

2025

# SystemOne 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](mailto: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.

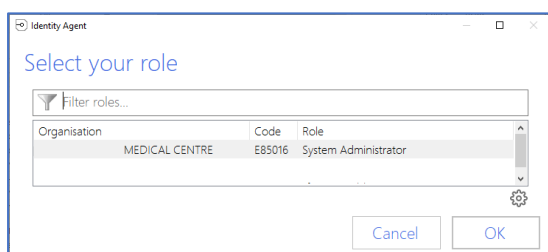
GP practices across North West London are responsible for the **daily management of their NHS e-Referral Service (e-RS) Worklists**. Regular monitoring and timely action are essential to ensure safe and efficient referral handling.

## 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.

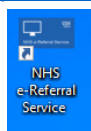
## Accessing the e-RS website

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.



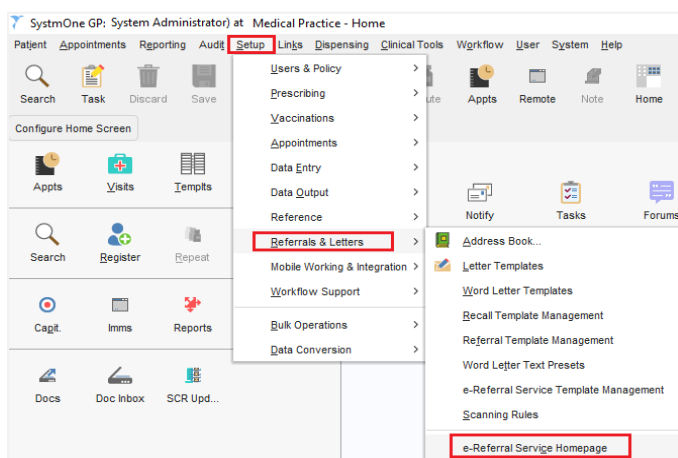
2. Open the e-RS website using **Microsoft Edge** (not Chrome) by either clicking on :

- 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

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

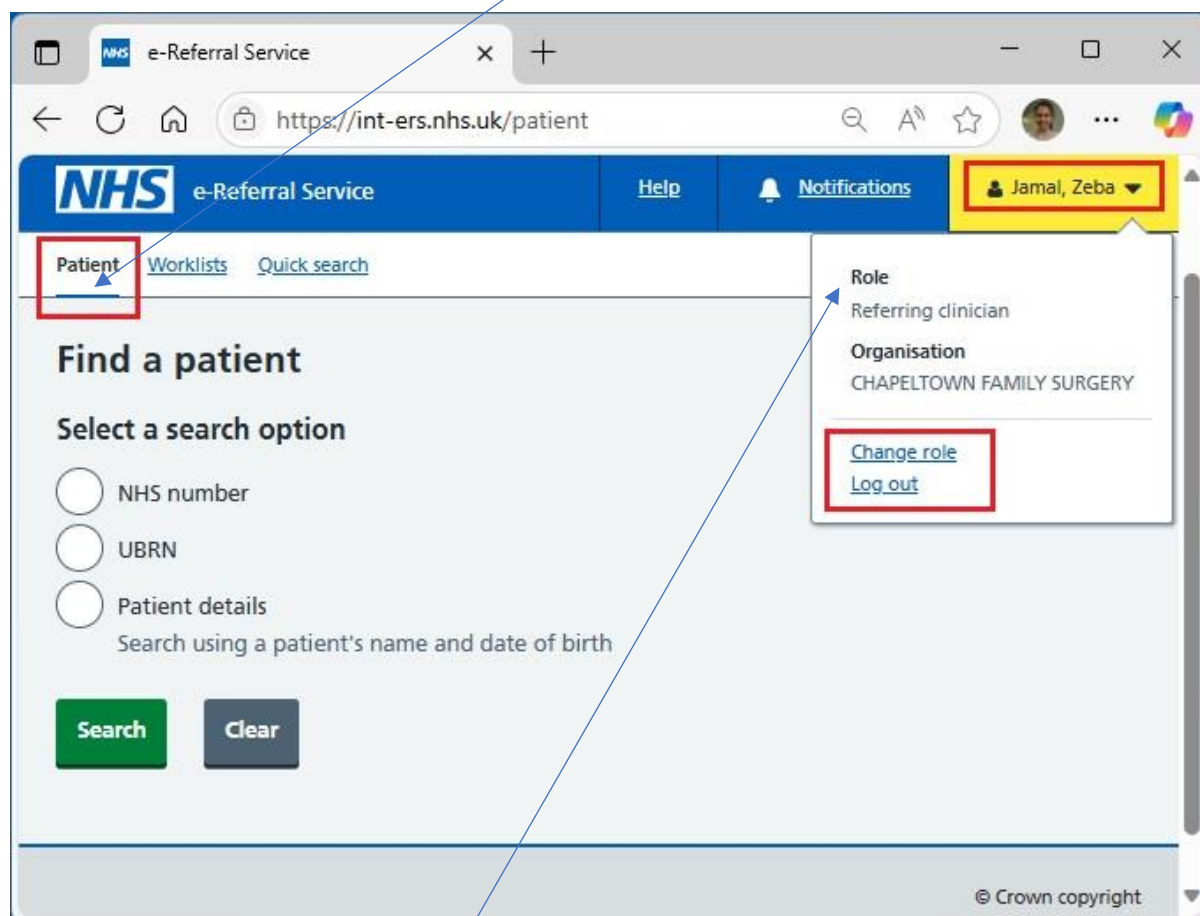
5. You now need to select your role. There are **two main roles** you might need, depending on your responsibilities:
  - a. **Referring Clinician** – typically for GPs or clinical staff making referrals
  - b. **Referring Clinician Admin** – for administrative staff managing referrals on behalf of clinicians

Choose the appropriate role and click on **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.
  - a. This tells you what Role you are currently in as on the website. Displayed on screen is the referring clinician role.
  - b. The other role is Referring Clinician Admin. This also shows the organisation you have accessed.
  - c. 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

- Click on the Radio button NHS Number
- Type or paste in the Patients NHS Number
- Click on Search

- In the example below, the patient did not have any referrals made. So the patient activity is empty.
- 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.



**NHS e-Referral Service** | Help | Notifications | Jamal, Zeba

**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

**NHS e-Referral Service** | Help | Notifications | Jamal, Zeba

**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 URBN – Unique booking reference number

11. Click on the Radio button **URBN** - Unique Booking Reference Number
  - a. Type or paste in the Patients URBN
  - b. Click on Search

**Find a patient**

Select a search option

☐ NHS number

☒ **URBN**

**URBN**  
This is a 12 digit number. For example, 0000 4914 5986.

☐ Patient details  
Search using a patient's name and date of birth

**Search** **Clear**

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

**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**

Select a URBN for more information

Last updated: 08-Apr-2025 13:48 [Refresh](#) [View archived referrals](#)

URBN	Clinical context	Request type	Request date	Status	Appointment	Referred by
<a href="#">0000 4980 0907</a>	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**

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

The screenshot shows the NHS e-Referral Service interface. The 'Patient' tab is active. The 'Find a patient' section has three search options: 'NHS number', 'UBRN', and 'Patient details'. The 'Patient details' option is selected with a radio button. Below the options, there are 'Search' and 'Clear' buttons. The 'Search' button is highlighted with a red box.

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

The screenshot shows the 'Search for a patient' form. It includes the following fields and options:

- First name**: A text input field.
- Last name**: A text input field.
- Date of birth**:
  - ☒ **Exact date**: Includes a 'Date of birth' label and an example 'For example, 14 02 1973'. Below are three input fields for Day, Month, and Year.
  - ☐ **Date range**
- Sex of patient**: Labeled 'As registered in the system'. Options include:
  - ☐ Male
  - ☐ Female
  - ☐ Intersex
  - ☐ Not recorded
- Postcode (optional)**: Labeled 'For example, SE26 6QL'. Includes a text input field.
- Registered practice (optional)**: Includes a link 'Search for a practice'.
- Search** and **Clear** buttons at the bottom.

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)  
[Search for a practice](#)

**Search** **Clear**

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

**NHS e-Referral Service** Help Notifications Jamal, Zeba

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 11:28 [Refresh](#) [View archived referrals](#)

[Back to top](#)

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

### Update patient and contact details

The screenshot shows the NHS e-Referral Service interface. At the top, there's a navigation bar with 'NHS e-Referral Service' and user information 'Jamal, Zeba'. Below this, a 'Patient' tab is selected. The main content area shows 'Search results' for 'GREENE, Willis Damien (Mr)'. A red box highlights the link 'Update patient and contact details'. Below this, 'Patient details' are listed: NHS number 973 437 1215, Date of birth 26 August 1952, Age 72 years, Sex Male, Address 153 STREET LANE, LEEDS LS8 1AA, and Access Code magazine tack. A green button 'Refer or seek advice' is visible. At the bottom, 'Patient activity' is shown with a table of referrals.

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.

The screenshot shows the 'Update patient details' page for 'GREENE, Willis Damien (Mr)'. The page has a 'Patient information' section with fields for Title (optional) (Mr), First name (Willis), Middle names (optional) (Damien), Last name (GREENE), and Date of birth (26/08/1952). There are radio buttons for Sex on NHS record (Male, Female, Intersex, Not recorded). Below this, there are expandable sections for 'Address', 'Contact details', and 'Access code'. A red box highlights the '+' symbol next to the 'Access code' section, indicating it can be expanded.

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 the NHS e-Referral Service patient page. The 'Access code' section is highlighted with a red box. Below it, the 'Current access code' is displayed as 'magazine tack'. A 'Generate new code' button is visible. The 'Contact details' and 'Contact preferences' sections are also visible.

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 the NHS e-Referral Service referral summary screen. The 'Patient details' section is highlighted with a red box. The 'Access code' is displayed as 'magazine tack'. The 'Edit patient details' link is also highlighted. The 'Referral details' section shows the priority as 'Routine' and the clinical context as 'Cardiology/Arrhythmia'.

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

The screenshot shows the NHS e-Referral Service interface. At the top, there's a navigation bar with 'Patient', 'Worklists', and 'Quick search' tabs. The 'Patient' tab is active. Below the navigation bar, there's a 'Search results' section for 'GREENE, Willis Damien (Mr)'. Under 'Patient details', there's a table with the following information:

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 table, there's a link 'See patient contact details' and a green button 'Refer or seek advice' which is highlighted with a red box. At the bottom, there's a 'Patient activity' section stating 'There are no active referrals or advice and guidance requests for this patient'.

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

The screenshot shows the 'Search for a service' screen in the NHS e-Referral Service. It has two main sections: 'Step 1: Confirm request details' and 'Step 2: Select service details'.

**Step 1: Confirm request details**

- Referring clinician:** A dropdown menu with 'Select an option'.
- On behalf of:** RICHFORD GATE MEDICAL CENTRE
- Request type:** Radio buttons for 'Referral' (selected) and 'Advice'.
- Priority:** Radio buttons for 'Routine', 'Urgent', and '2-week wait'.

**Step 2: Select service details**

- Specialty:** A dropdown menu with 'Select an option'.
- Named clinician:** A link 'Search for a clinician'.
- Add more search detail:** A plus sign icon.
- Buttons:** 'Search' (green) and 'Reset' (grey).

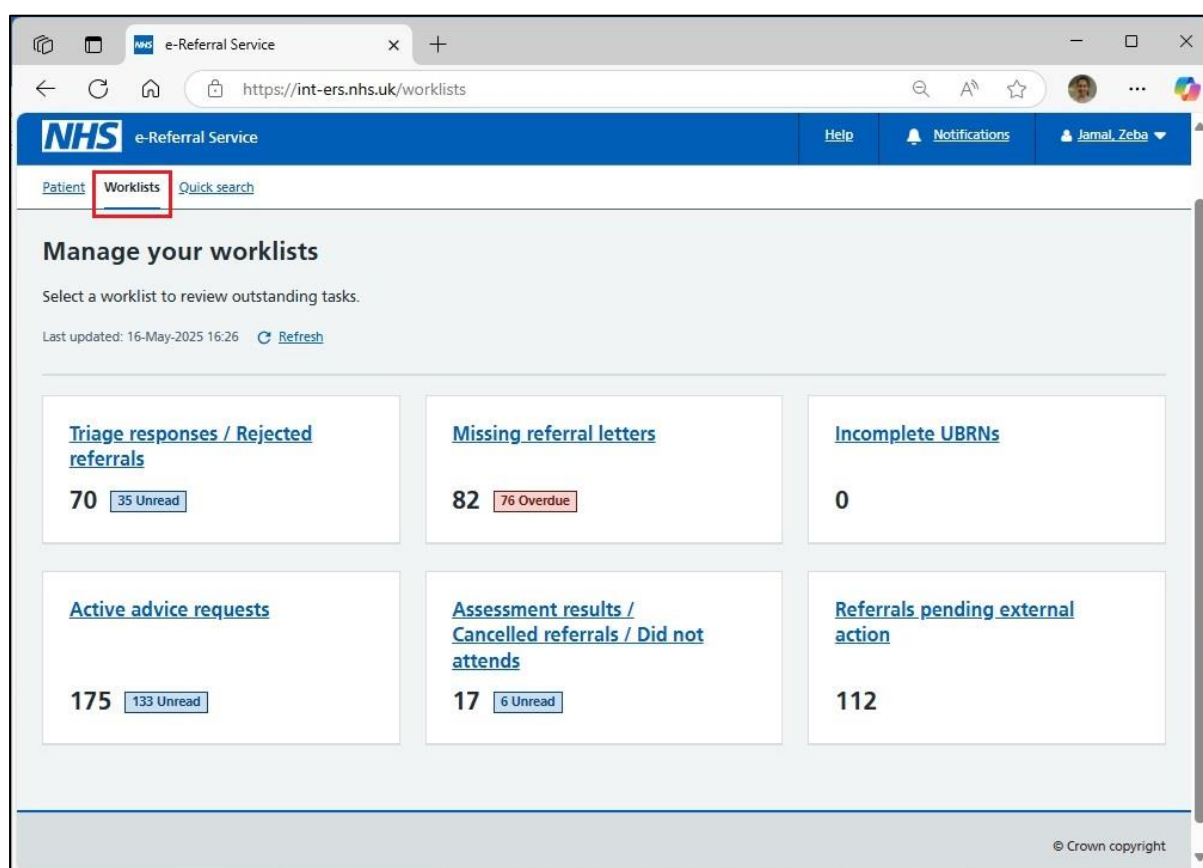
At the bottom right, there's a copyright notice: '© Crown copyright'.



## 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.

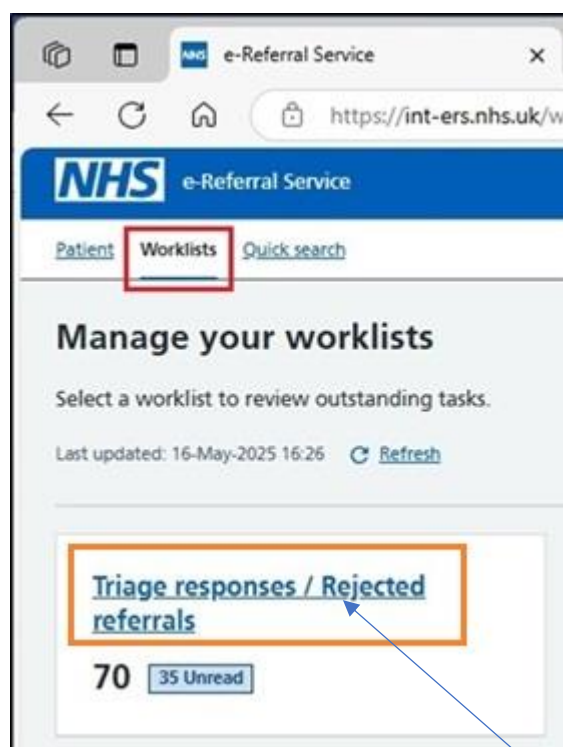


### Using and Navigating the Worklist

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 :
0000-4979-5245	RODDA, Anna (Miss)	Routine	Ear, Nose & Throat/Ear	Triage response	Not recorded	MAIN, Rachel
0000-4979-6566	BAILEY, Greg Harley (Mr)	Routine	Cardiology/Arrhythmia	Rejected	Further information required	ROUSE, Preeti
0000-4979-6589	DOPSON, Alison (Ms)	Routine	Children's & Adolescent Services/Diabetes	Triage response	Not recorded	ROUSE, Preeti
0000-4979-6591	BAILEY, Greg Harley (Mr)	Routine	Orthopaedics/Knee	Triage response	Not recorded	ROUSE, Preeti
0000-4979-6911	WINTER, Elaine Eve (Ms)	Routine	Cardiology/Arrhythmia	Rejected	Further information required	KIZIL, Dilek
0000-4979-7333	DAY, Doreen Monica (Ms)	Routine	Cardiology/Arrhythmia	Rejected	Inappropriate service	TURNER, Susan
0000-4979-4718	PRESHO, Glenys Vivien (Ms)	Routine	Cardiology/Hypertension	Triage response	Not recorded	WILDE, Jane
0000-4979-7294	KNEALE, Bruce Louie (Mr)	Routine	Cardiology/Hypertension	Rejected	Inappropriate service	MORRIS, Sue
0000-4979-7801	BROUGH, Kieran Sven (Mr)	Urgent	Cardiology/Hypertension	Triage response	Not recorded	MORRIS, Sue
0000-4979-7882	DAVEY, Yvette Milly (Mrs)	Routine	Cardiology/Hypertension	Triage response	Not recorded	GORDON, Joanna
0000-4979-7874	MAIN, Dolly (Ms)	Routine	Cardiology/Hypertension	Rejected	Inappropriate service	MORRIS, Sue
0000-4979-7882	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 [Download summary](#) hyperlink

**Referral summary**

[Download summary](#)

[Print patient appointment details](#)

**Referral details**

Priority: Routine

**Clinical context**  
Cardiology/Arrhythmia

Referred by: JAMAL, Zeba

Referring organisation: CHAPELTOWN FAMILY SURGERY

Patient's registered practice: CHAPELTOWN FAMILY SURGERY

**Related information**  
[Referral history](#)

**Status**  
**BOOKED**

**Service**  
Face-to-face  
TD009215 OSSETT TRUST SITE  
[Arrhythmias and Chest Pain - Cardiology - Ossett Hospital - B0A6L](#)

**Appointment date**  
Wednesday 16 April 2025 at 14:00

**Notes for patient**  
Hours of Operation: 8am to 5:30pm Monday - Friday; 9am to 2pm Saturday

**Attachments**  
[Manage attachments](#)

File	Description	Added by	Date added
<a href="#">test.docx</a>	Not recorded	JAMAL, Zeba	08-Apr-2025

**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.

**NHS Confidential**

**Clinical Information Summary**

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-2026 16:02

Referred By: JAMAL, Zeba

Referring Organisation: CHAPELTOWN FAMILY SURGERY

Address: SPENCER PLACE LEEDS WEST YORKSHIRE L87 4BB

Telephone: 01132407000

Named Clinician: -

Allocated Clinician: KILBRIDE, Zoe (Ms)

Clinical Context: Cardiology/Arrhythmia

Location: TD009215 OSSETT TRUST SITE

Clinical Term: -

**Patient Information**

Patient Address: 163 STREET LANE LEEDS LS8 1AA

Telephone (Primary Home): 02084595550

Registered Practice: CHAPELTOWN FAMILY SURGERY

Address: SPENCER PLACE LEEDS WEST YORKSHIRE L87 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

**Referral summary**

URBN: 0000 4980 0907 Patient: GREENE, Willis Damien (Mr) Sex: Male 72 years (26-Aug-1952)

[< Go back](#)

**Referral details**

Priority: Routine

Status: **BOOKED** [Select action](#)

**Clinical context**  
Cardiology/Arrhythmia

**Referred by**  
JAMAL, Zeba

**Referring organisation**  
CHAPELTOWN FAMILY SURGERY

**Patient's registered practice**  
CHAPELTOWN FAMILY SURGERY

**Referral letter due**  
11 April 2025

**Service**  
[Face-to-face](#)  
TOWNSEND OSSETT TRUST SITE  
[Arrhythmias and Chest Pain - Cardiology - Ossett Hospital - B0A6L](#)

**Appointment date**  
Wednesday 16 April 2025 at 14:00

**Notes for patient**  
Hours of Operation: 8am to 5:30pm Monday - Friday, 9am to 2pm Saturday

**Attachments**  
[Add attachments](#)  
No files are attached

**Additional requirements**  
[Update additional requirements](#)

Type	Status	Description
Advocacy	Not requested	Not recorded

[Referral history](#)

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.

**Referral history**

Referred by: JAMAL, Zeba  
Source of request: Web

**Sort by:**  
☒ Oldest first ☐ Newest first

[URBN created](#) by Referring clinician  
08-Apr-2025 at 11:32

[Referral created](#) by Referring clinician  
08-Apr-2025 at 11:32

[Appointment booked](#) by Referring clinician  
08-Apr-2025 at 11:32

[Back to top](#)

[< Go back](#)

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

**URBN created**

08-Apr-2025 at 11:32

**User details**

User	JAMAL, Zeba
Role	Referring clinician
Organisation	CHAPELTOWN FAMILY SURGERY

[< Go back](#)

- Manage attachments

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

**Referral summary**

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

[Go back](#)

**Referral details**

Priority: Routine

Clinical context: Cardiology/Arrhythmia

Referred by: JAMAL, Zeba

Referring organisation: CHAPELTOWN FAMILY SURGERY

Patient's registered practice: CHAPELTOWN FAMILY SURGERY

Related information: [Referral history](#)

**Status**: Awaiting triage [Select action](#)

**Service**: SHAW LANE SURGERY [RAS2\\_TriageRequest](#)

**Additional information**: If the patient does not hear from the service by 28 May 2025, they may call them on 0921000000. Lines are open always.

**Attachments**: [Manage attachments](#)

File	Description	Added by
000049799131_Appointment_Confirmation_Summary_20250310145723.pdf	Not recorded	JAMAL Zeba

**Additional requirements**: [Update additional requirements](#)

Type	Status	Description
Advocacy	Not requested	Not recorded

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

**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	<a href="#">Add file description</a>	02-Apr-2025	<a href="#">Remove</a>

[Save](#)

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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.

Page 21

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

Referral summary

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

Status: TRIAGE RESPONSE

Outcome: Return to referrer with advice

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

Service: Ear Service - ENT - Ganstead Hospital - IZY

Attachments: Manage attachments

File	Description	Added by	Date added
Blank Referral Letter.pdf	Not recorded	MAIN, Rachel	06-Jan-2025

Additional requirements

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

Select action

- Change service
- Book/Send for triage
- Cancel referral

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

Select action

- Change service
- Book/Send for triage
- 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 summary**

Download summary

**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

**Status**

TRIAGE RESPONSE

Outcome: Return to referrer with advice

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

Service: GANTSTAD HOSPITAL Ear Service - ENT - Gantstead Hospital - (ZY)

**Attachments**

Manage attachments

File	Description	Added by	Date added
Blank Referral Letter.pdf	Not recorded	MAIN, Rachel	06-Jan-2025

**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.

**Search for a service**

**Step 1: Confirm request details**

Request type: Referral

Priority: Routine

**Step 2: Select service details**

Complete at least 1 field to continue

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.



The screenshot shows the 'Review details before you confirm' page in the NHS e-Referral Service. At the top, there's a header with the NHS logo, 'e-Referral Service', and user information for 'Jamal, Zeba'. Below the header, patient details are displayed: UBRN: 0000 4979 5725, Patient: AIREY, Maggie (Mrs), Sex: Female, 26 years (19-Jan-1999). A yellow 'Important' box contains the message: 'The triage request has not been sent yet. Review the service details to make sure it is suitable for the patient before confirming.' Below this, a text block states: 'The service will triage your referral. If needed, they will contact the patient to make an appointment.' The 'Service details' section lists: Service: Apollo ENT, Service type: This is a triage service, Location: TD008322 TRUST SITE 001, and Priority: Routine. At the bottom, there is a green 'Confirm' button.

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.

The screenshot shows the 'You've successfully created the referral' page in the NHS e-Referral Service. The header is similar to the previous screen, but the patient details are: UBRN: 0004 5413 4344, Patient: XXTESTPATIENTAANL-TESTPATIENT\_Ebs-donotuse (Miss), Sex: Female, 42 years (03-Aug-1982). A large green box at the top says 'You've successfully created the referral'. Below this, the section 'What happens now?' explains that shortlisted services are now available for the patient to review. It lists two tasks: 'send the patient instructions on how to select their clinic' and 'add a referral letter for the service provider.' There are two links: 'Print patient referral instructions' (highlighted with a red box) and 'Add referral letter'. At the bottom, there is a dark blue 'View referral summary' button. The footer indicates '© 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.

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.

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

**NHS e-Referral Service**

UBRN: 0000 4914 6176 Patient: SHERON, Joshua Jordan (Mr) Gender: Male 39 years (26-Apr-1984)

[Go back to cancellation reasons](#)

Check these details before you continue

**Reason for cancelling the referral**

Other reason

*This is a test*

**Before you continue**

You will not be able to reverse this step if you continue. Any unsaved work will be lost.

**Confirm**

© Crown copyright

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

**NHS e-Referral Service**

UBRN: 0000 4914 6099 Patient: SHERON, Joshua Jordan (Mr) Gender: Male 39 years (26-Apr-1984)

The referral has been cancelled successfully

[View referral summary](#)

**What to do now**

You may like to let the patient know if their referral has been cancelled.

© Crown copyright

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.

**NHS e-Referral Service**

UBRN: 0000 4914 6099 Patient: SHERON, Joshua Jordan (Mr) Gender: Male 39 years (26-Apr-1984)

[Go back to worklists](#)

**Referral summary**

**CANCELLED REFERRAL**

**Referral details**

Referred by: ELLERY, Sarah (Dr)  
 Referring organisation: ELLAND ROAD PRACTICE  
 Clinical context: Orthopaedics/Knee  
 Priority: Routine  
 Patient's registered practice: ELLAND ROAD PRACTICE

**Attachments**

File	Description	Added by	Date added
Referral letter.docx	-	ELLERY, Sarah (Dr)	12-Sep-2023

**Additional requirements**

Type	Status	Description
Advocacy	Not requested	-
Interpreter	Not requested	-
Transport	Not requested	-

- 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](#)

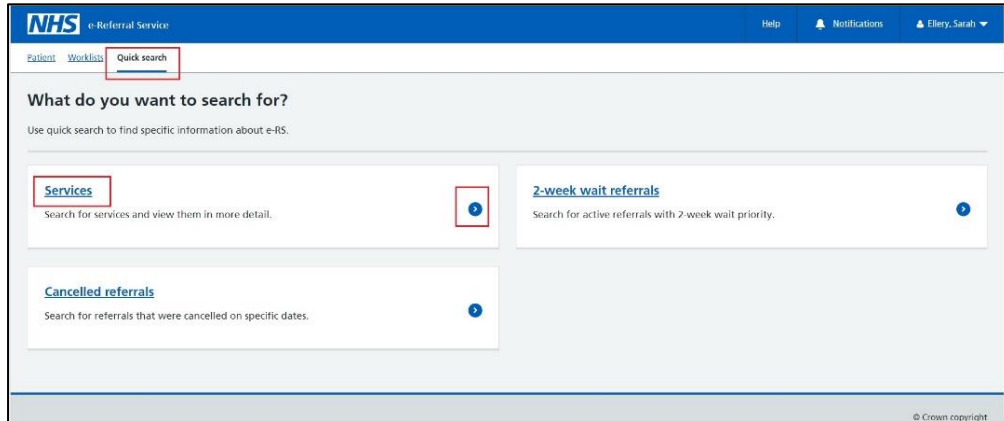
These referrals are awaiting action from external providers, such as triage or booking confirmation. They remain in the Worklist until updated.

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.

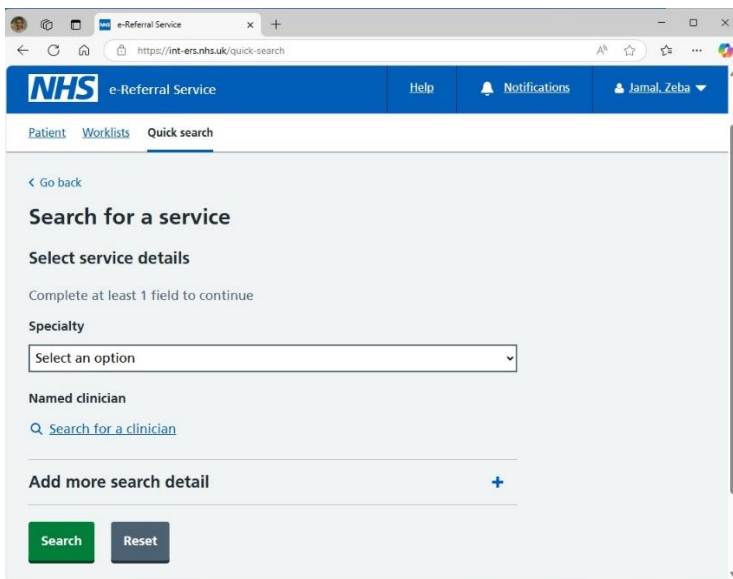
## Quick search Tab

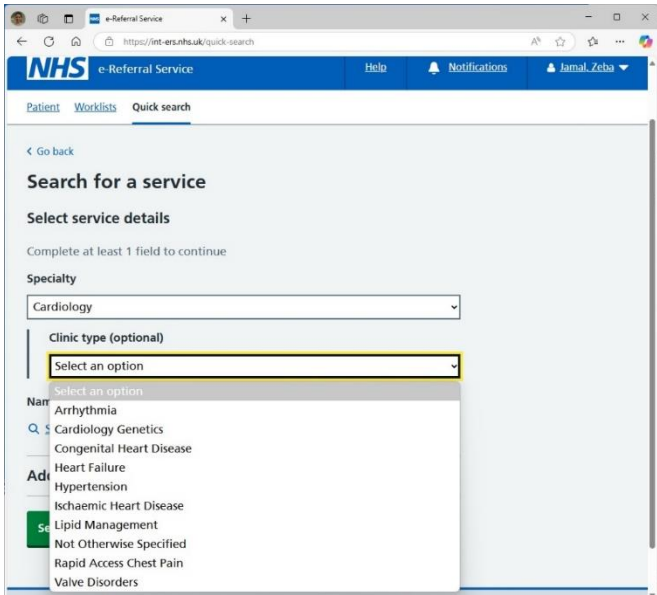
NHS e-RS hosts a large online directory of services that contains detailed service information. This helps referrers ensure that patients are booked into the most appropriate service for their clinical needs



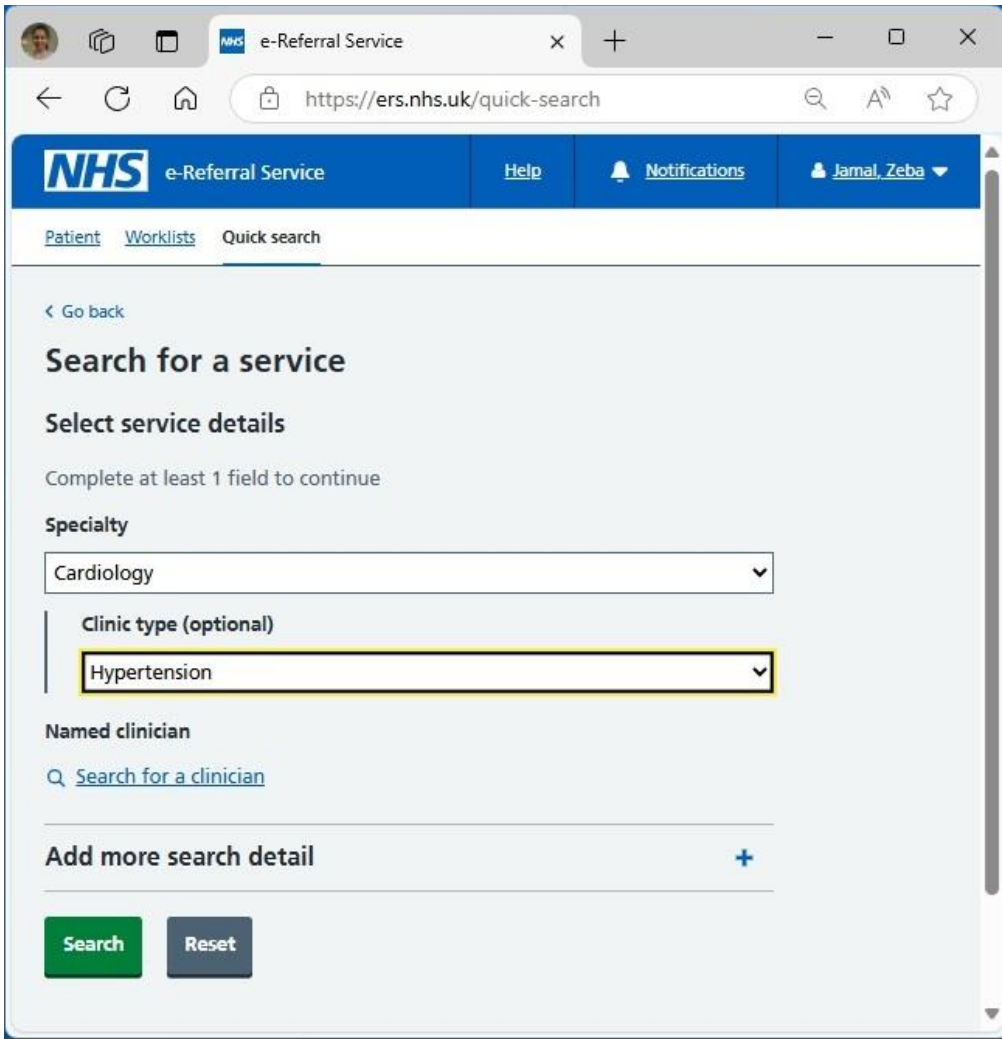
## Search for a service using - Speciality & Clinic Type

- Services





Search for a service using Speciality & Clinic Type



e-Referral Service

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

[Help](#)
[Notifications](#)
[Jamal Zeba](#)

[Go back to Search](#)

### Service search results

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	<b>PARKVIEW CENTRE FOR HEALTH</b> <a href="#">Cardiology Direct access echo clinic Parkview Centre for Health Imperial NHS Trust  RYJ</a>	Cardiology	Yes
0 miles	<b>PARKVIEW CENTRE FOR HEALTH</b> <a href="#">Cardiology Direct access holter clinic Parkview Centre for Health Imperial NHS Trust  RYJ</a>	Cardiology	Yes
1 mile	<b>HAMMERSMITH HOSPITAL</b> <a href="#">Cardiology Hypertension Consultant-led Face to Face clinic Hammersmith Imperial NHS Trust  RYJ</a>	Cardiology	Yes
1 mile	<b>HAMMERSMITH HOSPITAL</b> <a href="#">Cardiology Hypertension Nurse-led Face to Face clinic Hammersmith Imperial NHS Trust  RYJ</a>	Cardiology	Yes
1 mile	<b>HAMMERSMITH HOSPITAL</b> <a href="#">Cardiology Hypertension Telephone clinic Hammersmith Imperial NHS Trust  RYJ</a>	Cardiology	Yes
1 mile	<b>HAMMERSMITH HOSPITAL</b> <a href="#">Cardiology Hypertension TRIAGE Hammersmith Imperial NHS Trust  RYJ</a>	Cardiology	No
1 mile	<b>HAMMERSMITH HOSPITAL</b> <a href="#">Cardiology Hypertension Video clinic Hammersmith Imperial NHS Trust  RYJ</a>	Cardiology	Yes
2 miles	<b>ROYAL BROMPTON HOSPITAL</b> <a href="#">Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RT3</a>	Cardiology	No



## Search for a service using Postcode

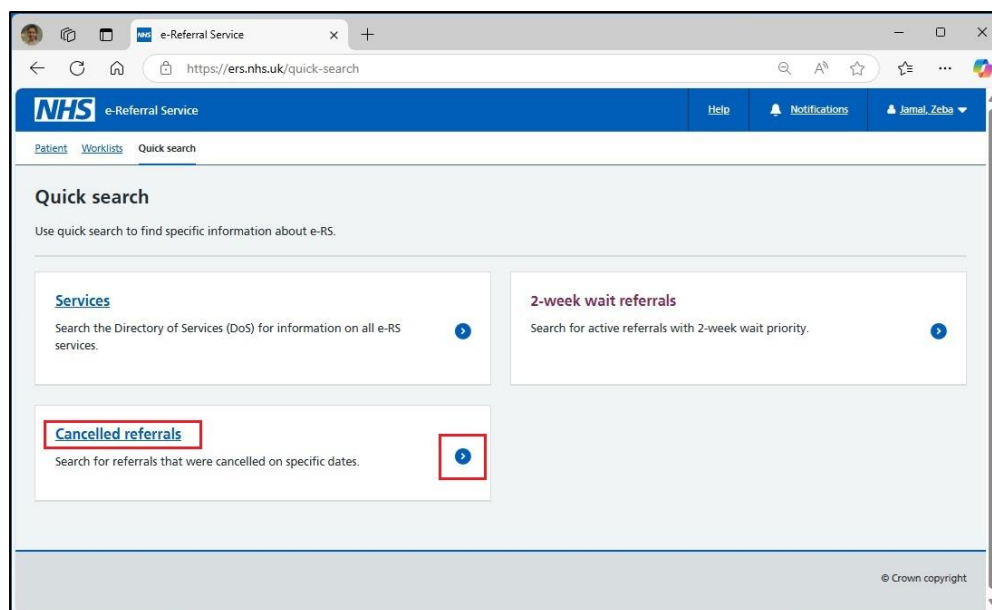
The screenshot shows the NHS e-Referral Service search form. The browser address bar shows <https://ers.nhs.uk/quick-search>. The form has a search bar with the text "Search for a clinician". Below it, there's a section "Add more search detail" with a minus sign. Under "Find services near (optional)", the "Postcode" radio button is selected. A text input field contains "W12 0HS". Below this are "Location" and "All locations" radio buttons. A "Maximum distance from postcode or location (optional)" section has a text input field for "miles". The "Service provider organisation (optional)" section has a text input field and a link "Search for a service provider organisation". The "Priority (optional)" section has radio buttons for "Routine", "Urgent", "2-week wait", and "All". The "Sex treated (optional)" section has radio buttons for "Male and female", "Male", and "Female". The "Patient age (optional)" section has text input fields for "Years" and "Months". At the bottom are "Search" and "Reset" buttons.

The screenshot shows the NHS e-Referral Service search results page. The browser address bar shows <https://ers.nhs.uk/quick-search>. The page has a blue header with the NHS logo and navigation links: "e-Referral Service", "Help", "Notifications", and "Jamel Zoha". Below the header is a "Quick search" section with a "Go back to Search" link. The main section is titled "Service search results" and contains the text: "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." Below this is a table with 4 columns: "Distance", "Service", "Specialty", and "Restricted".

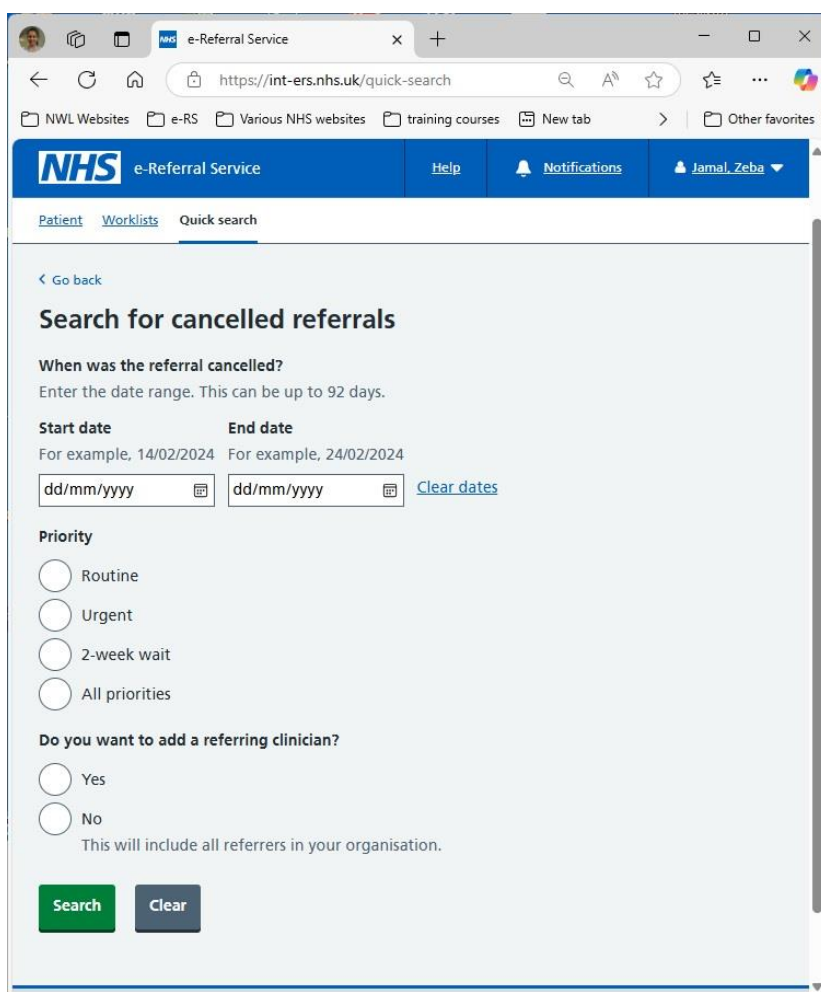
Distance	Service	Specialty	Restricted
1 mile	<a href="#">PARKVIEW CENTRE FOR HEALTH</a> <a href="#">Cardiology/Direct access clinic (Parkview Centre for Health@Imperial NHS Trust RY)</a>	Cardiology	Yes
1 mile	<a href="#">PARKVIEW CENTRE FOR HEALTH</a> <a href="#">Cardiology/Direct access holter clinic (Parkview Centre for Health@Imperial NHS Trust RY)</a>	Cardiology	Yes
1 mile	<a href="#">HAMMERSMITH HOSPITAL</a> <a href="#">Cardiology/Hypertension Consultant-led Face to Face clinic@hammersmith@imperial NHS Trust RY</a>	Cardiology	Yes
1 mile	<a href="#">HAMMERSMITH HOSPITAL</a> <a href="#">Cardiology/Hypertension Nurse-led Face to Face clinic@hammersmith@imperial NHS Trust RY</a>	Cardiology	Yes
1 mile	<a href="#">HAMMERSMITH HOSPITAL</a> <a href="#">Cardiology/Hypertension Telephone clinic@hammersmith@imperial NHS Trust RY</a>	Cardiology	Yes
1 mile	<a href="#">HAMMERSMITH HOSPITAL</a> <a href="#">Cardiology/Hypertension TRAGE@hammersmith@imperial NHS Trust RY</a>	Cardiology	No
1 mile	<a href="#">HAMMERSMITH HOSPITAL</a> <a href="#">Cardiology/Hypertension Video clinic@hammersmith@imperial NHS Trust RY</a>	Cardiology	Yes
2 miles	<a href="#">ROYAL BROMPTON HOSPITAL</a> <a href="#">Adult General Cardiology Clinic - Royal Brompton and Harefield Foundation Trust - RBT</a>	Cardiology	No
2 miles	<a href="#">PUTNEYMEAD GROUP MEDICAL PRACTICE</a>	Cardiology	Yes

## Cancelled referrals

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



2. You can search between two dates up to 92 days apart.
  - a. Can specify the Priority and referring clinicians name if required.



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

The screenshot shows the 'Search for cancelled referrals' form in the NHS e-Referral Service. The form includes fields for 'Start date' (08/04/2025) and 'End date' (09/04/2025), with a 'Clear dates' link. Under 'Priority', the 'Routine' option is selected. Under 'Do you want to add a referring clinician?', the 'No' option is selected, with a note: 'This will include all referrers in your organisation.' At the bottom are 'Search' and 'Clear' buttons.

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

The screenshot shows the search results page for cancelled referrals. It displays the search criteria: Priority: Routine, Referrer: All referring clinicians. It states that 3 referrals match the search. The results are shown in a table with columns: UBRN #, Patient name #, Date cancelled, Reason for cancelling, Priority, Request date, Referrer, and Specialty.

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

At the bottom of the table is a 'Back to top' link.

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

**Search for cancelled referrals**

**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      [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](#)

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

**Search results for cancelled referrals**

Priority: All priorities  
Referrer: All referring clinicians

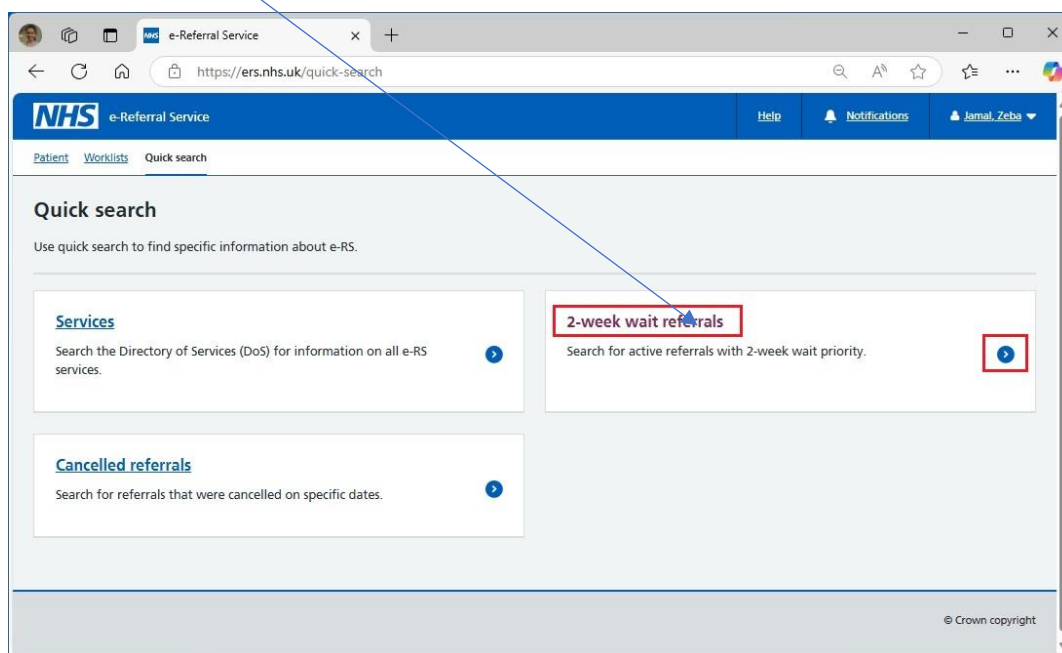
43 referrals match your search. Select a UBRN for more information about the referral.

Last updated: 09-Apr-2025 16:20      [Refresh](#)

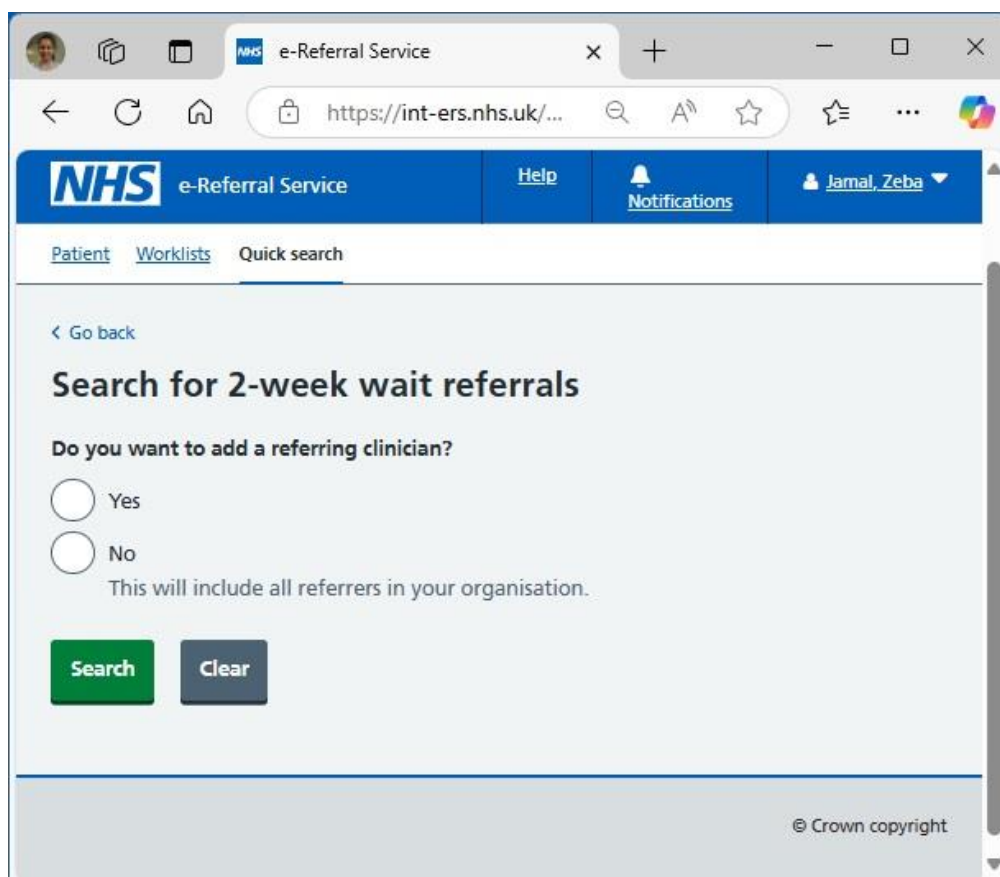
UBRN	Patient name	Date cancelled	Reason for cancelling	Priority	Request date	Referrer	Specialty
<a href="#">0000 4980 0587</a>	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	02-Apr-2025	AFZAL, Bilal	Gynaecology
<a href="#">0000 4980 0588</a>	GROOM, Caleb (Mr)	09-Apr-2025	Triage ended	Routine	09-Apr-2025	AFZAL, Bilal	Gynaecology
<a href="#">0000 4979 8063</a>	BODE, Lori (Ms)	18-Mar-2025	Referral no longer needed	Routine	19-Feb-2025	SWIFT, Janine	Orthopaedics
<a href="#">0000 4979 8408</a>	DAY, Doreen Monica (Ms)	18-Mar-2025	Other	2-week wait	25-Feb-2025	TURNER, Susan	2WW
<a href="#">0000 4979 9684</a>	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

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



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

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 links for 'Help', 'Notifications', and a user profile 'Jamal, Zeba'. Below this, there are tabs for 'Patient', 'Worklists', and 'Quick search'. The main heading is 'Search for 2-week wait referrals'. A question asks 'Do you want to add a referring clinician?'. The 'Yes' radio button is selected. Below it, a 'Select referrer' dropdown menu is open, showing 'BLACKBURN, Matthew' as the selected option. The 'No' radio button is unselected, with a note that it 'This will include all referrers in your organisation.' At the bottom, there are 'Search' and 'Clear' buttons.

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

This screenshot shows the same NHS e-Referral Service interface as the previous one, but with the 'No' radio button selected for the question 'Do you want to add a referring clinician?'. The 'Yes' radio button is now unselected. The 'Select referrer' dropdown menu is no longer visible. The 'Search' and 'Clear' buttons remain at the bottom.



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

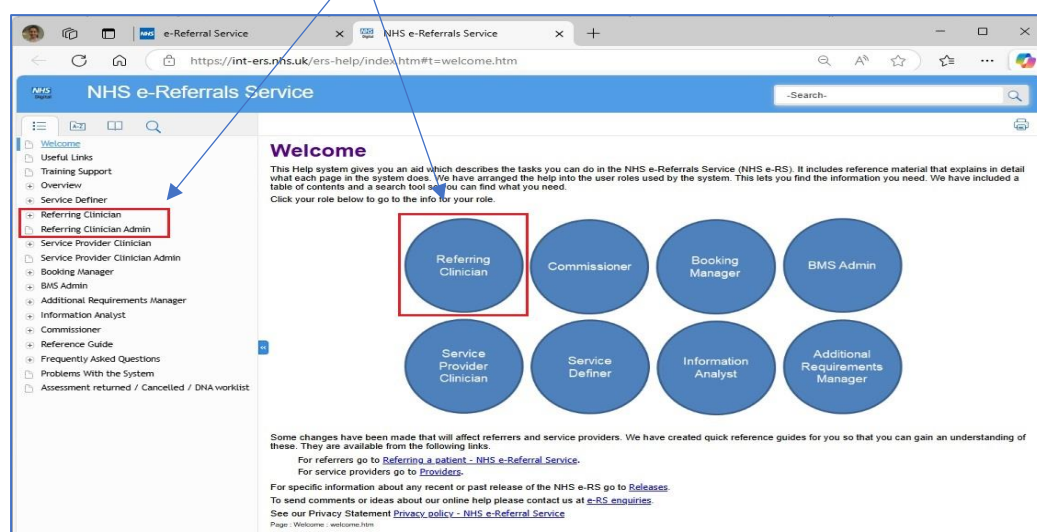
UBRN	Patient name	Request date	Status	Appointment	Referrer
<a href="#">0000 4979 6316</a>	RIMMER, Leanne Dinah (Ms)	17-Jan-2025	Awaiting triage	Not recorded	WILDE, Jane
<a href="#">0000 4979 8513</a>	EUSTON, Leona Lilia (Ms)	26-Feb-2025	Rejected	Not recorded	WATSON, Adele
<a href="#">0000 4979 8540</a>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

## Help

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



- 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

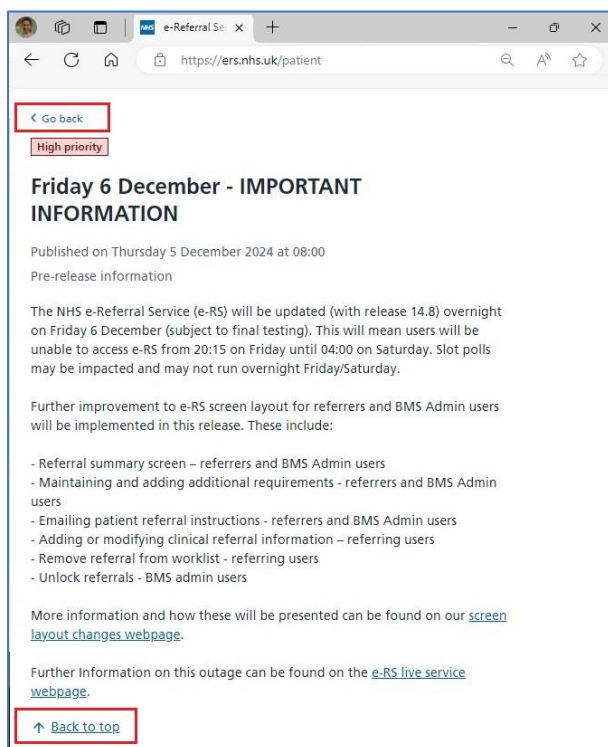
## Notifications

### Yellow Bar

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

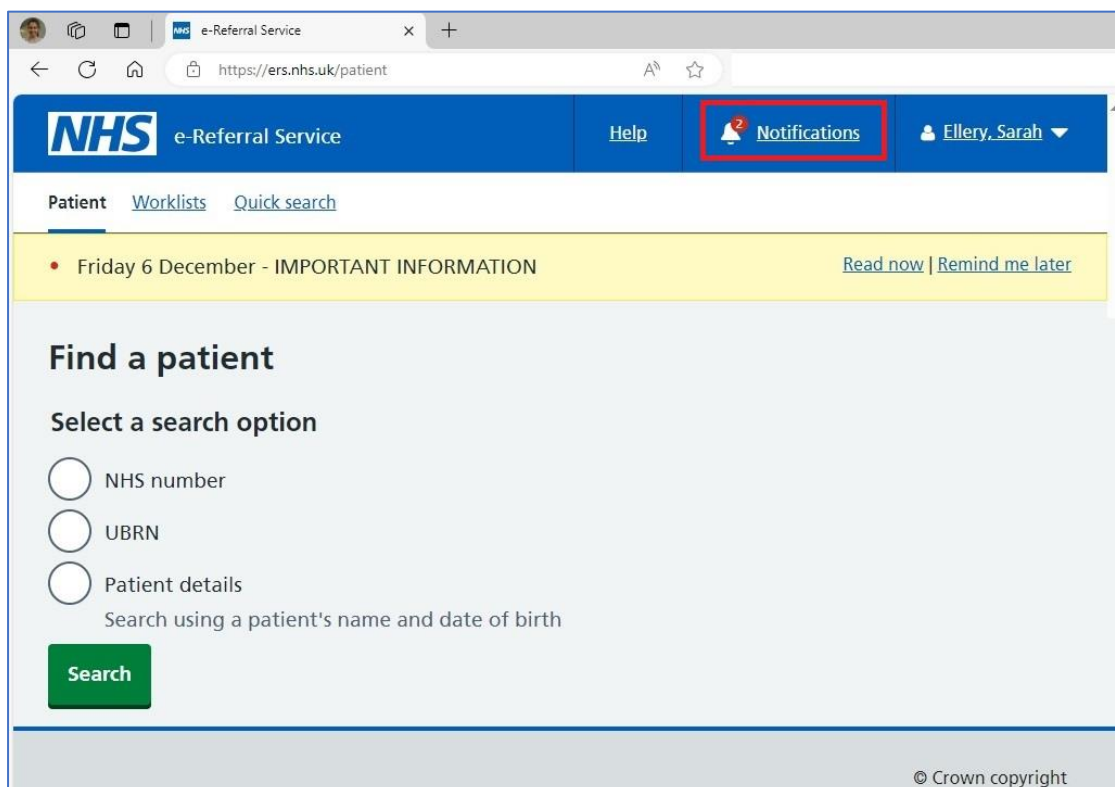


- Once the user has read the notification they will need to click on the Go Back hyperlink located at the top left-hand corner to get back into the previous screen,

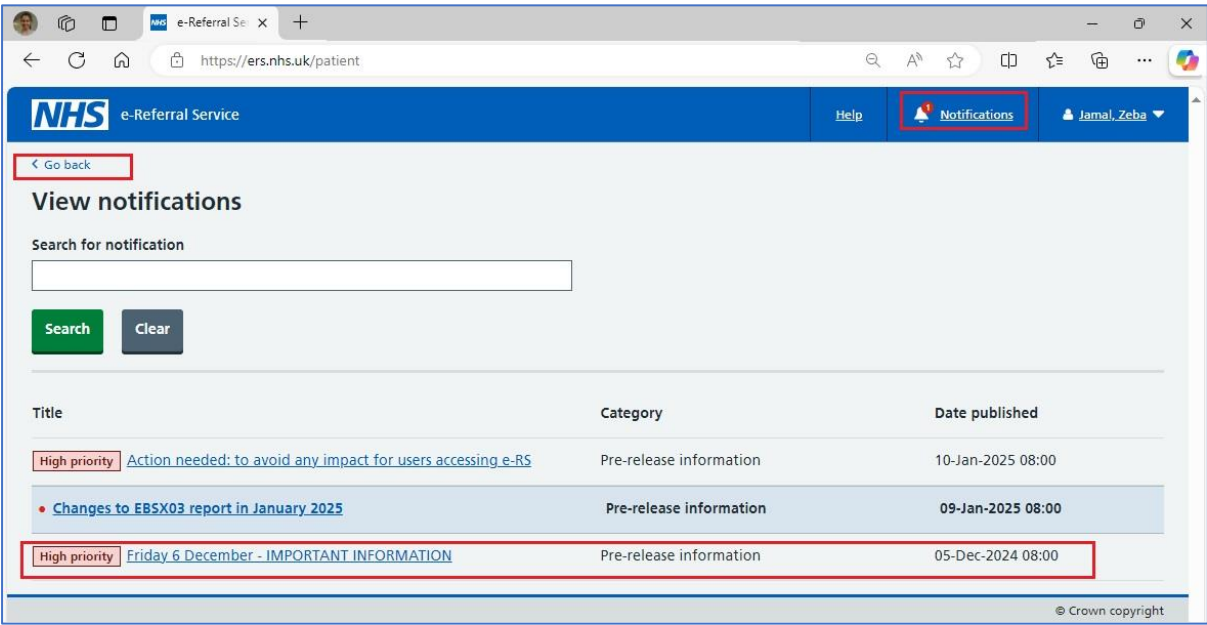


## Blue Bar

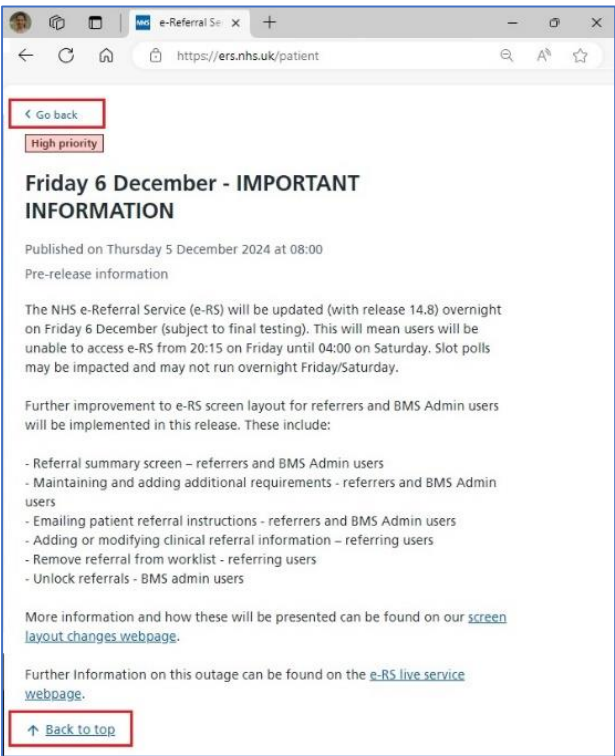
- If the user has previously read the notification by using the yellow bar then they can click on the notifications in the top menu option .



18. The new notifications screen is shown below.

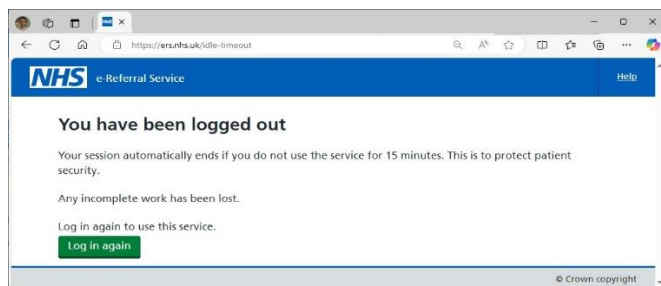


19. The new notifications screen is shown below. This is an example of the notifications screen,

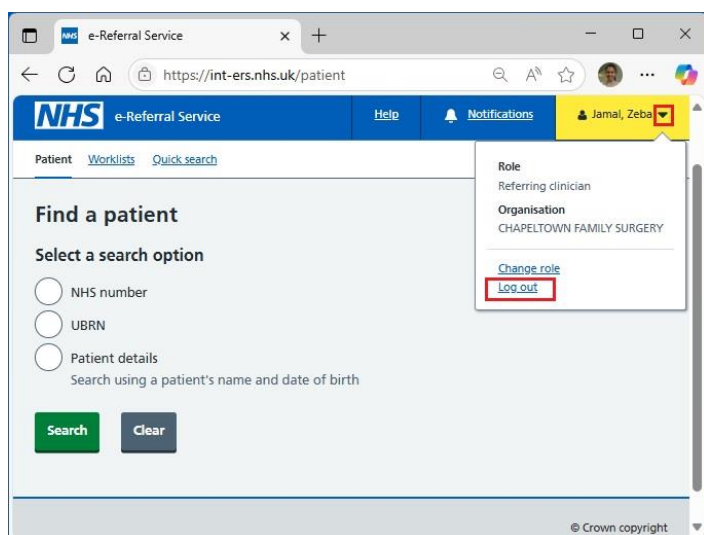


## NHS e-RS Time out & Logging off

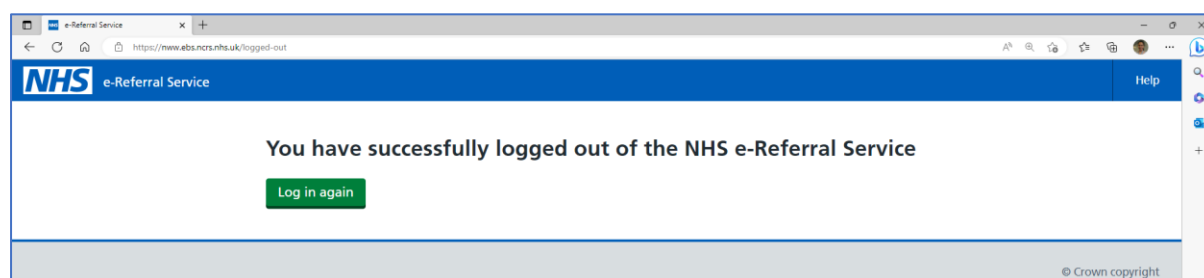
20. If there is no activity on the e-RS website for 15 minutes e-RS will time out



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](mailto: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

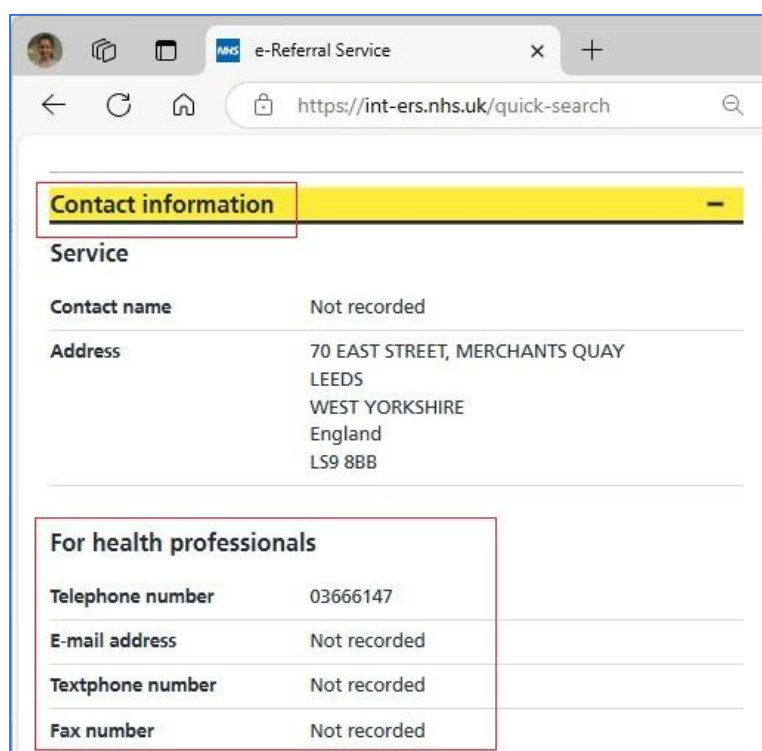
- a. Chelsea & Westminster Hospital
- b. West Middlesex University Hospital

### London North West University Healthcare NHS Trust

- 5. Primary Care Liaison Manager Email: [lnwh-tr.primarycarequeries@nhs.net](mailto: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](mailto: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 with the URL <https://int-ers.nhs.uk/quick-search>. The page has a yellow header bar with the text "Contact information". Below this, there is a section titled "Service" with the following details:

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

Below the service details, there is a section titled "For health professionals" with the following details:

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](mailto:nhsnwl.servicedesk@nhs.net)