

2025

SystmOne e-RS Referral Worklist

USER GUIDE

PRIMARY CARE SYSTEMS TRAINING TEAM

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Introduction

The purpose of this document is to support and assist GP practice staff across North West London in effectively monitoring and managing their **e-Referral Service (e-RS) Worklists** on a regular basis.

It serves as both a practical guide and a reference resource, outlining key processes for maintaining e-RS Worklists and ensuring timely action on referrals.

If you have any questions not covered in this guide, you are encouraged to contact the **NWLCCG Service Desk Team** directly:

- ☎ Telephone: 0203 350 4050
- 📩 Email: nwlccg.servicedesk@nhs.net
- IT Self Service Portal :

Note: This is a working document that will be updated in the event of when new situations or scenarios emerge or when further clarification is needed.

What is e-RS?

The NHS e-Referral Service (e-RS) is a secure electronic system that enables GP practice staff to refer patients to other healthcare providers. It integrates with Spine information and can connect with other clinical systems.

The **e-RS Worklist** is the central hub where practice staff can:

- Monitor incoming and outgoing referrals
- Action items such as triage responses, incomplete referrals, and advice requests
- Track referral statuses including cancellations, DNAs, and pending bookings

Important Reminder

Making a referral is the responsibility of the **referring clinician**, who together with the patient must determine the most clinically appropriate referral option and onward pathway.

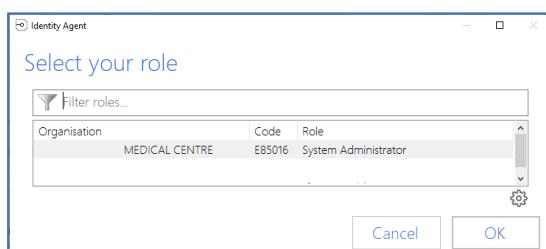
GP practices across North West London are responsible for the **daily management of their NHS e-Referral Service (e-RS) Worklists**. Regular monitoring and timely action are essential to ensure safe and efficient referral handling.

Daily Worklist Management

- Practices **must review their e-RS Worklists daily** and take appropriate action on any outstanding referrals.
- Each Worklist **must be monitored, reviewed, and actioned** in line with the referral's status and history.
- Available actions for each referral will vary depending on its progress and previous activity.

Accessing the e-RS website

1. **Log in using your NHS Smartcard.** Select the role of the organisation you will be working on if you have more than one smartcard role.



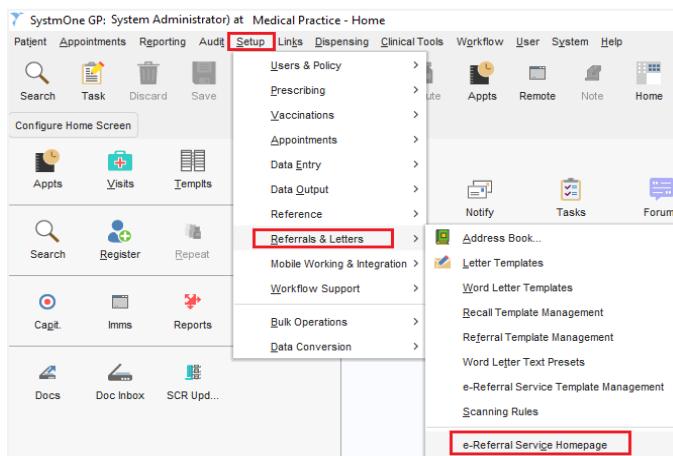
2. Open the e-RS website using **Microsoft Edge** (not Chrome) by either clicking on :

- a. **Website Hyperlink:** <https://ers.nhs.uk/role-selection>



- b. **e-RS Icon** on the desktop :
- c. or in **SystemOne** navigate from the top menu:

- i. **Setup → Referrals & Letters → e-Referral Service Home Page**



Tip: Ensure your Smartcard has the correct referrer role assigned. Your practice manager can request this via the Registration Authority (RA) team using the RA02 form.

3. You will see the e-RS login screen. Use the **drop down arrow** to select your organisation

NHS e-Referral Service

Log in to the e-Referral Service

Select your organisation

Select an option

Continue

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4. Once you have chosen your organisation, in this example we are choosing CHAPELTOWN FAMILY SURGERY then click on **Continue**.

NHS e-Referral Service

Log in to the e-Referral Service

Select your organisation

Select an option

CHAPELTOWN FAMILY SURGERY

HMP WAKEFIELD

HULL NHS TRUST

NHS WEST YORKSHIRE ICB - 15F

SEEBETTER OPTICIANS

SEEBETTER OPTOMETRIST

SYCAMORE PHARMACY HQ

SYCAMORE PHARMACY LEEDS

TD009215 WAKEFIELD NHS TRUST

THE FAMILY DOCTORS

© Crown copyright

Continue

5. You now need to select your role. There are **two main roles** you might need, depending on your responsibilities:

- Referring Clinician** – typically for GPs or clinical staff making referrals
- Referring Clinician Admin** – for administrative staff managing referrals on behalf of clinicians

Choose the appropriate role and click on **Continue**.

NHS e-Referral Service

Log in to the e-Referral Service

Organisation: CHAPELTOWN FAMILY SURGERY

Select your role

Select an option

Additional requirements manager

Booking manager

Information analyst

Referring admin

Referring clinician

Referring clinician admin

Service definer

Service provider admin

Service provider clinician

Service provider clinician admin

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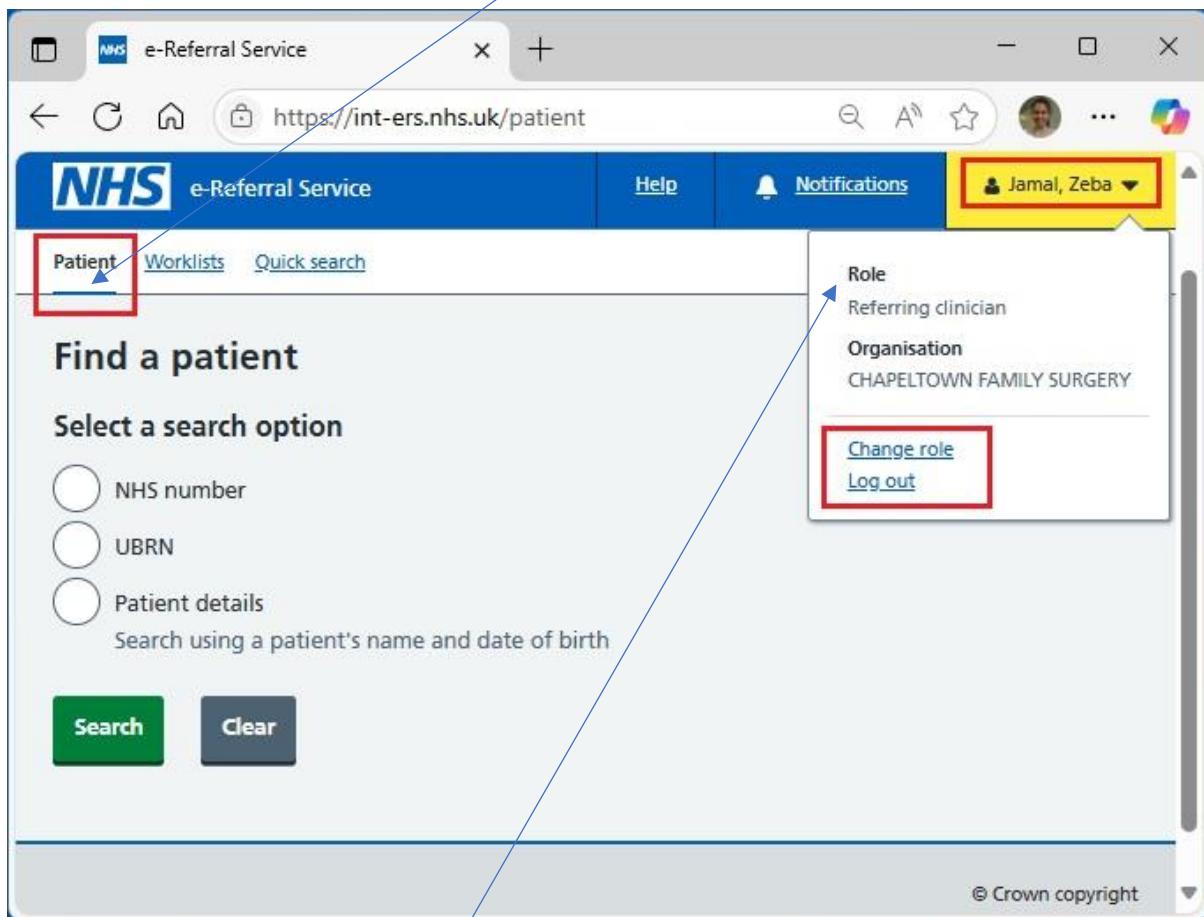
Continue

6. You have now successfully logged into the e-RS system and will be presented with the home screen.

Patient Tab

7. Upon logging into the e-RS website, the default screen displayed is '**Find a Patient**,' which corresponds to the '**Patient**' hyperlink

8. There is a blue underline beneath the '**Patient**' label on the grey navigation ribbon at the top of the screen. This blue line will indicate which part of the website you are visiting.



9. Under the users name there is a drop down that you can expand.

- This tells you what Role you are currently in as on the website. Displayed on screen is the referring clinician role.
- The other role is Referring Clinician Admin. This also shows the organisation you have accessed.
- The options you can perform are changing your role, if you have access to multiple roles on e-RS or if you want to log off from the website.

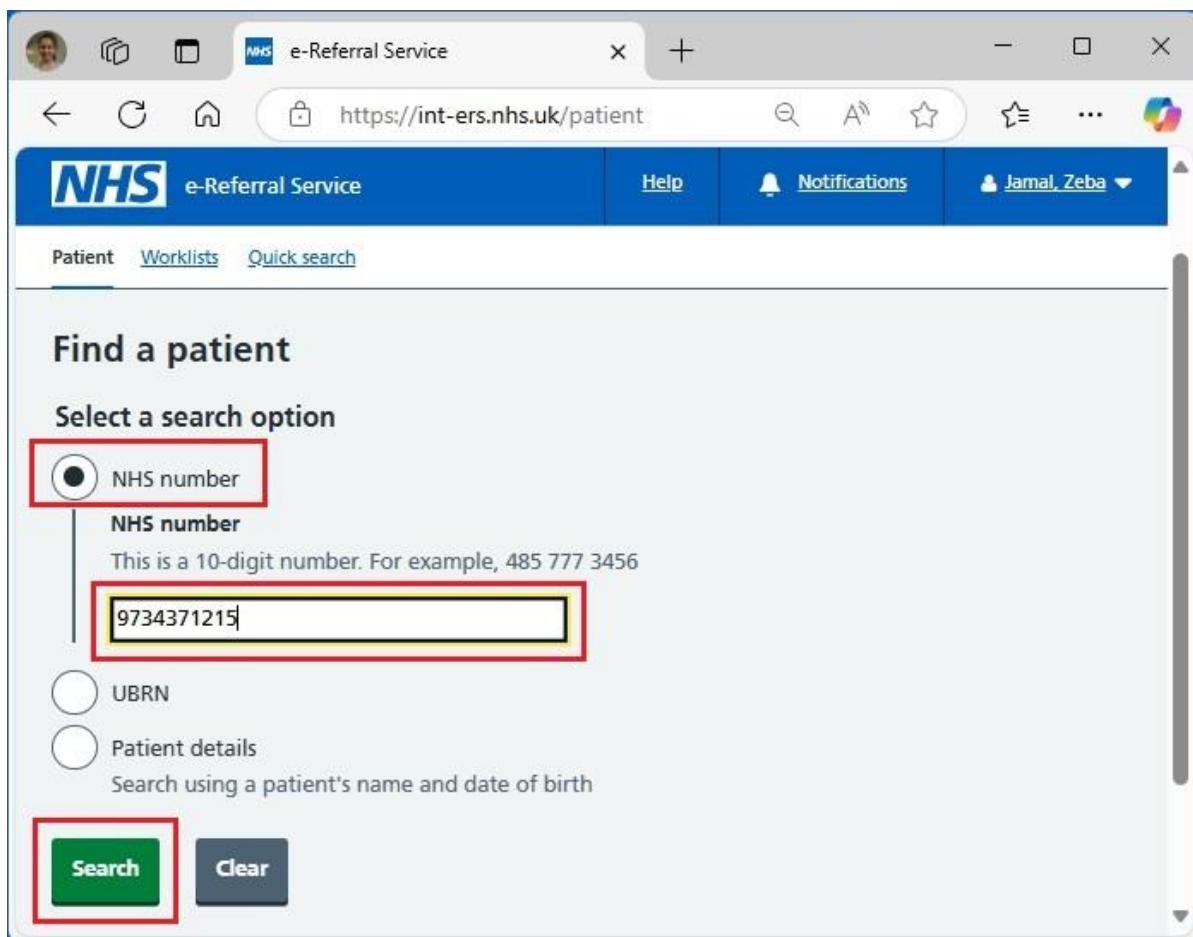
10. The **Patient tab** is a useful tool that allows the user to **search for a patient's referral activity**.

This is to give the user quick access to a patient's referral history, which has been active within the **last 18 months**. You can search for a patient using one of the following ways their **NHS number**, **A Unique Booking Reference Number (UBRN)** or their **demographic information**, such as name and date of birth. This feature is especially helpful when you need to **track down a referral** that may not appear in your usual worklist or when following up on a patient query.

You now have three options available to search for your patient:

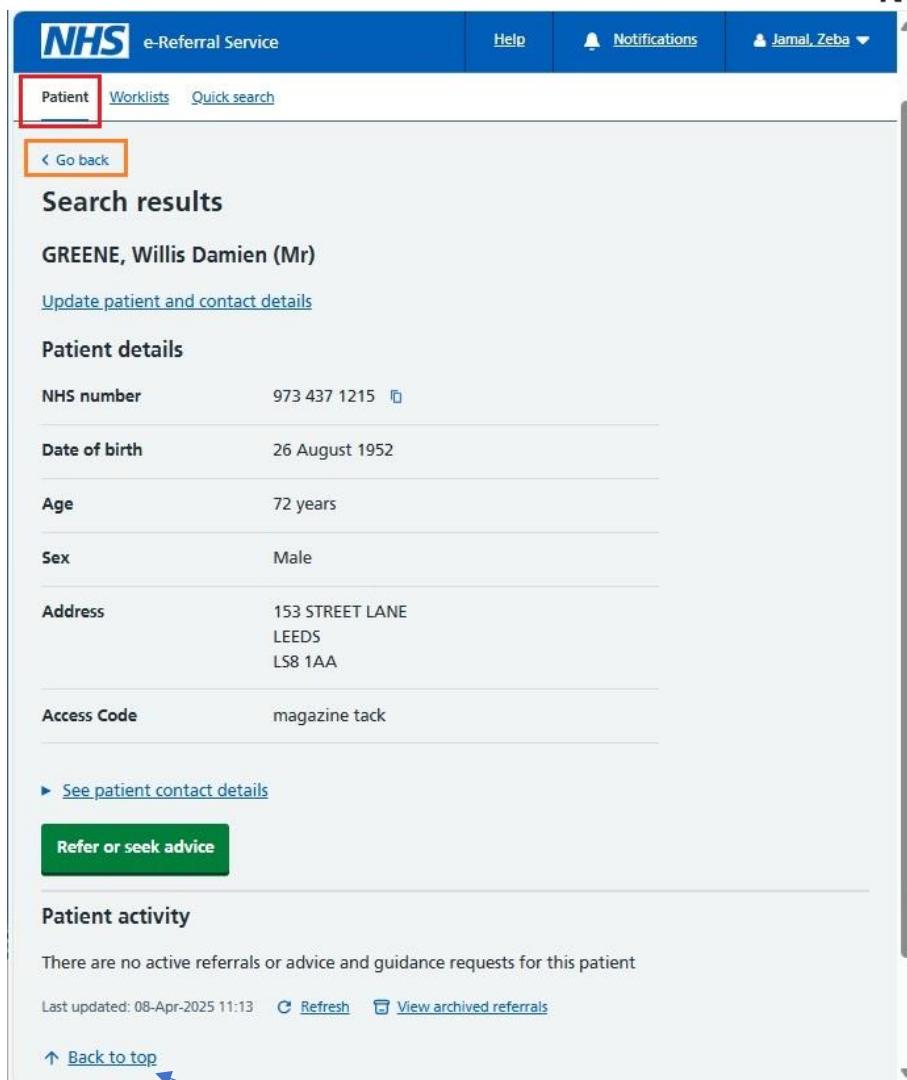
Find a patient using NHS Number

- a. Click on the Radio button NHS Number
- b. Type or paste in the Patients NHS Number
- c. Click on Search



The screenshot shows the 'e-Referral Service' interface. At the top, there is a blue header bar with the NHS logo, the text 'e-Referral Service', and a user profile for 'Jamal, Zeba'. Below the header, there is a navigation bar with tabs for 'Patient' (which is underlined), 'Worklists', and 'Quick search'. The main content area is titled 'Find a patient' and contains a section titled 'Select a search option'. There are three radio buttons: 'NHS number' (which is selected and highlighted with a red box), 'UBRN', and 'Patient details'. Below the radio buttons, there is a text input field containing the value '9734371215', which is also highlighted with a red box. At the bottom of the search section are two buttons: a green 'Search' button and a grey 'Clear' button.

- d. In the example below, the patient did not have any referrals made. So the patient activity is empty.
- e. To go back to the previous screen click on < Go Back hyperlink at the top left hand corner of the screen. You can also click on the patient Hyperlink shown at the top of the screen on the blue bar.



Patient Worklists Quick search

[Go back](#)

Search results

GREENE, Willis Damien (Mr)

[Update patient and contact details](#)

Patient details

NHS number	973 437 1215
Date of birth	26 August 1952
Age	72 years
Sex	Male
Address	153 STREET LANE LEEDS LS8 1AA
Access Code	magazine tack

[See patient contact details](#)

[Refer or seek advice](#)

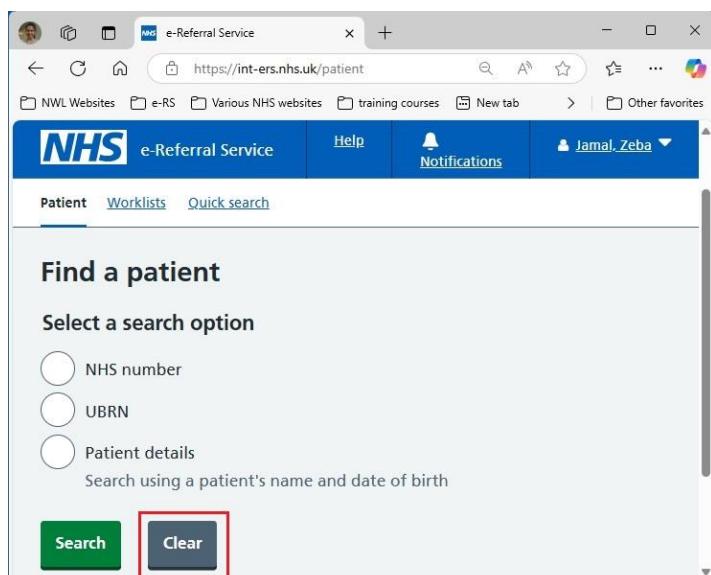
Patient activity

There are no active referrals or advice and guidance requests for this patient

Last updated: 08-Apr-2025 11:13 [Refresh](#) [View archived referrals](#)

[Back to top](#)

- f. To go **back to the top** of the screen click on [Back to the top](#) hyperlink located at the bottom left hand corner of the screen.
- g. Click on the **Clear** button to remove the information in order to search again



[Patient](#) [Worklists](#) [Quick search](#)

Find a patient

Select a search option

NHS number
 UBRN
 Patient details
 Search using a patient's name and date of birth

[Search](#) [Clear](#)

Find a patient using UBRN – Unique booking reference number

11. Click on the Radio button UBRN - Unique Booking Reference Number

- Type or paste in the Patients UBRN
- Click on Search

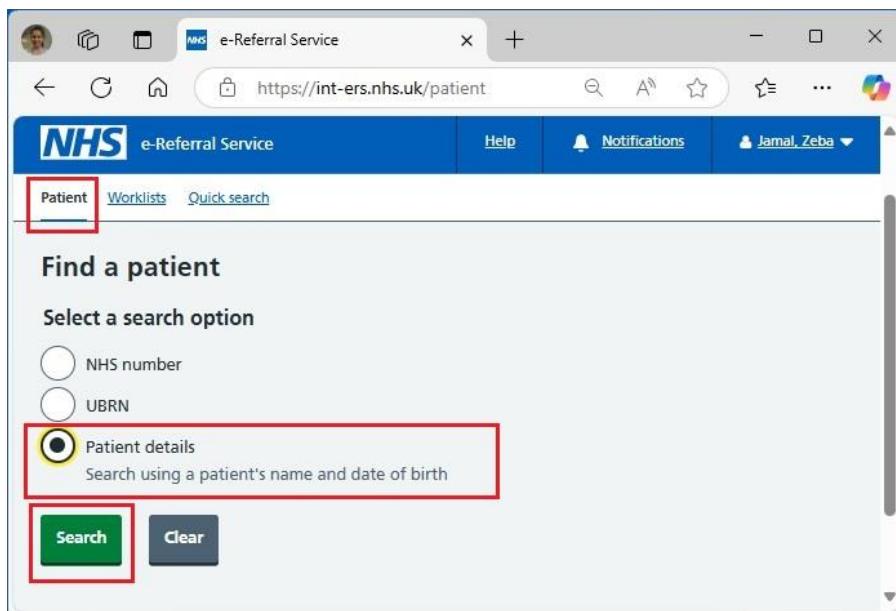
- This example it shows that one referral was made at the bottom of the screen

UBRN	Clinical context	Request type	Request date	Status	Appointment	Referred by
0000 4980 0907	Cardiology/Arrhythmia	Referral	08-Apr-2025	Booked	16-Apr-2025 14:00	JAMAL, Zeba

Find a patient using Patient Details

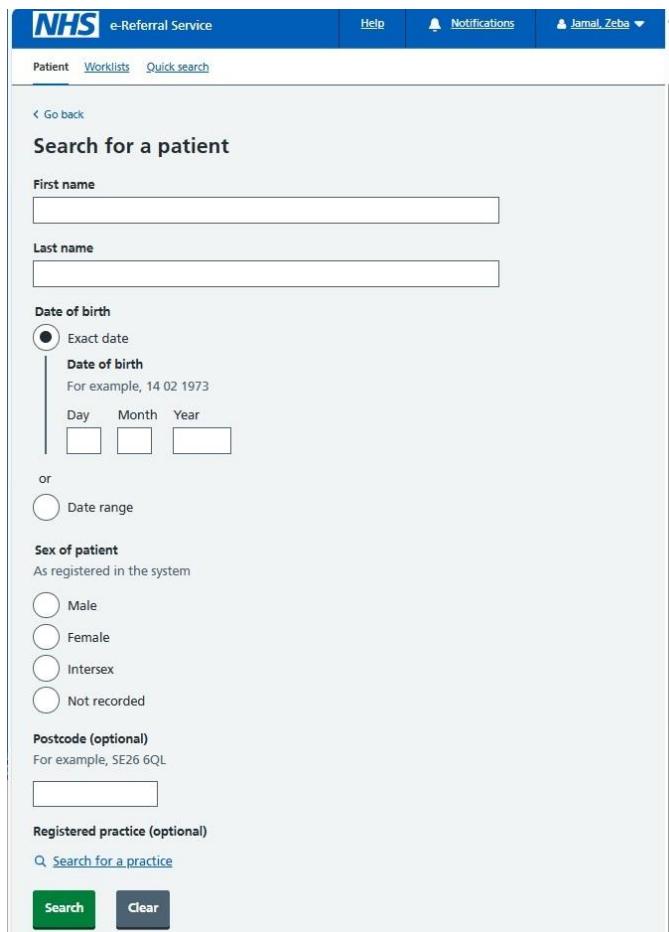
12. Click on the Radio button **Patient Details**

- a. Type or paste in the Patients information
- b. Click on **Search**



The screenshot shows the 'e-Referral Service' interface. The top navigation bar includes the NHS logo, 'e-Referral Service', 'Help', 'Notifications', and a user profile for 'Jamal, Zeba'. Below the bar, there are three tabs: 'Patient' (highlighted with a red box), 'Worklists', and 'Quick search'. The main content area is titled 'Find a patient' and contains the text 'Select a search option'. It lists three options: 'NHS number', 'UBRN', and 'Patient details' (which is selected and highlighted with a red box). Below this is a search input field with the placeholder 'Search using a patient's name and date of birth'. At the bottom of the search form are two buttons: a green 'Search' button (highlighted with a red box) and a grey 'Clear' button.

- c. This example it shows the fields that need to be filled out



The screenshot shows the 'Search for a patient' form. At the top, there are links for 'Go back', 'Patient', 'Worklists', and 'Quick search'. The main form has fields for 'First name' and 'Last name', both of which are empty. Below these is a 'Date of birth' section with a radio button for 'Exact date' (selected) and a date input field showing '14 02 1973'. There are also fields for 'Day', 'Month', and 'Year'. An 'or' option is available, followed by a radio button for 'Date range'. The 'Sex of patient' section shows 'Male' selected. There are also options for 'Female', 'Intersex', and 'Not recorded'. Below this are optional fields for 'Postcode (optional)' and 'Registered practice (optional)', both of which are empty. At the bottom are 'Search' and 'Clear' buttons.

d. This example below shows the populated fields

Search for a patient

First name
Willis

Last name
GREENE

Date of birth
 Exact date
Date of birth
 For example, 14 02 1973
 Day Month Year
 26 08 1952

or
 Date range

Sex of patient
As registered in the system

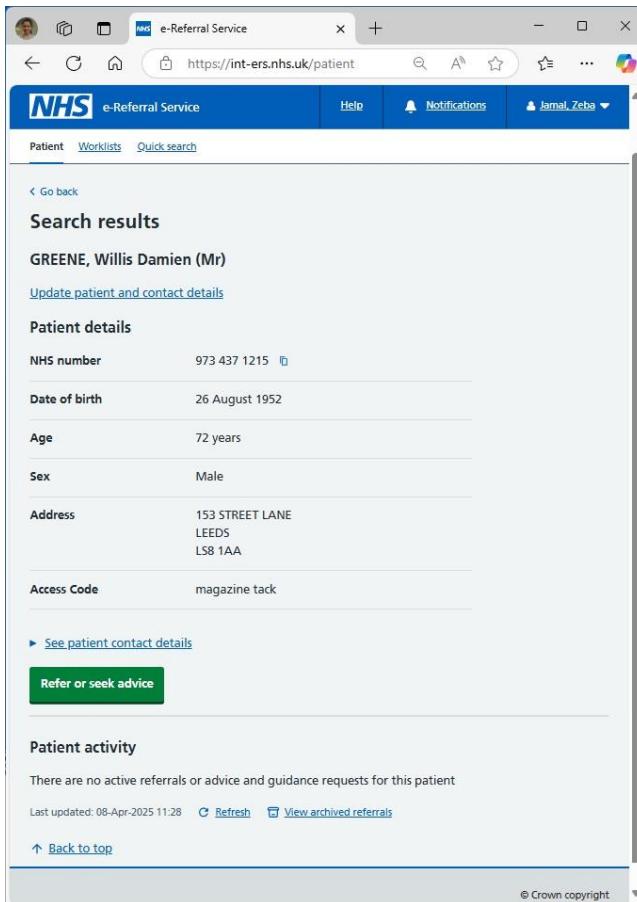
Male
 Female
 Intersex
 Not recorded

Postcode (optional)
For example, SE26 6QL

Registered practice (optional)
[Q Search for a practice](#)

Search **Clear**

e. This example shows the patient did not have any prior referrals



The screenshot shows the e-Referral Service interface. At the top, there is a navigation bar with the NHS logo, 'e-Referral Service', 'Help', 'Notifications', and a user profile for 'Jamal, Zeba'. Below the navigation bar, there are tabs for 'Patient', 'Worklists', and 'Quick search'. The main content area is titled 'Search results' and shows the details for 'GREENE, Willis Damien (Mr)'. The patient's details are listed as follows:

- NHS number: 973 437 1215
- Date of birth: 26 August 1952
- Age: 72 years
- Sex: Male
- Address: 153 STREET LANE, LEEDS, LS8 1AA
- Access Code: magazine tack

Below the patient details, there is a link '▶ See patient contact details' and a green button labeled 'Refer or seek advice'.

The 'Patient activity' section is titled 'Patient activity' and contains the message: 'There are no active referrals or advice and guidance requests for this patient'. At the bottom of the page, there are links for 'Last updated: 08-Apr-2025 11:28', 'Refresh', 'View archived referrals', and 'Back to top'. The page footer includes '© Crown copyright'.

13. This example shows how to update the patient and their contact details. Click on the hyperlink

Update patient and contact details

NHS e-Referral Service

Patient Worklists Quick search

Search results

GREENE, Willis Damien (Mr)

[Update patient and contact details](#)

Patient details

NHS number: 973 437 1215

Date of birth: 26 August 1952

Age: 72 years

Sex: Male

Address: 153 STREET LANE, LEEDS, LS8 1AA

Access Code: magazine talk

[See patient contact details](#)

[Refer or seek advice](#)

Patient activity

Select a UBRN for more information

Last updated: 08-Apr-2025 13:48

UBRN	Clinical context	Request type	Request date	Status	Appointment	Referred by
0000 4980 0907	Cardiology/Arrhythmia	Referral	08-Apr-2025	Booked	16-Apr-2025 14:00	JAMAL, Zeba

14. This screen shows where the user can make amendments.

NHS e-Referral Service

Patient: GREENE, Willis Damien (Mr) Sex: Male 72 years (26-Aug-1952)

Update patient details

Patient information

Title (optional): Mr

First name: Willis

Middle names (optional): Damien

Last name: GREENE

Date of birth: 26 08 1952

Sex on NHS record:

- Male
- Female
- Intersex
- Not recorded

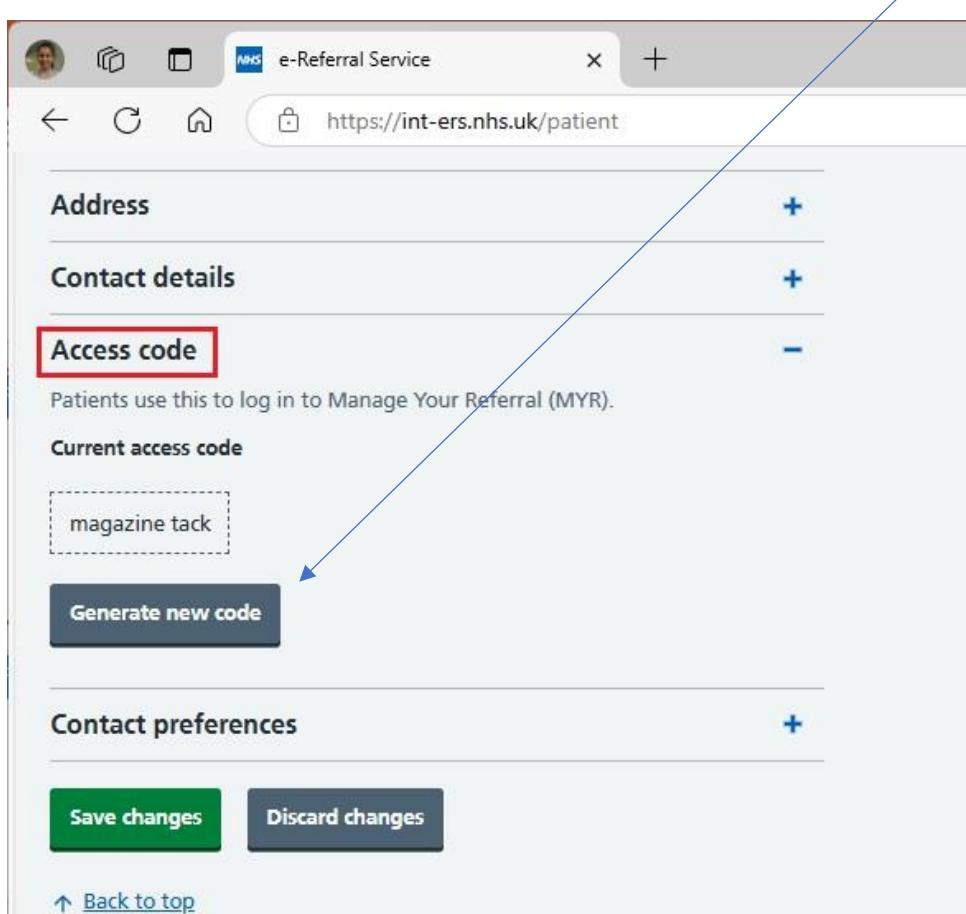
Address: +

Contact details: +

Access code: +

15. The user can expand the fields by clicking on the '+' symbol.

16. The example below shows how to find the **Access code**, which the patient will need to book, amend or cancel their appointment. The user can also generate a **new code** for the patient.

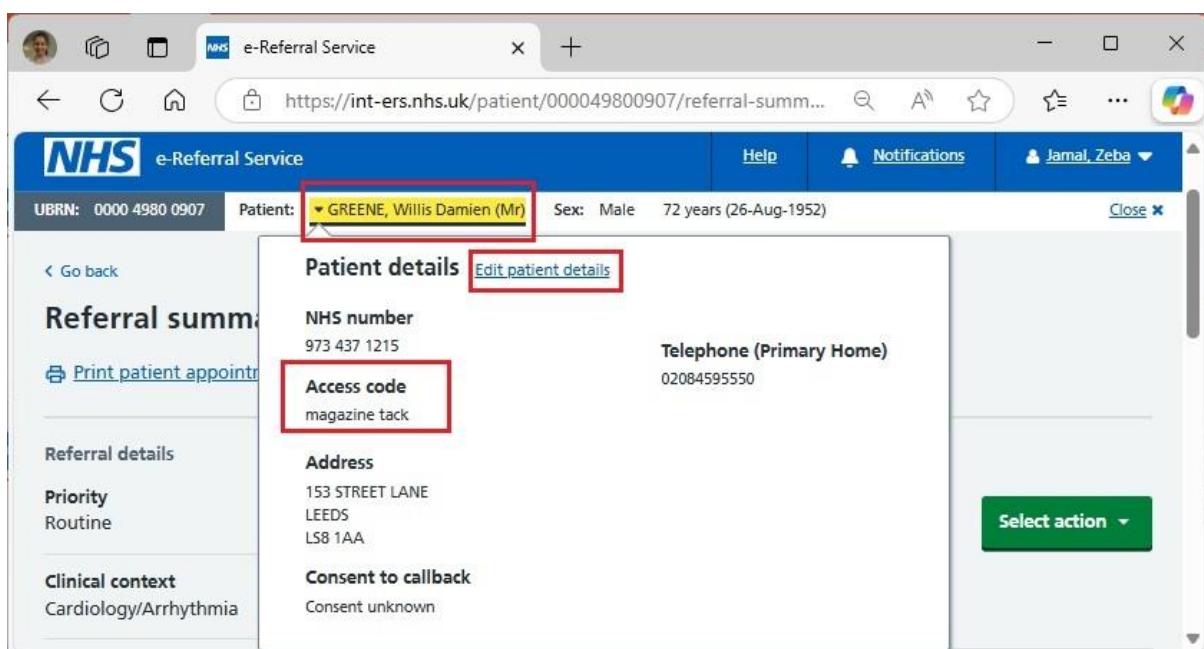


The screenshot shows a web browser window for the NHS e-Referral Service. The URL is <https://int-ers.nhs.uk/patient>. The page displays a form with several sections:

- Address**: A section with a plus sign (+) to expand.
- Contact details**: A section with a plus sign (+) to expand.
- Access code**: A section highlighted with a red border. It contains the text: "Patients use this to log in to Manage Your Referral (MYR)." Below this is a text input field containing "magazine tack" and a "Generate new code" button.
- Contact preferences**: A section with a plus sign (+) to expand.

At the bottom of the page are "Save changes" and "Discard changes" buttons, and a "Back to top" link.

17. The patient details are also available to amend on the referral summary screen at the top under the NHS e-Referral service logo.



The screenshot shows a web browser window for the NHS e-Referral Service. The URL is <https://int-ers.nhs.uk/patient/000049800907/referral-summ...>. The page displays a "Referral summary" for a patient:

- Patient:** GREENE, Willis Damien (Mr)
- Referral summary** (button)
- Print patient appointment** (button)
- Referral details** (button)
- Priority**: Routine
- Clinical context**: Cardiology/Arrhythmia

The main content area shows "Patient details" with an "Edit patient details" link. It includes:

- NHS number**: 973 437 1215
- Access code**: magazine tack
- Address**: 153 STREET LANE, LEEDS, LS8 1AA
- Telephone (Primary Home)**: 02084595550
- Consent to callback**: Consent unknown

On the right, there is a "Select action" button.

18. The user can also refer a patient from the patient search results screen. By clicking on the **Refer or seek advice** button.

Patient Worklists Quick search

Greene, Willis Damien (Mr)

Patient details

NHS number: 973 437 1215

Date of birth: 26 August 1952

Age: 72 years

Sex: Male

Address: 153 STREET LANE, LEEDS, LS8 1AA

Access Code: magazine tack

See patient contact details

Refer or seek advice

Patient activity

There are no active referrals or advice and guidance requests for this patient

Last updated: 08-Apr-2025 11:13 | Refresh | View archived referrals

Back to top

19. This will take the user to the **search for a service** screen.

Search for a service

Step 1: Confirm request details

Referring clinician: Select an option

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: Select an option

Named clinician: Search for a clinician

Add more search detail +

Search Reset

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Worklists Tab (Hyperlink)

Worklists tiles

The Worklists tab in e-RS is your central dashboard for managing patient referrals. Each referral is assigned a Unique Booking Reference Number (UBRN) and grouped into categories based on its status or required actions—such as “Awaiting Triage,” “Letter Required,” or “Ready to Book.” This dynamic tool allows practices to track referral progress, identify missing documents, and take timely action. Regularly checking and updating the Worklist ensures safe patient care, improves team coordination, and supports continuity across services.

The screenshot shows the e-Referral Service interface with the 'Worklists' tab selected. The page is titled 'Manage your worklists' and displays six categories of referrals:

- Triage responses / Rejected referrals:** 70 total, 35 Unread
- Missing referral letters:** 82 total, 76 Overdue
- Incomplete UBRNs:** 0
- Active advice requests:** 175 total, 133 Unread
- Assessment results / Cancelled referrals / Did not attend:** 17 total, 6 Unread
- Referrals pending external action:** 112 total

At the bottom right of the page, there is a copyright notice: © Crown copyright.

Using and Navigating the Worklist

The Worklist offers powerful features to help you manage referrals efficiently. You can filter by specialty, urgency, or referral status, and sort by date or team assignment. Clicking on a referral lets you view patient details, upload documents, book appointments, and add notes for team visibility. Multiple users can access and update the Worklist, promoting shared responsibility and smooth handovers. To begin, log in to e-RS, navigate to the **Worklist tab**, and select the relevant category such as **Rejected / Triage Response**, to review and action referrals.

- Actioning Triage Responses and Rejected Referrals

The **Rejected / Triage Response** tile highlights referrals that have been rejected or returned with clinical advice. These require prompt follow-up to prevent delays in care. You can read the reason for rejection, check for missing documents, and decide whether to revise, resubmit, or escalate the referral. Best practice includes checking this tile daily, documenting actions taken, and coordinating with your team. This ensures that patients receive timely updates and that referrals are processed efficiently and safely.

When you click on to the hyperlink **Triage Response / Rejected referrals** you will see responses of referrals from the provider to your practice that are either rejected or returned with clinical advice as per screen shot below:

UBRN #	Patient name #	Priority #	Clinical context #	Status #	Reason #	Referrer #
0000 4979 5745 0	RODDA, Anna (Miss)	Routine	Ear, Nose & Throat/Ear	Triage response	Not recorded	MAIN, Rachel
0000 4979 6566 0	BAILEY, Greg Harley (Mr)	Routine	Cardiology/Arrhythmia	Rejected	Further information required	ROUSE, Preeti
0000 4979 6589 0	DOPSON, Alison (Ms)	Routine	Children's & Adolescent Services/Diabetes	Triage response	Not recorded	ROUSE, Preeti
0000 4979 6591 0	BAILEY, Greg Harley (Mr)	Routine	Orthopaedics/Knee	Triage response	Not recorded	ROUSE, Preeti
0000 4979 6911 0	WINTER, Elaine Eve (Ms)	Routine	Cardiology/Arrhythmia	Rejected	Further information required	KIZIL, Dilek
0000 4979 7333 0	DAY, Doreen Monica (Ms)	Routine	Cardiology/Arrhythmia	Rejected	Inappropriate service	TURNER, Susan
0000 4979 4718 0	PRESHO, Glenny Vivien (Ms)	Routine	Cardiology/Hypertension	Triage response	Not recorded	WILDE, Jane
0000 4979 7394 0	KNEALE, Bruce Louie (Mr)	Routine	Cardiology/Hypertension	Rejected	Inappropriate service	MORRIS, Sue
0000 4979 7801 0	BROUGH, Kieran Sven (Mr)	Urgent	Cardiology/Hypertension	Triage response	Not recorded	MORRIS, Sue
0000 4979 7882 0	DAVEY, Yvette Millie (Mrs)	Routine	Cardiology/Hypertension	Triage response	Not recorded	GORDON, Joanna
0000 4979 7874 0	MAIN, Dolly (Ms)	Routine	Cardiology/Hypertension	Rejected	Inappropriate service	MORRIS, Sue
0000 4979 7887 0	MURTA, Deanna (Mrs)	Routine	Cardiology/Hypertension	Rejected	Inappropriate service	GORDON, Joanna

20. The darker blue bar rows with the red dot highlights any new items on the list.
21. To go back to the previous screen click on the hyperlink [< Go back](#) located at the top left hand corner.

- Download Summary

22. To Download Summary of the referral Click on

The screenshot shows the 'Referral summary' page of the e-Referral Service. At the top, the patient details are listed: UBRN: 0000 4980 0907, Patient: GREENE, Willis Damien (Mr), Sex: Male, 72 years (26-Aug-1952). Below this, the 'Referral summary' section is shown with the following details:

- Referral details:** Priority: Routine, Status: **BOOKED**, Service: Face-to-face, Referrer: JAMAL, Zeba, Referring organisation: CHAPELTOWN FAMILY SURGERY.
- Patient's registered practice:** CHAPELTOWN FAMILY SURGERY.
- Related information:** Referral history: [test.docx](#) (Not recorded, Added by: JAMAL, Zeba, Date added: 08-Apr-2025).
- Attachments:** [Manage attachments](#).
- Additional requirements:** [Update additional requirements](#).

23. The **download summary** shows the clinical information summary of the referral in a separate tab. Save this as a PDF and attach to the patient record.

The screenshot shows the 'Clinical Information Summary' PDF. The page is titled 'NHS Confidential' and contains the following information:

Patient: GREENE, MR Willis Damien, Date of Birth: 26/08/1952
URRN: 0000 4980 0907, Age: 72 years
NHS: 973 437 1215, Sex: Male

URRN Information:

Appointment Date/Time:	Wed 16-Apr-2025 14:00	Referral Created Date:	08-Apr-2025 11:32
Priority:	Routine	Clinical Information First Submitted:	08-Apr-2025 16:02
Referred By:	JAMAL, Zeba	Clinical Information Last Updated:	-
Referring Organisation:	CHAPELTOWN FAMILY SURGERY	Named Clinician:	-
Address:	SPENCER PLACE LEEDS WEST YORKSHIRE LS7 4BB	Allocated Clinician:	KILBRIDE, Zoe (Ms)
Telephone:	01132407000	Clinical Context:	Cardiology/Arrhythmia
		Location:	TD009215 OSSETT TRUST SITE
		Clinical Term:	-

Patient Information:

Patient Address:	163 STREET LANE LEEDS LS8 1AA	Registered Practice:	CHAPELTOWN FAMILY SURGERY
Telephone (Primary Home):	02084595550	Address:	SPENCER PLACE LEEDS WEST YORKSHIRE LS7 4BB

More contact details available when reviewing online

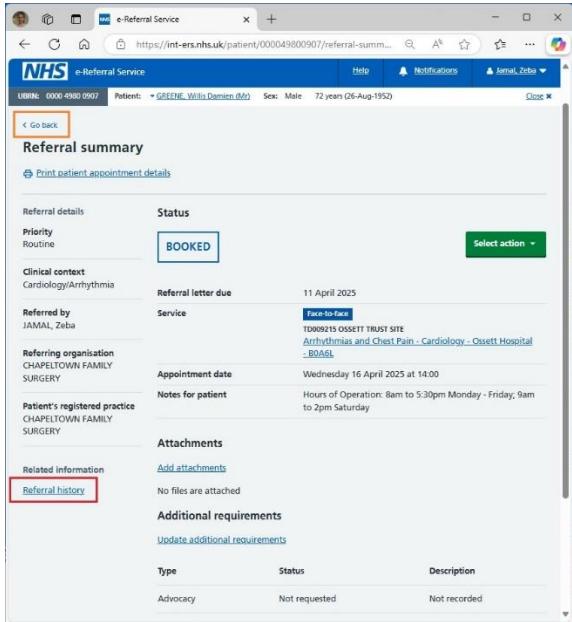
Attachments:

File Name	File Description	Added By	Date/Time Added
test.docx	-	JAMAL, Zeba (Referring Clinician)	08-Apr-2025 15:02

CONFIDENTIAL PATIENT INFORMATION
 Page 1 of 1

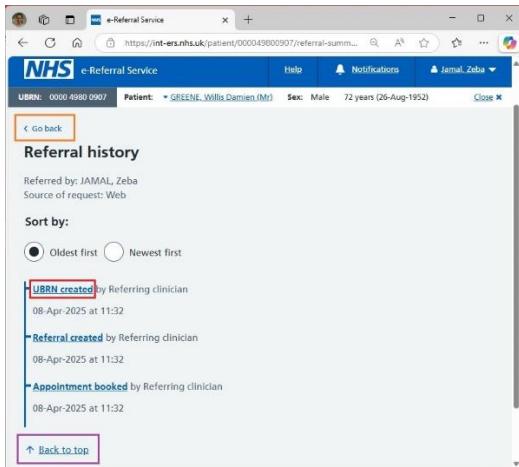
- Referral History

24. To view the referral history Click on [Referral history](#) hyperlink



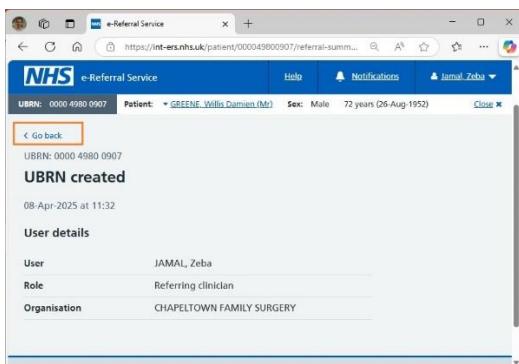
The screenshot shows the 'e-Referral Service' interface. At the top, it displays 'Patient: GREENE, Willis Damien (Mr)' and 'Sex: Male, 72 years (26-Aug-1952)'. The 'Referral history' link is highlighted with a red box. The main content area is titled 'Referral summary' and contains sections for 'Referral details', 'Status' (BOOKED), 'Clinical context' (Cardiology/Arrhythmia), 'Referred by' (JAMAL, Zeba), 'Referring organisation' (CHAPELTOWN FAMILY SURGERY), 'Patient's registered practice' (CHAPELTOWN FAMILY SURGERY), 'Related information', and 'Attachments'. The 'Attachments' section shows 'No files are attached'. Below this is the 'Additional requirements' section with a link to 'Update additional requirements'. A table at the bottom shows a single row: Type (Advocacy), Status (Not requested), and Description (Not recorded).

25. Referral History view shows more details of selected actions on the middle pane. If you click on the Hyperlink for example [URBN Created](#) you can view it in more detail. Click on [< Go back](#) highlighted in Orange to get back to the (previous screen) Referral summary screen or Worklist.



The screenshot shows the 'e-Referral Service' interface with the 'Referral history' link highlighted with a red box. The main content area is titled 'Referral history' and shows a list of actions: 'URBN created' (by Referring clinician, 08-Apr-2025 at 11:32), 'Referral created' (by Referring clinician, 08-Apr-2025 at 11:32), and 'Appointment booked' (by Referring clinician, 08-Apr-2025 at 11:32). At the bottom, there is a 'Back to top' link.

26. The URBN created screen shows more information regarding what actions were done on the referral and who did it and in which organisation.



The screenshot shows the 'e-Referral Service' interface with the 'URBN created' link highlighted with a red box. The main content area is titled 'URBN created' and shows the date '08-Apr-2025 at 11:32'. Below this is a 'User details' section with three rows: 'User' (JAMAL, Zeba), 'Role' (Referring clinician), and 'Organisation' (CHAPELTOWN FAMILY SURGERY).

- Manage attachments

27. To add or remove attachments or letters click on [Manage attachments](#)

URRN: 0000 4980 0525 Patient: BAILEY, Greg Harley (Mr) Sex: Male 66 years (05-Oct-1958)

Referral summary

[Download summary](#) [Print patient referral instructions](#)

Referral details

Priority: Routine Status: **AWAITING TRIAGE** [Select action](#)

Clinical context: Cardiology/Arrhythmia Service: **SHAH LANE SURGERY** [View details](#)

Referred by: JAMAL, Zeba

Referring organisation: CHAPELTOWN FAMILY SURGERY

Patient's registered practice: CHAPELTOWN FAMILY SURGERY

Attachments

[Manage attachments](#)

File: 000049799131_Appointment_Confirmation_Summary_20250310145723.pdf Status: Not recorded Added by: JAMAL Zeba

Additional requirements

[Update additional requirements](#)

Type: Advocacy Status: Not requested Description: Not recorded

28. Select the file you want to add or remove.

URRN: 0000 4980 0525 Patient: BAILEY, Greg Harley (Mr) Sex: Male 66 years (05-Oct-1958)

Manage referral attachments

Upload a file

[What type of files can I upload?](#)

Select a file

Attachments

File	Description	Date added	Action
000049799131_Appointment_Confirmation_Summary_20250310145723.pdf	Add file description	02-Apr-2025	Remove

Save

© Crown copyright

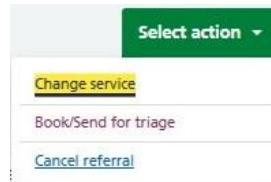
29. To find more information regarding the Service or contact details click on the Service hyperlink name as highlighted in red below:

30. This will show information about the service and their contact details.

31. To view the service provider response look at the **Outcome** and **Comments** rows under the **Status** column

32. To action a triage response on the Referral summary screen click on the **select action** dropdown arrow and pick one of the 3 options as per screen shot below:

- A. Change Service**
- B. Book/Send for Triage**
- C. Cancel referral**



A. Select action— Change Service

33. Click on the green drop down list for the following **Action Change service** to get **Search for a service** screen

Referral details

Priority: Routine

Clinical context: Ear, Nose & Throat/Ear

Referred by: MAIN, Rachel

Referring organisation: CHAPELTOWN FAMILY SURGERY

Patient's registered practice: CHAPELTOWN FAMILY SURGERY

Related information

Referral history: Blank Referral Letter.pdf

Attachments: Manage attachments

Status: TRIAGE RESPONSE

Outcome: Return to referer with advice

Comments: This referral is not appropriate, please refer the patient through the Site

Service: GANSTEAD HOSPITAL
Ear Service - ENT - Ganstead Hospital - 17Y

Additional requirements

Type: Status: Description: Advocacy Not requested Not recorded Interpreter Not requested Not recorded Transport Not requested Not recorded

34. The user can now search for another service and refer the patient into an appropriate clinic.

Request type: Referral

Priority: Routine

Specialty: Ear, Nose & Throat

Clinic type: Ear

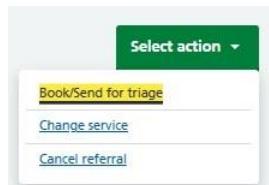
Named clinician: [Search for a clinician](#)

Add more search detail [+](#)

Search [Reset](#)

B. Select action— Book Send for Triage

35. Click on the green drop down list for the following Action Book /Send for Triage to get Search for a service screen



36. Click on request triage if that is the service you want to select.

37. Review the information before confirming. Press the **Confirm** button to proceed. Otherwise click on [go back](#) to take you back to the previous screen and review your selection of choices.

UBRN: 0000 4979 5725 Patient: AIREY, Maggie (Mrs) Sex: Female 26 years (19-Jan-1999) [Close](#)

[Go back to Service options](#)

Review details before you confirm

Important

The triage request has not been sent yet. Review the service details to make sure it is suitable for the patient before confirming.

The service will triage your referral. If needed, they will contact the patient to make an appointment.

Service details

Service	Apollo ENT
Service type	This is a triage service
Location	TD008322 TRUST SITE 001
Priority	Routine

[Confirm](#)

38. Once you have confirmed your choice Print out the patient referral instructions and send them to the patient. Then, click on **View referral summary** to take you back to the Referral summary screen.

UBRN: 0004 5413 4344 Patient: XXTESTPATIENTAANL-TESTPATIENT_Ebs-donotuse (Miss) Sex: Female 42 years (03-Aug-1982) [Close](#)

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](#)

© Crown copyright

C. Select Action – Cancel referral

39. Click on the green drop down list for the following Action **Cancel referral** to end the triage.

Referral details

Priority: Routine

Clinical context: Ear, Nose & Throat/Ear

Referred by: MAIN, Rachel

Referring organisation: CHAPELTOWN FAMILY SURGERY

Patient's registered practice: CHAPELTOWN FAMILY SURGERY

Related information

Referral history: Blank Referral Letter.pdf

Attachments: Manage attachments

Status: TRIAGE RESPONSE

Outcome: Return to referrer with advice

Comments: This referral is not appropriate, please refer the patient through the system.

Service: GANSTEAD HOSPITAL

Additional requirements

Type: Advocacy, Interpreter, Transport

Description: Not requested

Added by: MAIN, Rachel

Date added: 06-Jan-2025

Select action: Change service, Postpone for triage, Cancel referral

40. Click on the reason for cancelling (ending) the triage usually the referrer has provided information to proceed treatment in primary care or booked outside e-RS so you can remove the referral as it's journey has been completed.

Why are you cancelling this referral?

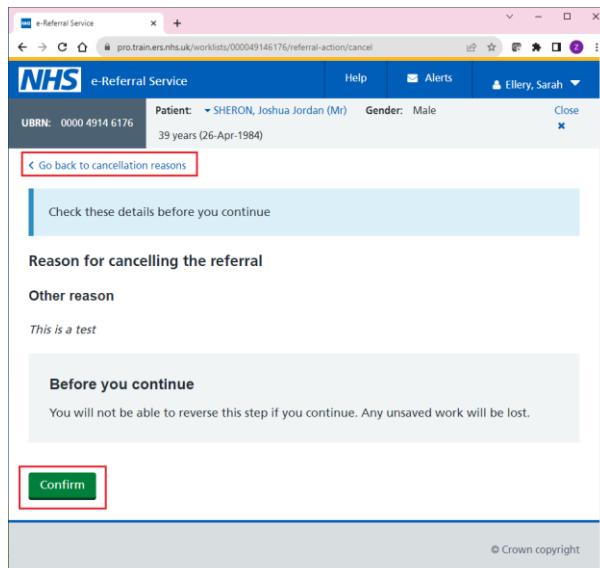
- Patient will go to a private clinic
- Referral created by mistake
- Referral no longer needed
- Other

If you selected 'other' or have extra detail, provide more information.

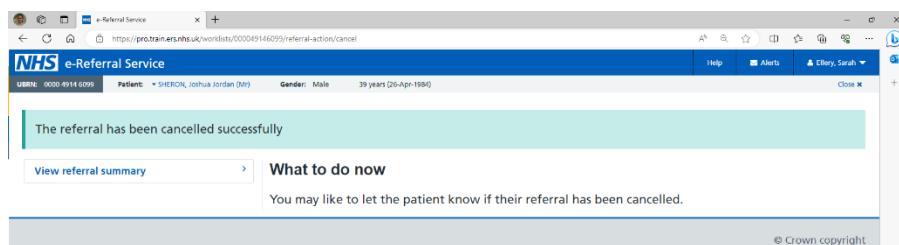
You have 2000 characters remaining

Continue

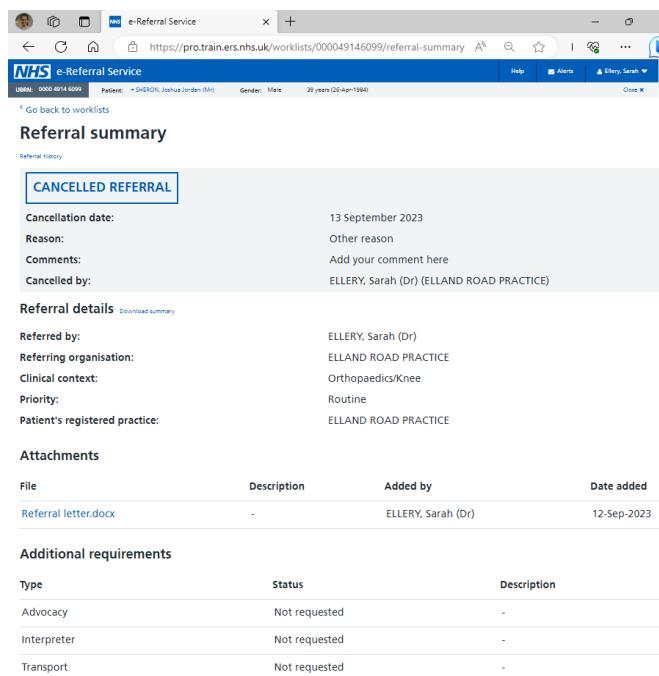
41. Follow the online instructions to check and remove the triage .



42. This screen will display the referral has been successfully cancelled.



43. Click on **view referral summary** to go back to the previous screen. This will now show as a cancelled referral in the referral summary screen and the referral will be removed from the worklist.



- Rejected referrals

44. Have the same actions as triage referrals and you can action them in the same way as above.

- Missing referral letters

Referrals without attached letters can delay triage and booking. These letters often contain essential clinical information needed by providers to assess and accept the referral.

Regularly check the Worklist for entries flagged as “Letter Required.” Upload missing documents promptly to avoid rejection and ensure smooth patient care.

1. Referral letters are essential for clinical triage and decision-making. Without them, providers may reject or delay referrals due to insufficient information.
2. The Worklist flags referrals missing letters under the “Letter Required” category. This helps staff quickly identify and resolve gaps.
3. Uploading the referral letter ensures the provider has the necessary clinical context to assess and accept the referral.
4. Missing letters can lead to delays in patient care and additional administrative work.
5. Practices should regularly check this tile to avoid bottlenecks and ensure referrals are complete.
6. Always document when letters are uploaded to maintain audit trails and support continuity of care.

- Incomplete UBRNs

An incomplete Unique Booking Reference Number (UBRN) may indicate missing data or an unfinished referral. These need to be completed before any action can be taken.

Use filters to identify incomplete UBRNs and update them with the necessary information. This helps prevent delays and ensures referrals are processed correctly.

1. A Unique Booking Reference Number (UBRN) is assigned to each referral in e-RS. It links the referral to the patient and provider.
2. Incomplete UBRNs may indicate missing data, errors, or referrals that were started but not submitted.
3. These referrals cannot be processed until the UBRN is completed and validated.
4. Use filters to locate incomplete UBRNs and update them with the required information.
5. Completing UBRNs promptly helps avoid delays and ensures referrals move forward smoothly.
6. Regular monitoring of this tile supports accurate referral tracking and better patient outcomes.

- Active advice requests

Advice requests allow clinicians to seek guidance before making a full referral. These remain active until a response is received or action is taken.

Monitor the Worklist for ongoing advice requests. Once advice is received, decide whether to proceed with a referral, redirect the patient, or close the request.

1. Advice requests allow clinicians to seek input from specialists before making a full referral.

2. These requests remain active until a response is received or the request is closed.
3. The Worklist highlights active advice requests so teams can monitor progress.
4. Once advice is received, staff must decide whether to proceed with a referral, redirect the patient, or close the request.
5. Timely action on advice responses prevents unnecessary delays and improves patient care.
6. Documenting decisions and actions taken ensures transparency and supports team communication.

- [Assessment results / Cancelled referrals / Did Not Attend \(DNA\)](#)

This tile includes referrals with assessment outcomes, cancellations, or Did Not Attend (DNA) flags. These require review to determine next steps.

Click into each referral to view results or reasons for cancellation. You may need to rebook, contact the patient, or close the referral depending on the outcome.

1. This tile includes referrals with assessment outcomes, cancellations, or Did Not Attend (DNA) flags.
2. Each status requires review to determine appropriate next steps.
3. Assessment results may prompt further action, such as booking follow-up appointments or closing the referral.
4. Cancelled referrals should be reviewed to understand the reason and whether re-referral is needed.
5. DNA cases may require contacting the patient or rescheduling, depending on local policy.
6. Keeping this tile up to date ensures accurate records and supports safe patient management.

- [Referrals pending external action](#)

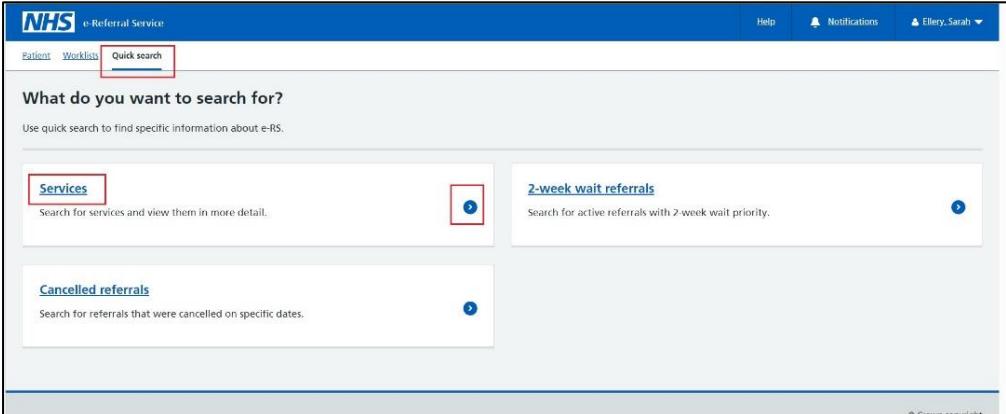
These referrals are awaiting action from external providers, such as triage or booking confirmation. They remain in the Worklist until updated.

Track these referrals to ensure they don't stall. If no update is received within expected timeframes, follow up with the provider or escalate as needed.

1. These referrals are awaiting action from external providers, such as triage decisions or appointment bookings.
2. They remain in the Worklist until the provider updates the referral status.
3. Delays in external action can impact patient care and service efficiency.
4. Practices should monitor this tile and follow up with providers if updates are overdue.
5. Escalation may be necessary if no response is received within expected timeframes.
6. Documenting follow-ups and outcomes helps maintain accountability and supports audit processes.

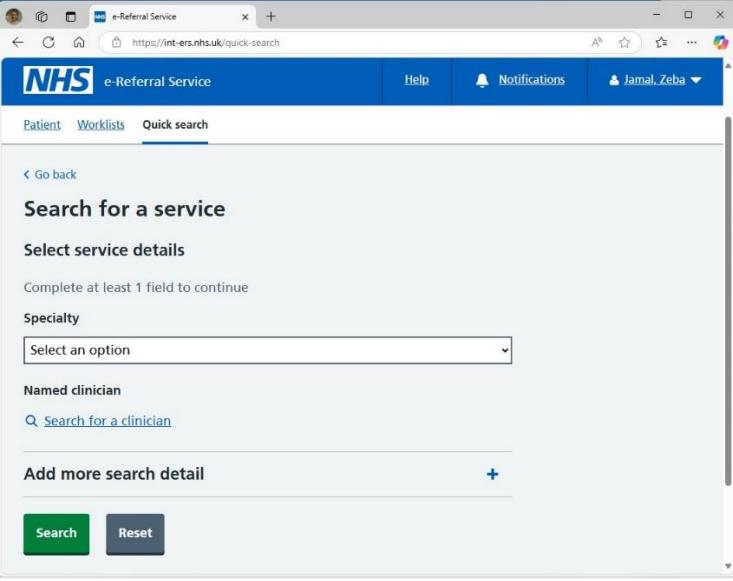
Quick search Tab

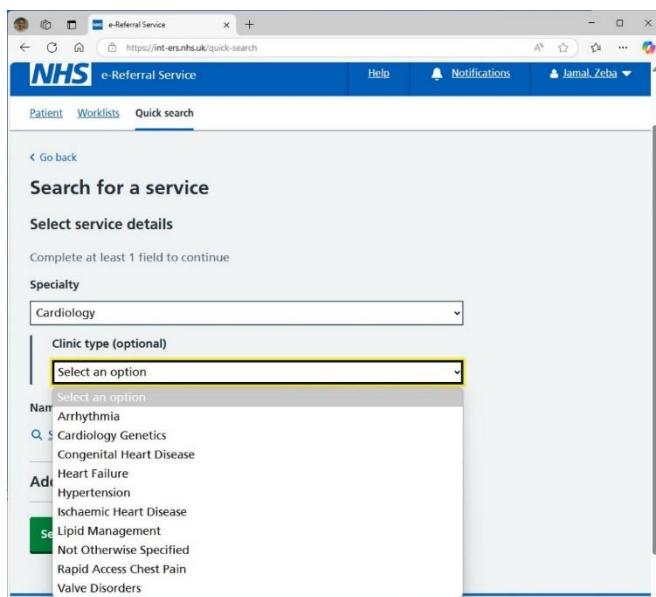
NHS e-RS hosts a large online directory of services that contains detailed service information. This helps referrers ensure that patients are booked into the most appropriate service for their clinical needs



Search for a service using - Speciality & Clinic Type

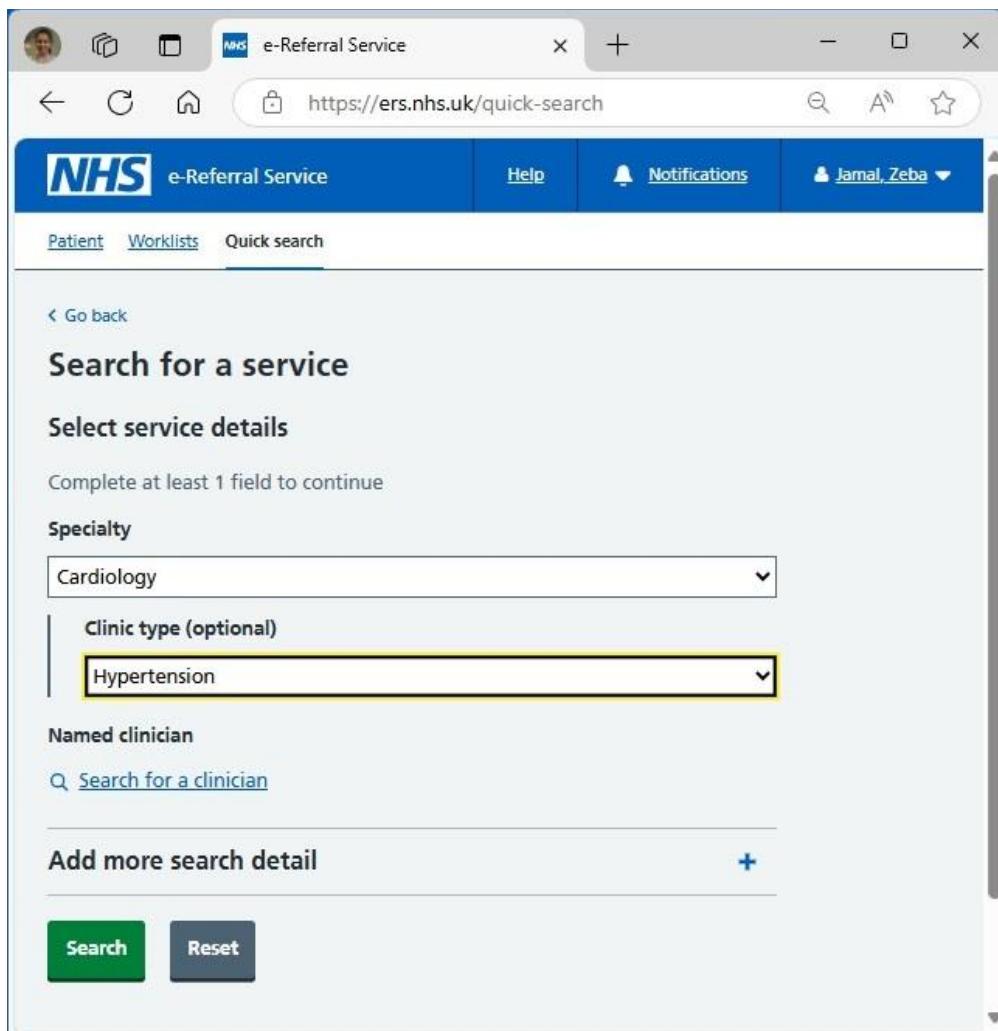
- Services





The screenshot shows the 'e-Referral Service' interface. At the top, there are tabs for 'Patient', 'Worklists', and 'Quick search', with 'Quick search' being the active tab. Below this, a sub-header says 'Search for a service'. A section titled 'Select service details' asks to 'Complete at least 1 field to continue'. The 'Specialty' dropdown is set to 'Cardiology'. The 'Clinic type (optional)' dropdown is open, showing a list of options including 'Select an option', 'Arrhythmia', 'Cardiology Genetics', 'Congenital Heart Disease', 'Heart Failure', 'Hypertension', 'Ischaemic Heart Disease', 'Lipid Management', 'Not Otherwise Specified', 'Rapid Access Chest Pain', and 'Valve Disorders'. The 'Hypertension' option is highlighted with a yellow border.

Search for a service using Speciality & Clinic Type



The screenshot shows the 'e-Referral Service' interface. At the top, there are tabs for 'Patient', 'Worklists', and 'Quick search', with 'Quick search' being the active tab. Below this, a sub-header says 'Search for a service'. A section titled 'Select service details' asks to 'Complete at least 1 field to continue'. The 'Specialty' dropdown is set to 'Cardiology'. The 'Clinic type (optional)' dropdown is open, showing a list of options including 'Select an option', 'Arrhythmia', 'Cardiology Genetics', 'Congenital Heart Disease', 'Heart Failure', 'Hypertension', 'Ischaemic Heart Disease', 'Lipid Management', 'Not Otherwise Specified', 'Rapid Access Chest Pain', and 'Valve Disorders'. The 'Hypertension' option is highlighted with a yellow border. Below the dropdown, there is a 'Named clinician' search field with 'Search for a clinician' placeholder text. At the bottom, there are 'Search' and 'Reset' buttons.

More than 99 results match your search.

We can only show 99 results at a time. Refine your search if you cannot find the service you need.

Distance *	Service ‡	Specialty ‡	Restricted ‡
0 miles	PARKVIEW CENTRE FOR HEALTH Cardiology Direct access echo clinic Parkview Centre for Health Imperial NHS Trust RYJ	Cardiology	Yes
0 miles	PARKVIEW CENTRE FOR HEALTH Cardiology Direct access holter clinic Parkview Centre for Health Imperial NHS Trust RYJ	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology Hypertension Consultant-led Face to Face clinic Hammersmith Imperial NHS Trust RYJ	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology Hypertension Nurse-led Face to Face clinic Hammersmith Imperial NHS Trust RYJ	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology Hypertension Telephone clinic Hammersmith Imperial NHS Trust RYJ	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology Hypertension TRIAGE Hammersmith Imperial NHS Trust RYJ	Cardiology	No
1 mile	HAMMERSMITH HOSPITAL Cardiology Hypertension Video clinic Hammersmith Imperial NHS Trust RYJ	Cardiology	Yes
2 miles	ROYAL BROMPTON HOSPITAL Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RT3	Cardiology	No

Search for a service using Postcode

Search for a clinician

Add more search detail

Find services near (optional)

Postcode
For example, SE26 6QL
W12 0HQ

Location
 All locations

Maximum distance from postcode or location (optional)
miles

Service provider organisation (optional)

An organisation that provides services. For example, a hospital.

[Search for a service provider organisation](#)

Priority (optional)

Routine
 Urgent
 2-week wait
 All

Sex treated (optional)

Male and female
 Male
 Female

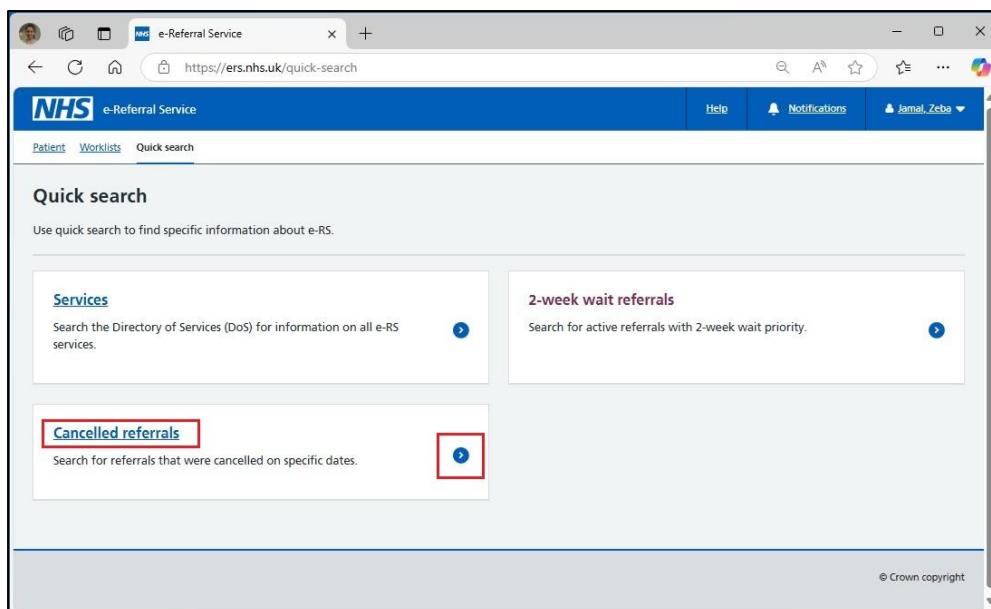
Patient age (optional)
Years Months

Search **Reset**

Distance	Service	Specialty	Restricted
1 mile	PARKVIEW CENTRE FOR HEALTH Cardiology@Direct access echo clinic@Parkview Centre for Health@Imperial NHS Trust (RY)	Cardiology	Yes
1 mile	PARKVIEW CENTRE FOR HEALTH Cardiology@Direct access holter clinic@Parkview Centre for Health@Imperial NHS Trust (RY)	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology@Hypertension Consultant-led Face to Face clinic@Hammersmith@Imperial NHS Trust (RY)	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology@Hypertension Nurse-led Face to Face clinic@Hammersmith@Imperial NHS Trust (RY)	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology@Hypertension Telephone clinic@Hammersmith@Imperial NHS Trust (RY)	Cardiology	Yes
1 mile	HAMMERSMITH HOSPITAL Cardiology@Hypertension TRIAGE@Hammersmith@Imperial NHS Trust (RY)	Cardiology	No
1 mile	HAMMERSMITH HOSPITAL Cardiology@Hypertension Video clinic@Hammersmith@Imperial NHS Trust (RY)	Cardiology	Yes
2 miles	ROYAL BROMPTON HOSPITAL Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RT3	Cardiology	No
2 miles	PUTNEYEAD GROUP MEDICAL PRACTICE	Cardiology	Yes

Cancelled referrals

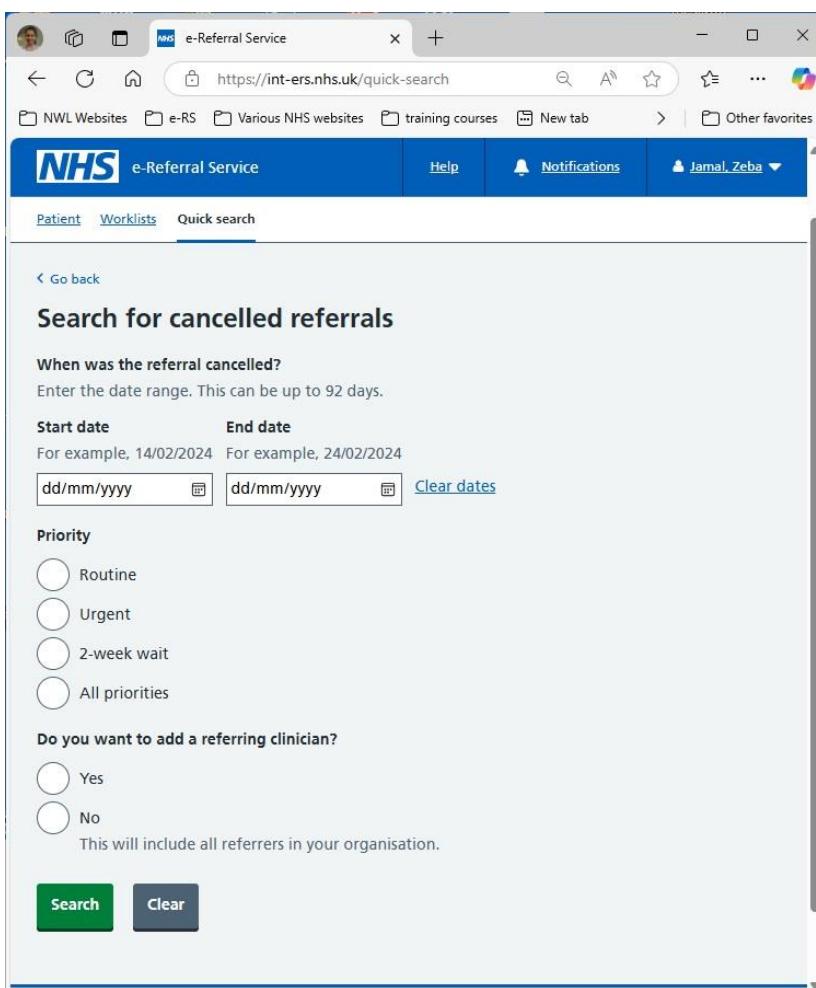
1. User can search for referrals that have been cancelled by specifying different date ranges.



The screenshot shows the e-Referral Service homepage. At the top, there are links for 'Patient', 'Worklists', and 'Quick search'. The 'Quick search' tab is active. Below it, there's a 'Quick search' section with a sub-section for 'Cancelled referrals', which is highlighted with a red box. Other sections include 'Services' and '2-week wait referrals'. At the bottom, there's a note about Crown copyright.

2. You can search between two dates up to 92 days apart.

- a. Can specify the Priority and referring clinicians name if required.



The screenshot shows the 'Search for cancelled referrals' page. It has fields for 'Start date' (dd/mm/yyyy) and 'End date' (dd/mm/yyyy), both with calendar icons. There's a 'Clear dates' button. Below that is a 'Priority' section with radio buttons for 'Routine', 'Urgent', '2-week wait', and 'All priorities'. A question 'Do you want to add a referring clinician?' has two radio button options: 'Yes' and 'No'. A note below says 'This will include all referrers in your organisation.' At the bottom are 'Search' and 'Clear' buttons.

3. This is an example of a cancelled referral using the Routine Priority and including all the clinician's at the practice.

When was the referral cancelled?
Enter the date range. This can be up to 92 days.

Start date 08/04/2025 **End date** 09/04/2025 [Clear dates](#)

Priority

- Routine
- Urgent
- 2-week wait
- All priorities

Do you want to add a referring clinician?

- Yes
- No

This will include all referrers in your organisation.

Search **Clear**

4. The search results page show the outcome of the above search.

Priority: Routine
Referrer: All referring clinicians

3 referrals match your search. Select a UBRN for more information about the referral.

Last updated: 09-Apr-2025 16:05 [Refresh](#)

UBRN	Patient name	Date cancelled	Reason for cancelling	Priority	Request date	Referrer	Specialty
0000 4980 0587	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	02-Apr-2025	AFZAL, Bilaal	Gynaecology
0000 4980 0588	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	09-Apr-2025	AFZAL, Bilaal	Gynaecology
0000 4980 0987	WARRY, Oswald (Mr)	09-Apr-2025	Referral no longer needed	Routine	09-Apr-2025	SWIFT, Janine	Orthopaedics

[Back to top](#)

5. The below is an example of cancelled referrals using the all priorities search criteria and all clinician's.

When was the referral cancelled?
Enter the date range. This can be up to 92 days.

Start date **End date**
For example, 14/02/2024 For example, 24/02/2024

17/03/2025 09/04/2025

Priority

- Routine
- Urgent
- 2-week wait
- All priorities

Do you want to add a referring clinician?

- Yes
- No

This will include all referrers in your organisation.

Search **Clear**

6. The screen shot below is the outcome of the above search.

Priority: All priorities
Referrer: All referring clinicians

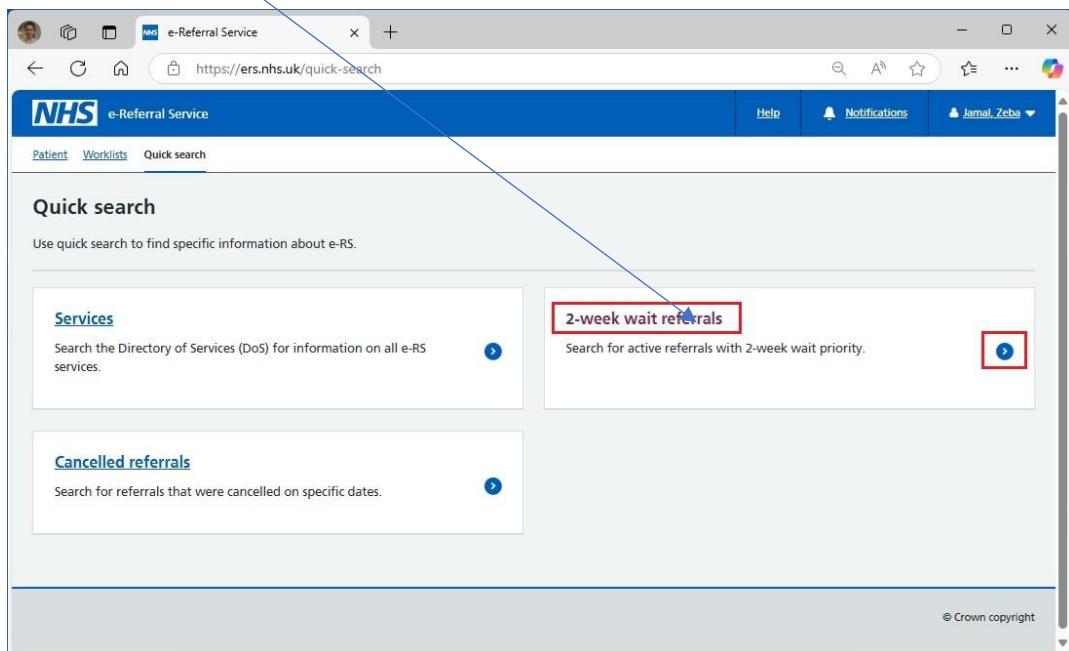
43 referrals match your search. Select a UBRN for more information about the referral.

Last updated: 09-Apr-2025 16:20

UBRN	Patient name	Date cancelled	Reason for cancelling	Priority	Request date	Referrer	Specialty
0000 4980 0587	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	02-Apr-2025	AFZAL, Bilaal	Gynaecology
0000 4980 0588	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	09-Apr-2025	AFZAL, Bilaal	Gynaecology
0000 4979 8063	BODE, Lori (Ms)	18-Mar-2025	Referral no longer needed	Routine	19-Feb-2025	SWIFT, Janine	Orthopaedics
0000 4979 8408	DAY, Doreen Monica (Ms)	18-Mar-2025	Other	2-week wait	25-Feb-2025	TURNER, Susan	2WW
0000 4979 9684	HUME, Tania Emilia (Ms)	07-Apr-2025	Triage ended	Urgent	19-Mar-2025	SWIFT, Janine	Medical Examiner Office

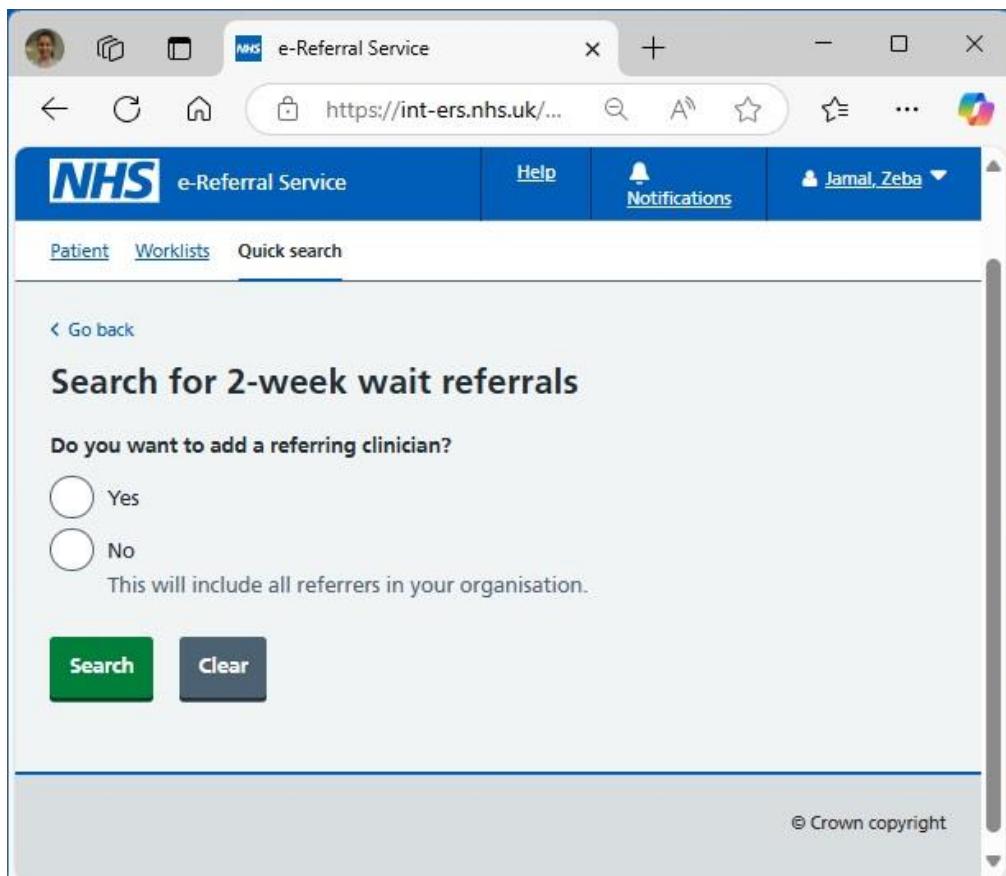
Quick Search using 2-week wait referrals Option

7. To search for referrals made in your practice that have a 2-week wait Priority click on the **2 week wait referrals** hyper link.



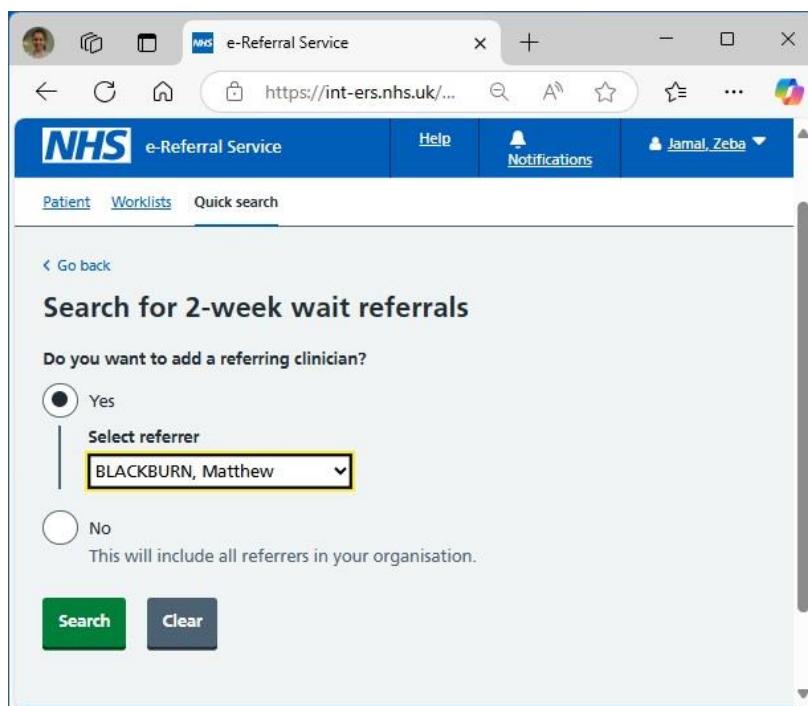
The screenshot shows the 'Quick search' section of the e-Referral Service. It includes a 'Services' box, a '2-week wait referrals' box (which is highlighted with a red box and a blue line points to it), and a 'Cancelled referrals' box. The '2-week wait referrals' box contains a sub-instruction: 'Search for active referrals with 2-week wait priority.' A red box highlights the '2-week wait referrals' link.

8. The user can specify by searching on a particular clinician or search on all clinicians at the practice.



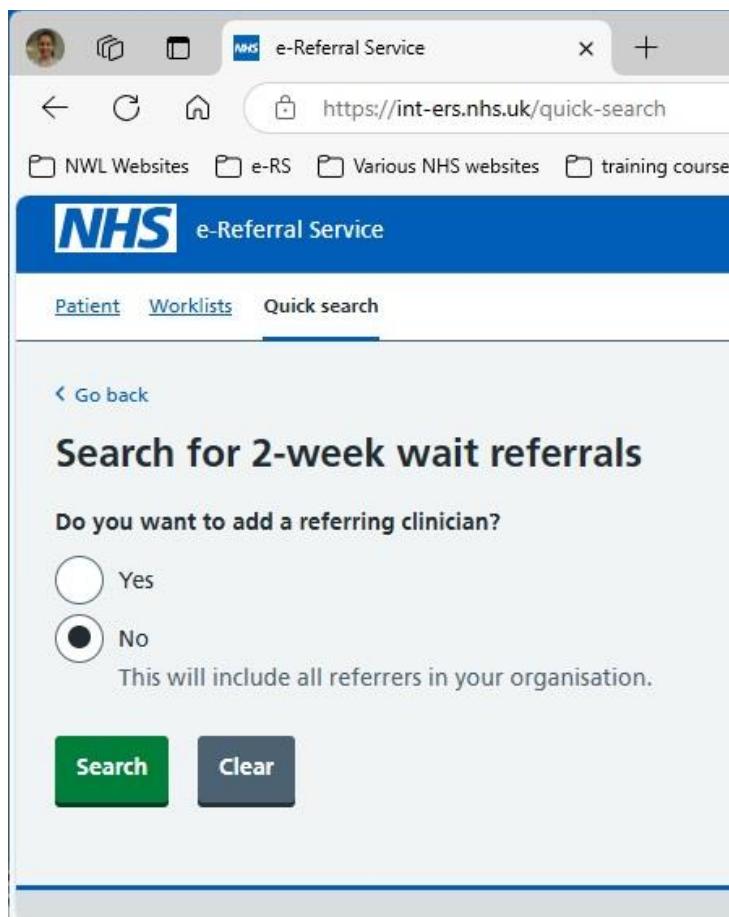
The screenshot shows the 'Search for 2-week wait referrals' page. It asks 'Do you want to add a referring clinician?' with 'Yes' and 'No' radio buttons. The 'Yes' button is highlighted with a red box and a blue line points to it. A note below says 'This will include all referrers in your organisation.' At the bottom are 'Search' and 'Clear' buttons.

9. If you want to specify a particular clinician select the clinicians name using the dropdown list.



The screenshot shows the 'e-Referral Service' interface. At the top, there is a blue header bar with the NHS logo, 'e-Referral Service', 'Help', 'Notifications', and a dropdown for 'Jamal_Zeba'. Below the header, there are tabs for 'Patient', 'Worklists', and 'Quick search', with 'Quick search' being the active tab. A 'Go back' link is visible. The main content area is titled 'Search for 2-week wait referrals'. A question 'Do you want to add a referring clinician?' is displayed with two radio button options: 'Yes' (selected) and 'No'. A dropdown menu titled 'Select referrer' shows 'BLACKBURN, Matthew' as the selected option. Below the dropdown, a note states 'This will include all referrers in your organisation.' At the bottom are 'Search' and 'Clear' buttons.

10. Otherwise, select radio button **No** If you want to search for all the clinicians at the practice.



The screenshot shows the 'e-Referral Service' interface, similar to the previous one but with a different selection. The 'No' radio button is selected, and the note 'This will include all referrers in your organisation.' is visible. The 'Search' and 'Clear' buttons are at the bottom.

11. The search results are shown below for all the clinicians at the practice who have made a 2-week wait referral.

UBRN	Patient name	Request date	Status	Appointment	Referrer
0000 4979 6316	RIMMER, Leanne Dinah (Ms)	17-Jan-2025	Awaiting triage	Not recorded	WILDE, Jane
0000 4979 8513	EUSTON, Leona Lilia (Ms)	26-Feb-2025	Rejected	Not recorded	WATSON, Adele
0000 4979 8540	DAY, Doreen Monica (Ms)	26-Feb-2025	Rejected	Not recorded	TURNER, Susan
0000 4979 8707	BAKER, Anita (Ms)	03-Mar-2025	Deferred to provider	Not recorded	ROUSE, Preeti (Miss)

Help

12. The **Help** takes you to the NHS e-referrals Service website and you can navigate to the appropriate guides

13. Click on the Referring Clinician Circle or expand it on the left hand side as highlighted in red,

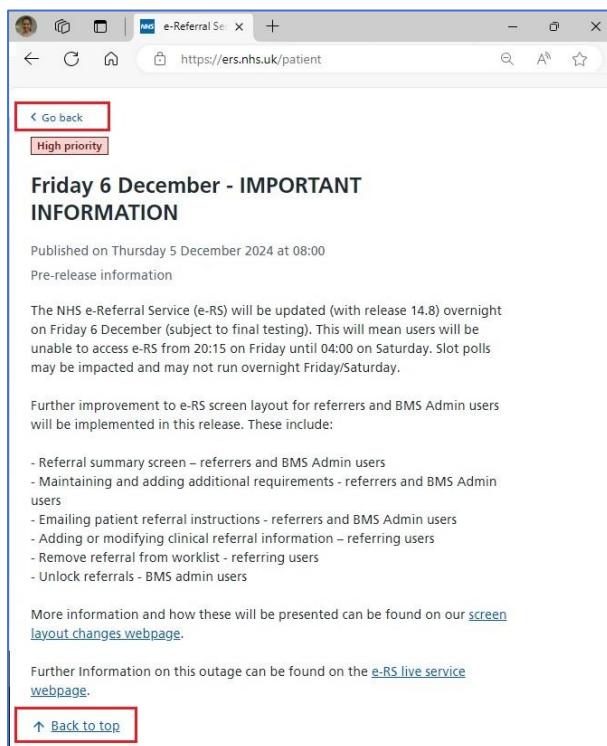
14. Click on the Worklists to get help

Notifications

Yellow Bar

15. If the national team need to communicate to users they will often send out messages via the **Notifications** route.

16. Once the user has read the notification they will need to click on the Go Back hyperlink located at the top left-hand corner to get back into the previous screen,



Friday 6 December - IMPORTANT INFORMATION

Published on Thursday 5 December 2024 at 08:00

Pre-release information

The NHS e-Referral Service (e-RS) will be updated (with release 14.8) overnight on Friday 6 December (subject to final testing). This will mean users will be unable to access e-RS from 20:15 on Friday until 04:00 on Saturday. Slot polls may be impacted and may not run overnight Friday/Saturday.

Further improvement to e-RS screen layout for referrers and BMS Admin users will be implemented in this release. These include:

- Referral summary screen – referrers and BMS Admin users
- Maintaining and adding additional requirements – referrers and BMS Admin users
- Emailing patient referral instructions - referrers and BMS Admin users
- Adding or modifying clinical referral information – referring users
- Remove referral from worklist - referring users
- Unlock referrals - BMS admin users

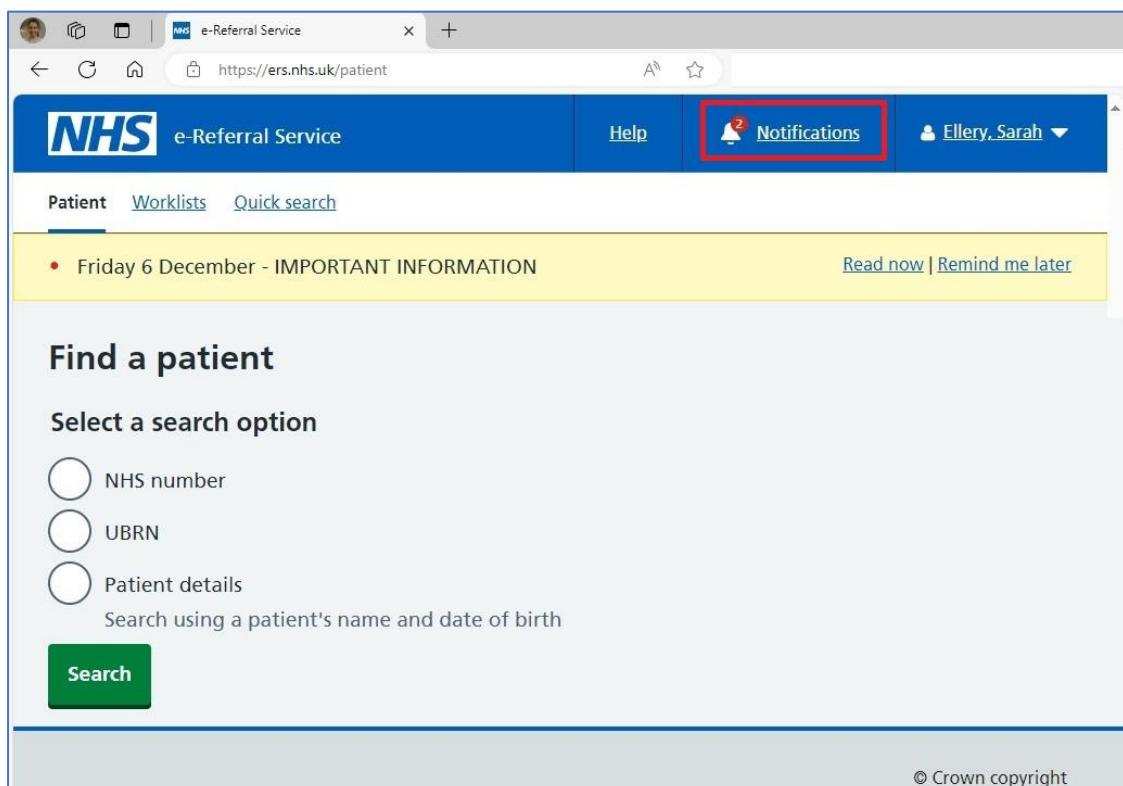
More information and how these will be presented can be found on our [screen layout changes webpage](#).

Further information on this outage can be found on the [e-RS live service webpage](#).

[↑ Back to top](#)

Blue Bar

17. If the user has previously read the notification by using the yellow bar then they can click on the notifications in the top menu option .



NHS e-Referral Service

Help Notifications Ellery, Sarah

Patient Worklists Quick search

Friday 6 December - IMPORTANT INFORMATION [Read now](#) | [Remind me later](#)

Find a patient

Select a search option

NHS number

UBRN

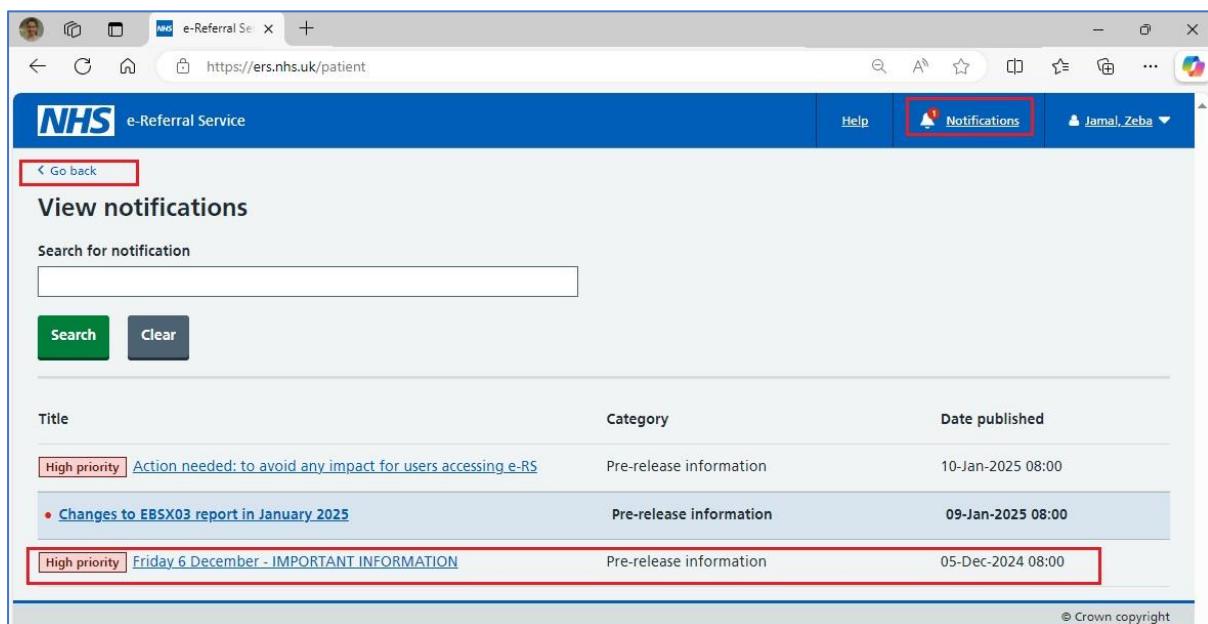
Patient details

Search using a patient's name and date of birth

Search

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18. The new notifications screen is shown below.



View notifications

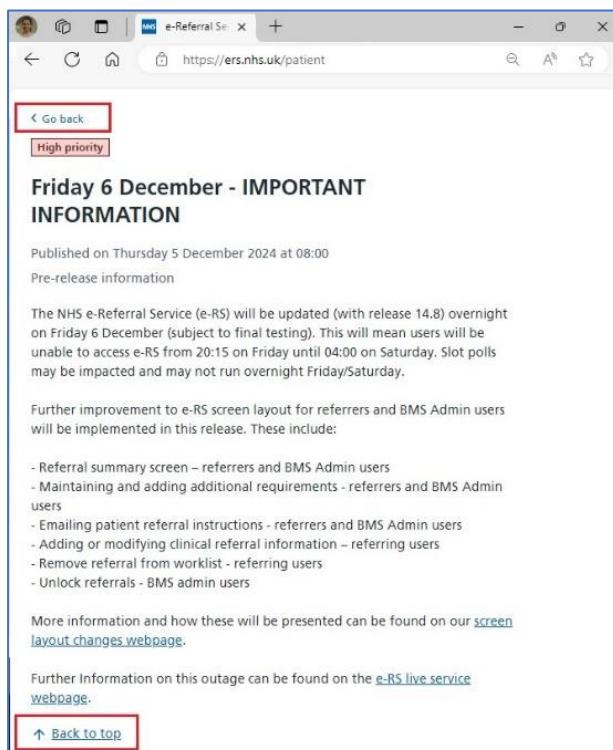
Search for notification

Help Notifications **Jamal, Zeba**

Title	Category	Date published
High priority Action needed: to avoid any impact for users accessing e-RS	Pre-release information	10-Jan-2025 08:00
Changes to EBSX03 report in January 2025	Pre-release information	09-Jan-2025 08:00
High priority Friday 6 December - IMPORTANT INFORMATION	Pre-release information	05-Dec-2024 08:00

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19. The new notifications screen is shown below. This is an example of the notifications screen,



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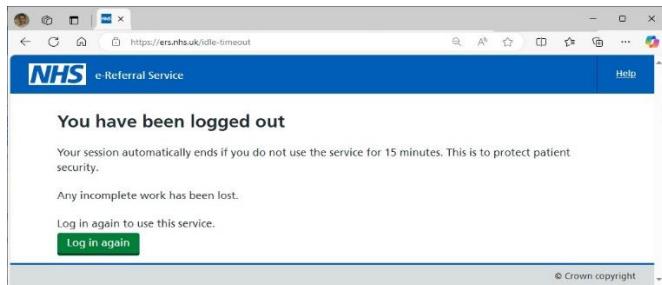
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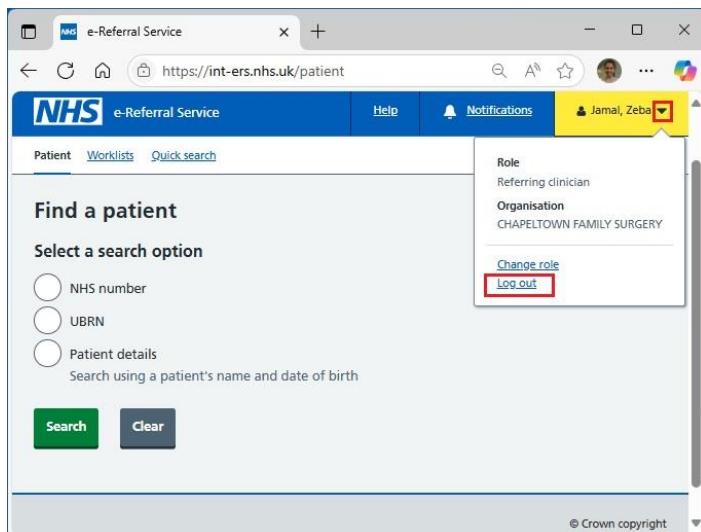
[↑ Back to top](#)

NHS e-RS Time out & Logging off

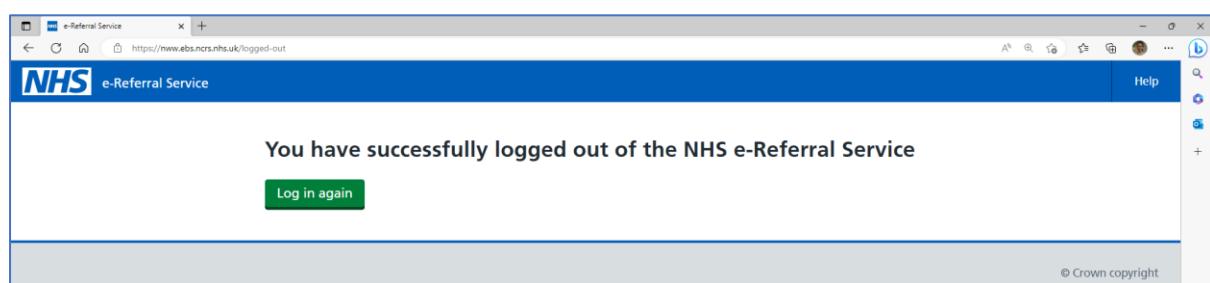
20. If there is no activity on the e-RS website for 15 minutes e-RS will time out



21. To logout from the e-RS website, click on the drop down arrow next to your name to view the available options: Click on Logout.



22. Close the Browser once you have successfully logged off the e-RS website.



Help & Support

NHS e-Referral Service (Resources)

Below are useful Website links from the e-RS national Team:

- Referring organisations :support materials for using the NHS e-Referral Service (e-RS) - NHS England Digital
- <https://digital.nhs.uk/services/e-referral-service>
- <https://digital.nhs.uk/services/e-referral-service/helping-patients-manage-their-referral-online>
- <https://digital.nhs.uk/services/e-referral-service/referrers/referrer-support-materials>
- Document library - NHS e-Referral Service - NHS Digital

e-RS events at NHS

<https://digital.nhs.uk/services/e-referral-service/e-referral-service-news-and-events/events>

e-RS for Referrers Advice & Guidance at NHS

Advice and guidance user support information for the NHS e-Referral Service - NHS Digital

e-RS website for checking the worklist

<https://ers.nhs.uk>

e-RS Release Updates

[Update on commonly raised referring user issues since the NHS e-Referral Service \(e-RS\) release 15.3 \(May 2025\) - NHS England Digital](#)

Local Hospitals within NWL ICB

1. If you have any issues with referrals please contact the **GP Liaison Officer** for that hospital or the PALS team.
2. We have four main NHS trusts within Our NWL ICB area they are listed below with their contact information and sites:

Imperial College Health Care NHS Trust

3. Website: <https://www.imperial.nhs.uk/gps-and-referrers/gp-liaison-office>
4. Email: gpliaison.imperial@nhs.net
 - a. Hammersmith Hospital
 - b. Charing Cross hospital
 - c. St Marys Hospital
 - d. Western Eye Hospital
 - e. Queen Charlottes and Chelsea Hospital

Chelsea and Westminster Hospital NHS Foundation Trust

- a. Chelsea & Westminster Hospital
- b. West Middlesex University Hospital

London North West University Healthcare NHS Trust

- 5. Primary Care Liaison Manager Email: lnwh-tr.primarycarequeries@nhs.net
- f. Central Middlesex Hospital
- g. Ealing Hospital
- h. Northwick Park Hospital
- i. St. Mark's Hospital

Hillingdon hospitals NHS foundation trust

- 6. Email thh-tr.bookingcentre@nhs.net
- j. Hillingdon Hospital
- k. Mount Vernon Hospital

- 7. Otherwise, you can use the **contact information** page via the Quick Search on the e-RS website

The screenshot shows a web browser window for the 'e-Referral Service' at <https://int-ers.nhs.uk/quick-search>. The 'Contact information' section is highlighted with a yellow box. It displays the following details:

Service	
Contact name	Not recorded
Address	70 EAST STREET, MERCHANTS QUAY LEEDS WEST YORKSHIRE England LS9 8BB

For health professionals

Telephone number	03666147
E-mail address	Not recorded
Textphone number	Not recorded
Fax number	Not recorded

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 IT Service Desk:

Phone: 0203 350 4050 or Email: nhsnwl.servicedesk@nhs.net