
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

The screenshot shows the NHS e-Referral Service interface. At the top, there's a navigation bar with the NHS logo, 'e-Referral Service', and user information (Jamal Zeha). Below this, a patient summary bar shows 'Patient: XXTESTPATIENTAANI-TESTPATIENT_Ebs-donotuse (Miss)', 'Sex: Female', and '47 years (03-Aug-1982)'. The main content area is titled 'Review service options' and states 'You have a choice of 5 services on the shortlist'. Under 'Option 1 of 5', the service is 'Face-to-face' at 'HAMMERSMITH HOSPITAL', specifically 'Cardiology|Hypertension TRIAGE|Hammersmith|Imperial NHS Trust |RYJ'. Service details include 'Average treatment wait time: 5 weeks' and 'CQC rating: Overall: Outstanding'. The 'Book an appointment' section shows 'Friday 16 May 2025' with a list of times from 09:00 to 11:30, each with a 'Select' button. A 'Load more appointments' link is at the bottom. To the right, a calendar for 'May 2025' is shown, with the 22nd highlighted. A red arrow points from the 'Load more appointments' link to the 22nd of May. Below the calendar, a section for 'Thursday 22 May 2025' shows a table with 'Appointment time' and 'Action' columns, with a 'Select' button next to the 09:30 slot.

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 (see page 12).

Please Wait

e-Referral Service is waiting for a response from the hospital Patient Administration System.

46. Click on **Book appointment**

Review appointment before you book

Important

The appointment is not booked yet. Review the appointment details to make sure it is suitable for the patient before booking.

Appointment details

| | |
|--------------|--|
| Date | Tuesday 20 May 2025 |
| Time | 09:40 |
| Service | Cardiology Hypertension TRIAGE Hammersmith Imperial NHS Trust RYJ |
| Service type | Face to face appointment |
| Priority | Routine |

Book appointment

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'** go to point 57 (Next Section), Page 22.
- To **'Write the Referral Letter Now'** go to point 67 on Page 26

You've successfully booked the appointment

What happens now?

You need to:

- send the patient their appointment details
- add a referral letter for the service provider.

Appointment details

| | |
|--------------|--|
| Date | Tuesday 20 May 2025 |
| Time | 09:40 |
| Service | Cardiology Hypertension TRIAGE Hammersmith Imperial NHS Trust RYJ |
| Service type | Face to face appointment |
| Priority | Routine |

Important message from the service

Please use Outpatient entrance 3 when you arrive at the hospital. Please ensure you arrive at least 15 minutes prior to your appointment. Please be prepared to be at the hospital for up to 2 hours as additional tests may be required

[Email patient appointment details](#)

[Print patient appointment details](#)

[Add referral letter](#)

47. If the patient has a verified email address email the [patient the appointment details](#)

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:

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 | 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 Willesden 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 Willesden 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.

Option 1 of 5

Triage

HAMMERSMITH HOSPITAL

[Cardiology|Hypertension TRIAGE|Hammersmith|Imperial NHS Trust |RYJ](#)

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 then 5MB in total to attach**, then you can do this here. Otherwise There are two (2) options available at this point.
55. Create a task to **'Write the Referral Letter later'** go to point 58 (Next Section).
56. To **'Write the Referral Letter Now'** go to point 66 on Page 26.

You've sent the triage request to the service provider

What happens now?

You need to:

- send the patient referral instructions
- add a referral letter for the service provider.

The patient does not need to do anything at this stage. They will be contacted by the service if they need to be seen and offered an appointment.

If they do not hear from them by 9 July 2025, they may call them on 0203 313 5000 or email them at i.outpatientappointments@nhs.net. Lines are open 8am to 6:30pm Monday - Friday.

Service details

| | |
|--------------|--|
| Service | Cardiology/Hypertension TRIAGE/Hammersmith/Imperial NHS Trust /RY/ |
| Service type | This is a triage service |
| Location | HAMMERSMITH HOSPITAL |
| Priority | Routine |

[Email patient referral instructions](#)
[Print patient referral instructions](#)
[Add referral letter](#)

[View referral summary](#)

Section 2: Create a SystmOne Referral Letter

57. 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 (see option 2 page 26)

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

58. 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.

The screenshot shows the 'New e-Referral Service Referral' dialog box. The 'Referral' section is filled out with the following details:

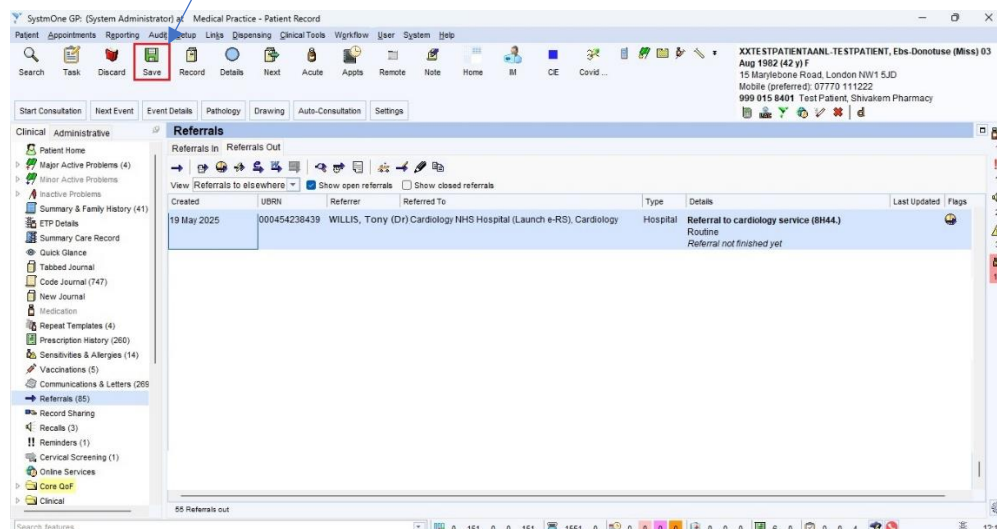
- Referrer: WILLIS, Tony (Dr)
- Recipient: Title (dropdown), First name, Middle names, Surname
- Recipient ID: W2u3z-Nhsho-320
- Organisation: Cardiology NHS Hospital (Launch e-RS), Cardiology
- Read code: ☒ Referral to cardiology service
- Type: Hospital
- Urgency: Routine

At the bottom, the 'Create Task to Write Later' button is highlighted with a red box. A blue arrow points from the text above to this button.

59. Click **'OK'**



60. Click **'Save,'**

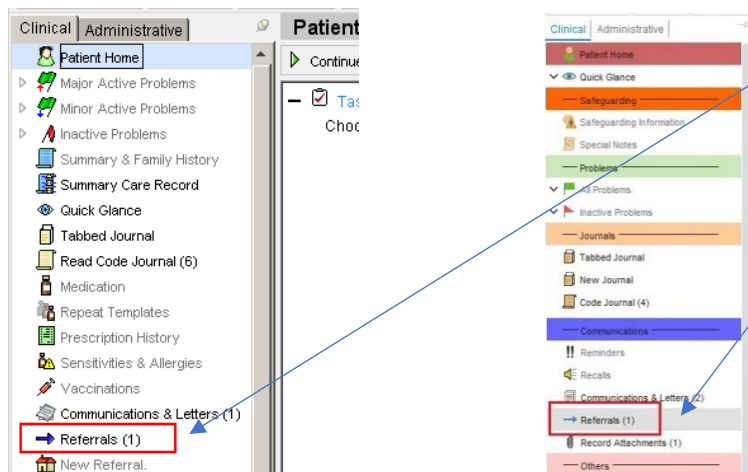


61. A task has been created successfully to complete the letter at a later time

II. Completing the Referral letter from task

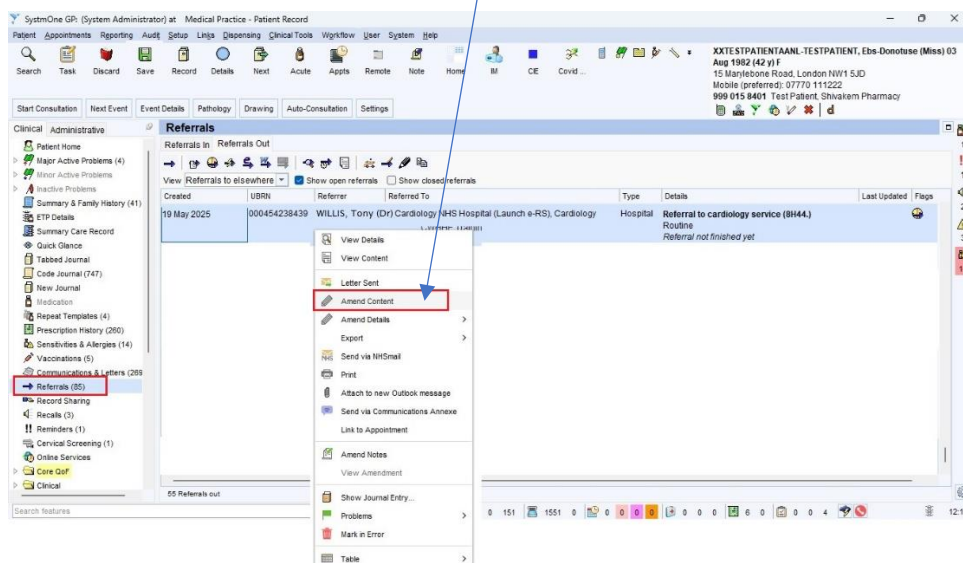
62. Navigate to the patient's home screen.

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



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

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



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

Amend Referral Details

Referrer: WILLIS, Tony (Dr)

Recipient: Title, First name, Middle names, Surname

Recipient ID: 09c-Candb-320 Organisation ID: [dropdown]

Organisation: Cardiology NHS Hospital (Choose and Book), Cardiology

Read code: **R X** Referral to cardiology service

Type: Hospital

Reason for referral: Assessment

Service: Cardiology

Urgency: Routine

Referral summary: [text area]

Buttons: Continue Writing, Print Patient Handout, Close

66. 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.

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

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

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

70. Click on 'Letter' button

The screenshot shows the 'e-Referral Service Referral' window. At the top, there are buttons: Cancel, Save for Future Editing, Send Final Version, Amend Details, Book Appointment, Print Patient Handout, Print Referral, and Apply Template. Below these is a patient information box for 'XXTESTPATIENTAANL-TESTPATIENT, Ebs-Donotuse (Miss) 03', born Aug 1982 (42 y) F, with address 15 Marylebone Road, London NW1 5JD, mobile 07770 111222, and pharmacy 999 015 8401 Test Patient, Shivakem Pharmacy. The main area has a text box for the referral narrative. On the left is a sidebar with categories like Diagnoses, Procedures, Medication, Allergies, etc. In the center is a large area for 'Entries Not Sending'. On the right is a table for 'Entries to Send'. At the bottom is an 'Attachments' section with a toolbar containing icons for Drawing, Attachment, Form, View, File, Letter (highlighted with a red box), Template, Questionnaire, Remove Attachment, and View Attachment. Below the toolbar is a table for attachments, currently showing 'No attachments added'.

71. The 'Attach Letter' dialogue box is displayed

72. Click on 'New' button

The 'Attach Letter' dialogue box is shown. It has a table with columns: Date, Type, Sender, Recipient, and Final Version. The table is currently empty. On the right, there is a message: 'The selected letter cannot be previewed in SystmOne' and a 'View in Windows' button. At the bottom, there are three buttons: Attach, New (highlighted with a red box), and Cancel.

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

74. 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**'

The 'Select Sender & Recipient Type' dialogue box is shown. It has two main sections: 'Sender' and 'Recipient'. Each section has a list of radio button options. In the 'Sender' section, 'Patient's usual GP' is selected and highlighted with a red box. In the 'Recipient' section, 'An entry in the address book' is selected and highlighted with a red box. At the bottom, there are 'Save as Default' buttons for both sections and an 'OK' button (highlighted with a red box) and a 'Cancel' button.

Please Note:

The options can be saved by clicking on the

'Save as Default' button.

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

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

Select Recipient

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 | Type | Address | Telephone |
|--|------------|------------------------------------|------------|
| Favourites | | | |
| 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 | | |

77. 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

New Letter

Other Details... Mon 19 May 2025 11:54

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Recipient

Name First Name Middle Names Surname

Organisation

House name

Road

Locality Telephone

Town Fax

County

Postcode

Sender

Name

Organisation

House name

Road

Locality Telephone

Town Fax

County

Postcode

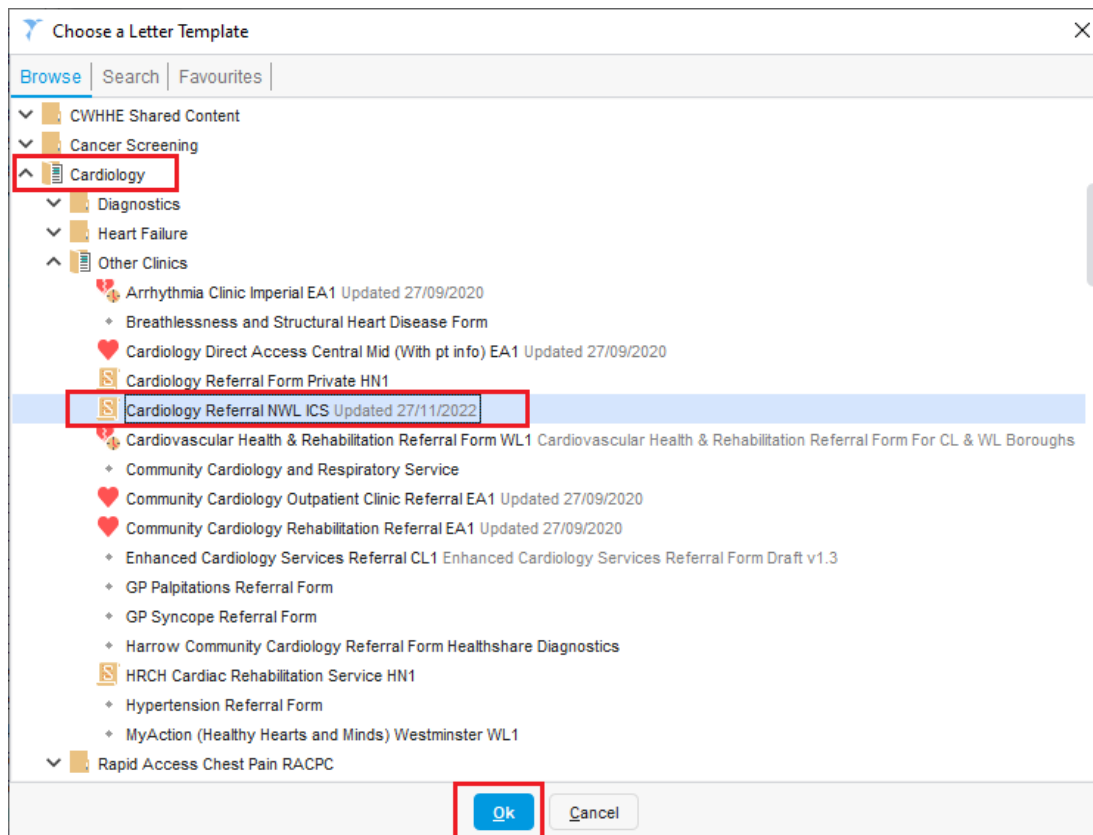
Writing

Editor ☐ SystmOne ☒ MS Word

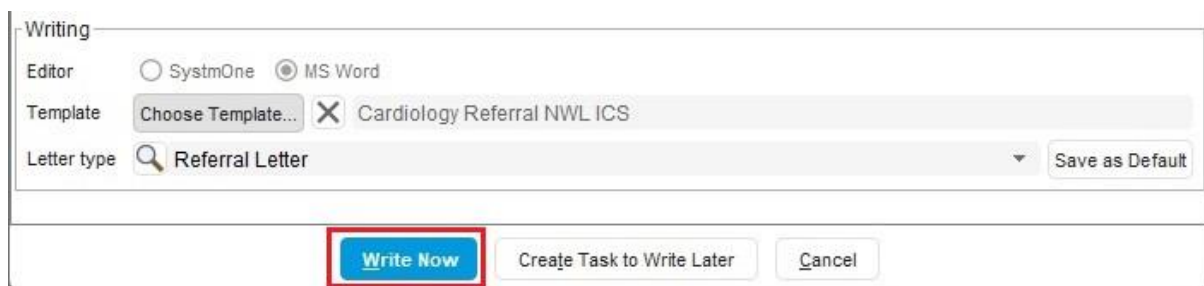
Template

Letter type

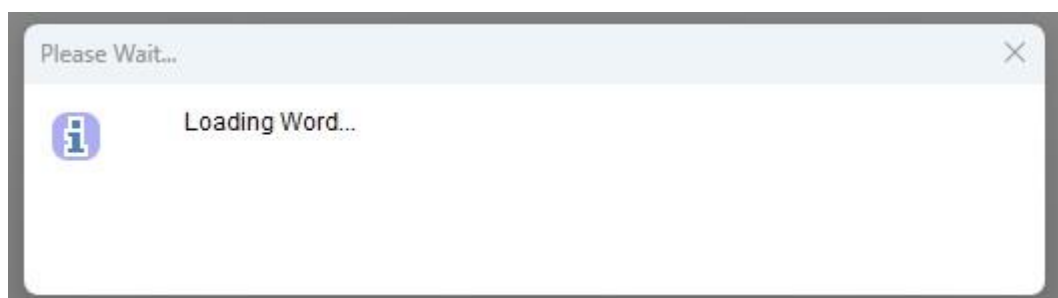
78. The 'Choose a Letter Template' dialogue box is displayed as shown below.
- Expand 'Cardiology folder
 - Look for **Cardiology Referral NWL ICS** and Select it, as highlighted below.
 - Click 'OK'



- The 'New Letter Template' dialogue box will be displayed again (as shown in point 77 -e).
- Click on the 'Write Now' button at the bottom of the screen.



- A 'SystemOne' dialogue box with 'Loading Word...' will be displayed.



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

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



XXTESTPATIENTAANL-TESTPATIENT, Ebs-Donotuse (Miss) - 999 015 8401 [Compatibility Mode] - Word

File SystmOne Mail Merge Home Insert Design Layout References Review View Tell me what you want to do... Zeba Jamal Share

Save For Future Editing Save Final Version E-mail New Amend Merge Amend Form Patient Demographics Care Clinical Medication Vaccinations Sender/Recipient Miscellaneous Merge Later

Commands Merge Fields

North West London Integrated Care System

CARDIOLOGY REFERRAL FORM

Click to see [NW London Cardiology Referral Guidelines](#)

Borough referral pathways:

| | |
|----------------------|---|
| Central London | Not used |
| West London | No specific pathway |
| Hammersmith & Fulham | No specific pathway |
| Hounslow | No specific pathway |
| Ealing | Consider Community Cardiology Services which uses different referral forms. |

Chosen provider:

Hospital: **Select**

Named clinician (if indicated):

| PATIENT | | REFERRER | |
|-------------------|--------------------------------------|------------------|--|
| Name | Miss Ebs-Donotuse, Xtestpatientaanc. | Name | Dr Tony Willis |
| NHS Number | 999 015 8401 | GMC number | |
| DoB | 03 Aug 1982 Age: 42 y | Practice code | E55010 |
| Patient's Address | 15 Marylebone Road, London NW1 5JD | Practice Address | Medical Practice, Gate Street, London W8 7HY |
| Home phone | | Practice Number | 020 3005 2309 |
| Mobile phone | | Practice Fax | NO LONGER SUPPORTED |
| Work phone | 07907 148312 | | |

Problems

| Date | Problem |
|-------------|----------------------------------|
| 21 May 2025 | Sickle cell anaemia (D106) |
| 18 Mar 2022 | Clostridia (F585Z) |
| 21 Mar 2022 | Blood at urime op cervix (XM030) |
| 18 Jan 2024 | Hearing assessment (Xa145) |

Summary

| Date | Problem |
|-------------|----------------------|
| 24 Sep 2015 | Fast medical history |
| 12 Nov 2019 | Vitamin D deficiency |
| 12 Jan 2016 | Vitamin D deficiency |
| 18 Mar 2022 | Clostridia |

Repeat Medication(s)

| Drug name | Dose | Last issued |
|---|--|----------------------|
| Omeprazole 20mg gastro-resistant capsules | 1 daily - see doctor if you experience abdominal pain or heartburn | Thursday 12 Nov 2015 |
| Paracetamol 500mg capsules | take two 4 times/day | |
| Amoxicillin 500mg capsules | take one 3 times/day | |
| Levothyroxine sodium 100microgram tablets | daily | |

Authorised: Never Tuesday 03 Jan 2023. Issue from previous template. **Reauthorised.**

Allergies

PHENOXYMETHYLPENICILLIN, 13 Aug 2018

PHENOXYMETHYLPENICILLIN, 13 Aug 2018

PHENOXYMETHYLPENICILLIN, 13 Aug 2018

Page 1 of 4 740 words

Section 3: Attach a SystmOne Referral Letter

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

81. Click on the **'Attach'** button.

Attach Letter

| Date | Type | Sender | Recipient | Final Version |
|-------------------|----------|--------------------------------|--|---------------|
| 19 May 2025 11:54 | Referral | Dr Tony Willis, Medical Centre | Cardiology - NWL Referral Form, Car... | |

The selected letter cannot be previewed in SystmOne

View in Windows

269 Letters

Attach New Cancel

82. The **'e-Referral Service Referral'** screen is displayed as shown previously in point 70 on Page 25.

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



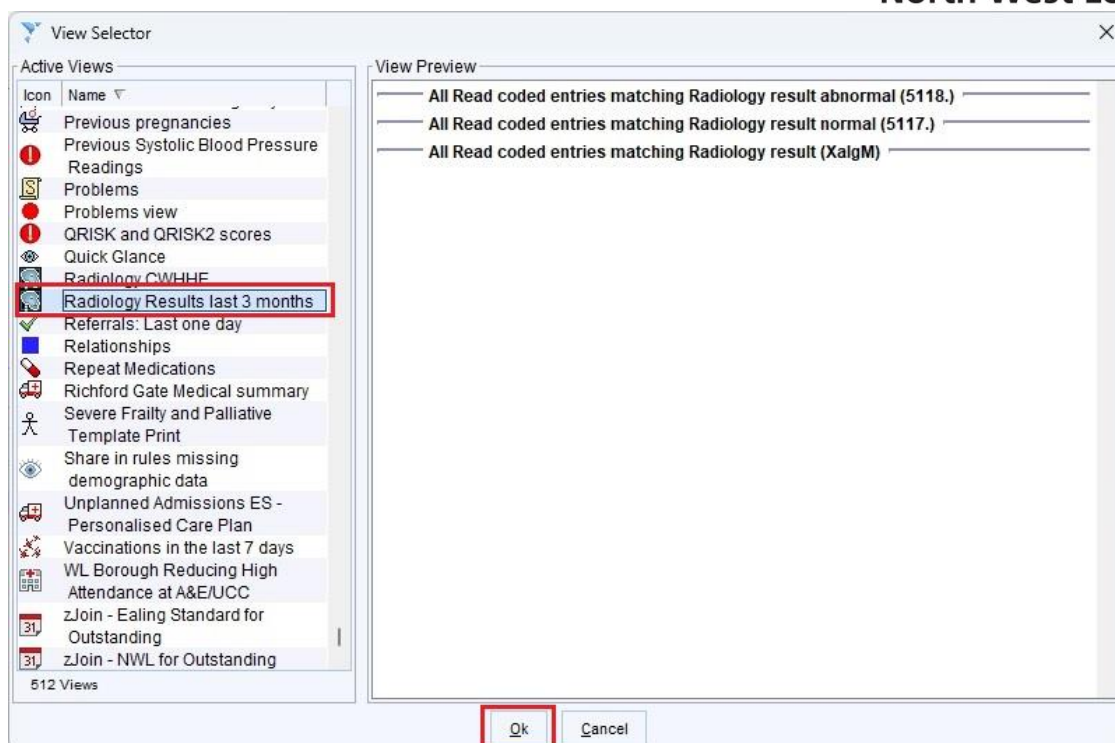
Attachments

| Attachment | Type | Size | Number Of Attachments |
|--|------|--------|-----------------------|
| 19 May 2025 Referral to Cardiology - NWL Referral Form, Cardiology.doc | doc | 153 KB | 1 |

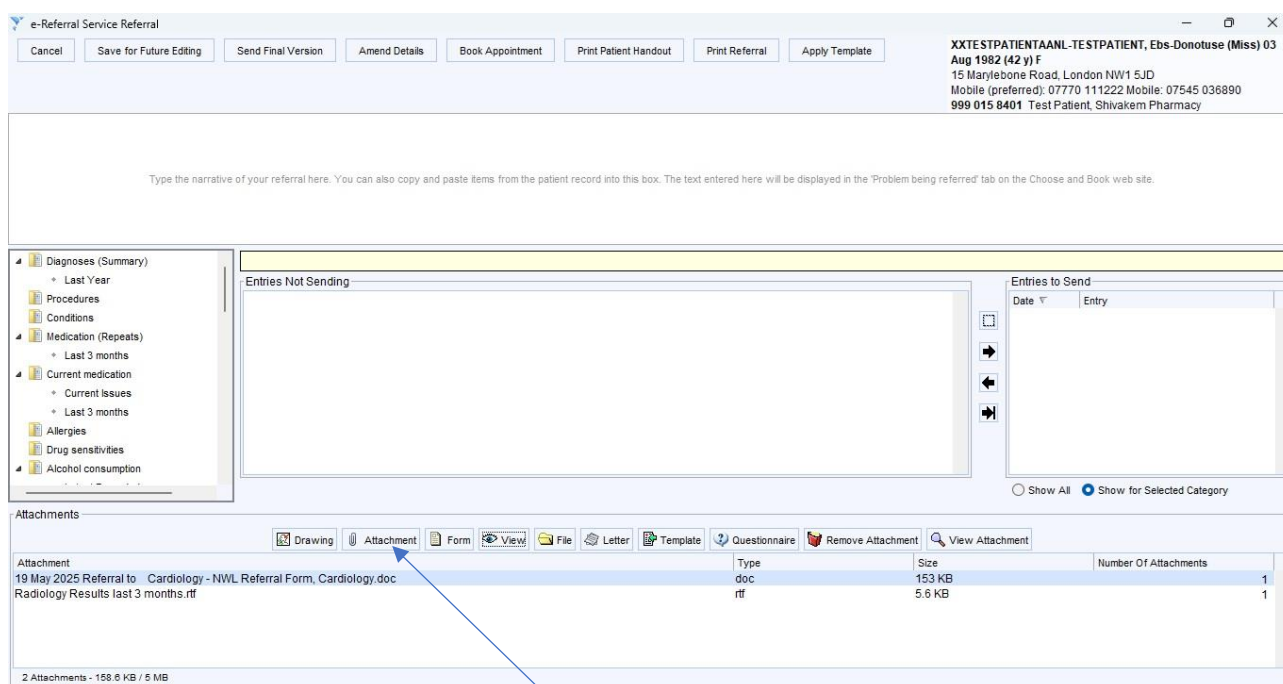
2 Attachments - 158.6 KB / 5 MB

View Drawing Attachment Form File Letter Template Questionnaire Remove Attachment View Attachment

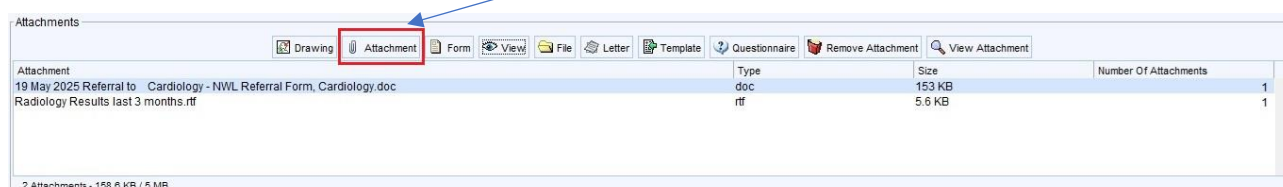
84. The **'View Selector'** screen will be displayed. Scroll down until you see the view name **Radiology Results last 3 months**. Select it and click **'OK'**.



85. 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.

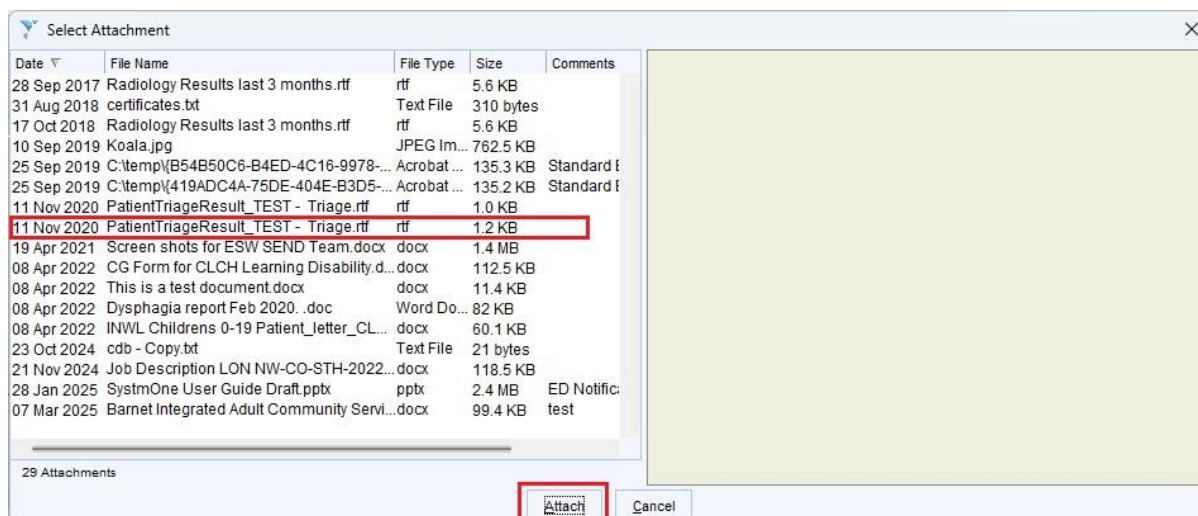


86. To add attachments, Click on the 'Attachment' button.

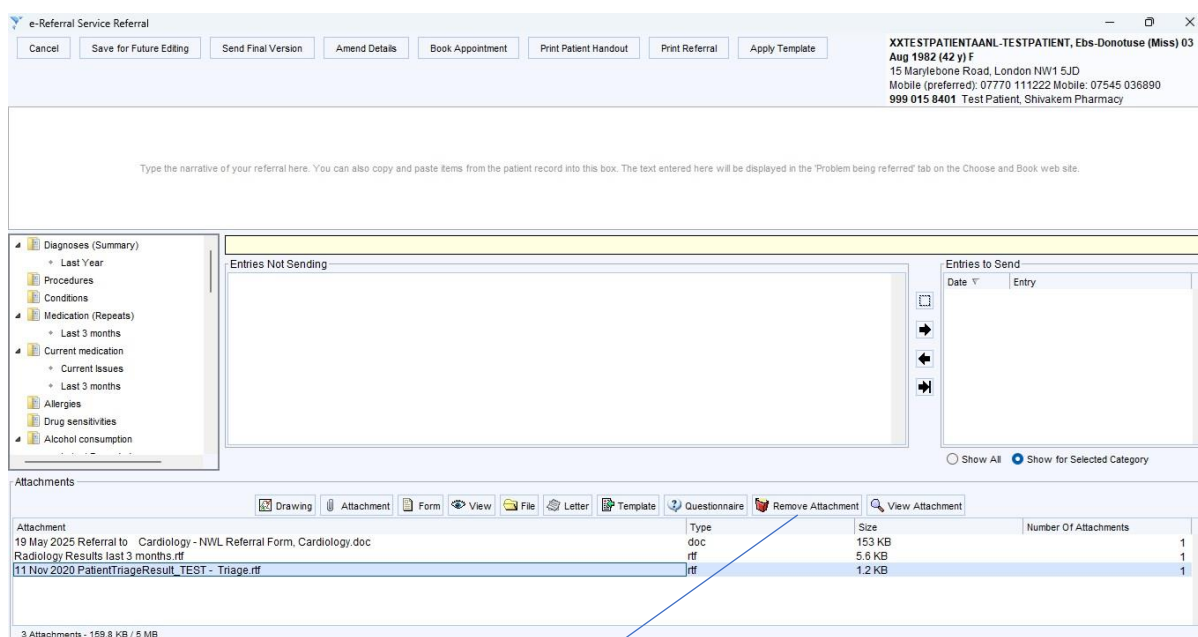


87. The **'Select Attachment'** dialogue box will be displayed

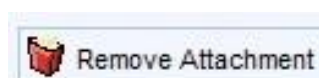
- Select the required file/s
- Click on **'Attach'**



88. 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.).



89. If you need to remove any attachments from this screen click 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.



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

XXTESTPATIENTAANL-TESTPATIENT, Ebs-Donotuse (Miss) 03
Aug 1962 (42 y) F
15 Marylebone Road, London NW1 5JD
Mobile (preferred): 07770 111222 Mobile: 07545 036890
999 015 8401 Test Patient, Shivakem Pharmacy

Type the narrative of your referral here. You can also copy and paste items from the patient record into this box. The text entered here will be displayed in the 'Problem being referred' tab on the Choose and Book web site.

Diagnoses (Summary)
 • Last Year
 Procedures
 Conditions
Medication (Repeats)
 • Last 3 months
Current medication
 • Current issues
 • Last 3 months
 Allergies
 Drug sensitivities
 Alcohol consumption

Attachments

| Attachment | Type | Size | Number Of Attachments |
|--|------|--------|-----------------------|
| 19 May 2025 Referral to Cardiology - NWL Referral Form, Cardiology.doc | doc | 153 KB | 1 |
| Radiology Results last 3 months.rtf | rtf | 5.6 KB | 1 |
| 11 Nov 2020 PatientTriageResult_TEST - Triage.rtf | rtf | 1.2 KB | 1 |

3 Attachments - 159.8 KB / 5 MB

91. The **'Question'** dialogue box will be displayed

a. Click on **'Yes'**

Question

You have not entered any referral narrative.
Are you sure you want to send this referral on patient save?

Yes No

92. The **'information'** dialogue box will be displayed

a. Click on **'OK'**

Information

This version of the referral will be sent when you save the patient. You can edit and send a new version of the referral in the future if required.

Ok

93. The **'Referrals'** screen will be displayed in SystmOne

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

This completes the NHS e-Referral process within SystemOne.

95. To navigate to Referral Tracking in SystmOne, follow the steps below

- Select **'Reporting'** from the Menu;
- Select **'Referral Tracking'**
- then Select **'Outgoing Referral Tracking'**

The screenshot shows the SystmOne GP interface. The top navigation bar includes 'Patient', 'Appointments', 'Reporting' (highlighted), 'Audit', 'Setup', 'Links', 'Clinical Tools', 'Workflow', 'User', 'System', and 'Help'. The 'Reporting' dropdown menu is open, showing options like 'Capitation Report', 'Immunisation Target Report', 'Incomplete Registrations', 'Incomplete Baby Registrations', 'Clinical Reporting', 'Batch Reporting', 'QOF Indicators', 'QOF Tools', 'GPES Extract Viewer', 'IM&T DES Reports', 'Appointment Reports', 'NDTMS Extract', 'Stop Smoking Services Return', 'Referral Tracking' (highlighted), 'Miscellaneous Reports', 'Randomised Groups', and 'Dashboards and Visualisations'. A sub-menu for 'Referral Tracking' is also visible, showing 'Outgoing Referral Tracking', 'Old Communication Tracking', and '18 Week Wait'. On the left sidebar, there is a 'Patient search' box and a 'Search F1 help' button. Below these, a '1 new notice' is displayed for 'TPP Maintenance'. The main content area shows a dashboard with various icons for 'Changes', 'Notify', 'Tasks', 'Forums', 'Appts', 'Visits', 'Path', and 'Scan'. At the bottom, there is a large banner for 'SystmOne' with the text 'SystmConnect is now FREE' and a link to 'www.tpp-uk.com/systmconnect'.

96. The first screen will show all **'open referrals'** for the practice. The list can be sorted by clicking on a subject header. For example, clicking on **'Days Since Sending'** will sort the list numerically. Navigate to **Waiting for information** to see e-RS referrals

[illegible]

I. Checking Outgoing Referrals over a Period of Time

97. 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

98. Once selected Left Click on 'Run Report'

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

View History Transport Arrangements Update Status Run Report

Referred between 29 Apr 2025 and 27 May 2025

| Days Since Sending | Patient | NHS Number | Date Of Birth | Referrer | Referred To | Service | Speciality | R. | Status | Transport Booking | Last Updated |
|--------------------|---------|------------|---------------|----------|---------------------------------|---------------|-----------------------------------|----|-------------------------|-------------------|--------------|
| 0 | aaaaa | 1234567999 | XX.XX.XXXX | DR ABC | Dermatology NHS Hospital | | Referral to dermatologist (XaB) | | Waiting For Information | | 27 May 2025 |
| 4 | bbbbb | 1234567999 | XX.XX.XXXX | DR ABC | Surgical referral | | Referral to general surgeon (XaB) | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Neurology NHS Referral (L) | Neurology | Referral to neurologist (XaBTU) | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | URGENT Suspected Cancer | | Fast track referral for suspected | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Allergy NHS referral (a-RS) | | Referral to clinical allergy serv | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | NWU Integrated MSK service | | Referral to community muscul | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | MSK NHS referral - (Launch | | Referral to musculoskeletal cl | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | MSK NHS referral - (Launch | | Referral to musculoskeletal cl | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Urology NHS Referral (Lau | Urology | Referral to urologist (XaAgN) | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | Cardiology NHS Hospital (L | | Referral to GP (BHS2) | N | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Orthopaedics (Launch e-R | | Fast track referral for suspecte | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | Dermatology NHS Hospital | | Referral to dermatologist (XaB) | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Cardiology NHS Hospital (L | | Referral to cardiology service (L | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | Orthopaedics (Launch e-R | | Referral to orthopaedic service | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Gastroenterology (Launch e- | | Referral to gastroenterology s | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Andrology Laboratory GP Se | | Referral for semen analysis (X | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | NWU Integrated MSK service | | Referral to community muscul | | Waiting For Information | | 23 May 2025 |
| 4 | dddd | 1234567999 | XX.XX.XXXX | DR ABC | SPA (Urgent & Emergency R | Mental Health | Referral to mental health crisi | | Waiting For Information | | 23 May 2025 |
| 4 | cccc | 1234567999 | XX.XX.XXXX | DR ABC | Referral to mental health crisi | | Referral to mental health crisi | | Waiting For Information | | 23 May 2025 |

Glossary

a. **Number of choices**

We're asking all referrers to ensure they shortlist on average 5 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/