NHS e-Referral Service
Verification of Referral Criteria

Information and technology
for better health and care
1. Introduction

As part of NHS England’s drive to ensure the NHS e-Referral Service supports an enhanced Referral Management Process, leading to overall improvements in referral management, NHS Digital will be delivering a suite of new functionality within the NHS e-Referral Service.

The first phase of this work will introduce Verification of Referral Criteria and is currently planned to be delivered in early 2017 (subject to final testing).
2. What is the aim of the new Feature?

Verification of Referral Criteria will deliver

• A simple way for the referrer (or their representative) to review and confirm acceptance of the service-specific referral criteria, as defined by the provider organisation.

• A reduction in patients being referred into inappropriate services, leading to an improved experience for patients and a reduction in administration for professional users
3. The Background

• Each service specified on NHS e-Referral Service has a number of clinical criteria which need to be met to ensure the patient’s referral is appropriate.

• These criteria are currently available to be viewed by clicking each individual service name.

• However, as each service name has to be selected one-by-one, this can be seen as an additional task and is not widely used. This can potentially lead to an increase in inappropriate referrals.
4. Overview of Verification of Referral Criteria

After a referring clinician has shortlisted appropriate services, but prior to submitting the referral, a pop-up window will be displayed showing each shortlisted service and the following referral criteria:

- Referrer Alert
- Exclusions
- Conditions Treated
- Suggested Investigations
5. Example of Verification of Referral Criteria

You can see for this Service, the Provider has not entered any information.

The referrer can access hyperlinks from here.

By selecting ‘Read more’, additional information is displayed as a pop-up.
5. Example of Verification of Referral Criteria

Additional information is displayed in pop-up window
6. Benefits of using the Verification of Referral Criteria

Using the information provided, the referrer will be able to

1. Ensure each service is appropriate for the patient,
2. Remove any inappropriate service(s) without having to return to the previous screen
3. Proceed with the referral or return to the service selection screen

From a Provider perspective, this new feature will help ensure patients are referred to the right service, first time. This will therefore reduce rejections and redirections
7. Action for Service Providers

To ensure that the information displayed to referrers is relevant and up to date, Service Providers should plan to review the relevant sections of their Service details, involving clinicians where possible, focussing on

- Referrer Alert
- Exclusions
- Conditions Treated
- Suggested Investigations

Using the e-RS/Service Definer role, each of these can be found under *Service Specific Booking Guidance* (except for Referrer Alert, which can be found under *Service Details*)
8. Considerations

As the implementation of this new feature is planned for early 2017*, it is recommended that Service Providers should initially focus on

• Services with high numbers of redirections and rejections
• High referral volume Services
• Services which have not been reviewed for some time

*Subject to final testing
Further information and contact

Further information on Creating and Maintaining Services on the e-RS Directory of Services can be found at http://content.digital.nhs.uk/referrals/library

If you require additional information or assistance then please contact your local NHS Digital/e-RS Business Change Team member or email us at nhs.ers@nhs.net