

NHS e-Referral Service

Paper switch-off project communication toolkit – examples of communication material

Updated 14/2/2018

Yeovil District Hospital NHS Foundation Trust

Example 1 - Automatic email sent to GP practices in response to receiving a paper referral



We've recently received a paper referral from your practice. We are contacting you today to make sure you are aware that from the 27th November you will no longer be able to submit referrals via paper, you will need to use the e-referral service to submit your referrals from this date.

If you have any questions or concerns please email paper.switchoff@ydh.nhs.uk and we will endeavour to provide you with assistance during this transition to paperless referrals.

Thank you for your support,
Yeovil Hospital

Example 2 – Flyer sent to GP practices

Paper switch off at Yeovil Hospital

What are we doing?
We are moving to digital referrals only, utilising the NHS e-Referral Service (ERS). We need to work together to achieve this by **Monday 27th November 2017**

Why are we doing this?
With changes coming to the NHS contract, all YDH referral activity needs to come via ERS*. Failure to do so will result in non payment for any first outpatient attendance

Benefits

Patients
Choice and control over care

Financial
A saving of circa £500m per annum nationally, with full use of the ERS system

Safety
Clear referral / audit trail

Operational
Easier referral tracking, reducing patient and clinician inquiries

*Some exclusions apply e.g. some day referrals

Top 5 specialities utilising ERS - July 2017	
Speciality @ YDH	% of all Referrals via ERS
General Surgery	81%
Lower limb (Trauma and Orthopaedics)	75%
Colorectal Surgery	71%
Dermatology	63%
Breast Surgery	63%

Top 5 Somerset GP practices utilising ERS* - July 2017	
Somerton Surgery Cox's Yard Somerton	64%
Lanaport Surgery	63%
Glastonbury Surgery	60%
Newland Surgery	55%
Church Street Surgery, Martock	55%

*with over 50% referrals a month

Project status updates to follow monthly. In the meantime if you have any questions please contact:
Verity O'Hara ☎ 01935 383013 ✉ paperswitchoff@ydh.nhs.uk

We will be in contact with each medical secretary and GP practice to help you achieve 100% ERS referrals

27th November 2017
paper referrals switch off

Example 3 Email signature visual

Name
Project Manager (Digital Transformation)
Project Management Office
Yeovil District Hospital NHS Foundation Trust
Higher Kingston, Yeovil, BA21 4AT
Tel: 01935 383099 (Ext 3099)



London PSO Project - newsletter template for GPs

Manage your referrals through e-RS

The NHS e-Referral service (e-RS) is an efficient, easy and safe way to electronically manage first patient referrals. Through e-RS, patients receive treatment sooner as the referral is made quickly and easily. Time is saved through e-RS as referrals are no longer dependent on post or fax processes, and can be electronically sent and received. This reduces the risk of error and it frees up administrative staff to do other important tasks.

The [Standard Contract for 2018/19](#) requires the full use of the NHS e-Referral Service for all consultant led first outpatient appointments. From 1 October 2018, providers will no longer be paid for activity which results from referrals made other than through the NHS e-Referral Service.

The London rollout has commenced and [your CCG will be informing you of changes relevant to your area.](#) To learn more about e-RS or access guidance or training materials [click here](#).

Sandwell and West Birmingham Hospitals Trust (SWBHT)

Urgent request for support from general practice - Electronic Referral Service (ERS)

As you will be aware from previous communications, from 1 October 2018, ALL referrals to a first outpatient appointment (to any secondary care provider), MUST be made via the Electronic Referral Service (ERS).

If a referral is made by any other means (i.e. letter, fax etc.) after this date, the provider will reject the referral as they won't be paid and patients will not be seen.

To support the transition from paper to electronic referral to Sandwell and West Birmingham Hospitals Trust (SWBHT), we have now developed a timeline for paper switch off for some more specialties, which has been approved by the Quality and Safety Committee and the Strategic Commissioning and Redesign Committee.

The table below shows the next wave of specialties that are due to go live on ERS up until the end of September. Please can all GP practices start referring to these specialties via ERS from these dates. This will help the transition to ERS for ALL specialties. Further dates will be communicated in due course.

A smooth transition will support the wind down of a 'multiple referral system' which the Trusts are finding increasingly difficult to manage due to a set number of

appointments. If paper referrals are 'switched off' it will allow many more appointments available for you or your patient to book directly into via ERS.

e-RS ROLL OUT TIMETABLE SPECIALTY PAPER SWITCH OFF DATE

Dermatology COMPLETE
2WW COMPLETE
Gynaecology COMPLETE
Orthopaedics 29/08/2017
General Surgery 29/08/2017 continued list
Immunopathology 29/08/2017
Etc – list continues

If you have any queries for services that will undergo paper switch off following 29 August 2017, please contact Sally Sandel sally.sandel1@nhs.net

If you have general queries/ questions regarding the rollout of ERS and paper switch off, please contact [NAME], Commissioning Manager [[NAME@nhs.net](mailto:[NAME@nhs.net])]

Mansfield and Ashfield CCG and Newark and Sherwood CCG

Example 1 - Articles in bulletins re e-RS PSO programme

3 April 2017

Sherwood Forest Hospitals Foundation Trust (SFHFT) in National Pilot: Referrals to be sent via e-Referrals System

- SFHFT is to be part of a national pilot **whereby all referrals should be sent to SFHFT via the e-referrals system. This pilot starts from end of April.**
- There will be exclusions to this pilot and this will be communicated to practices in the near future and before the pilot begins.
- The process for dealing with referrals when the e-referrals system crashes or is unavailable is being reviewed and will be communicated to practices before the start of the pilot and practices will be given the opportunity to feedback on this.

18 April 2017

Important message for GP Practices: All referrals to be sent via E-Referrals System after 30 April 2017

- SFHFT is to be part of a national pilot **whereby all referrals should be sent to SFHFT via the e-referrals system.**
- There will be exclusions to this pilot and this will be communicated to practices in the near future and before the pilot begins.
- The process for dealing with referrals when the e-referrals system crashes or is unavailable is being reviewed and will be communicated to practices before the start of the pilot and practices will be given the opportunity to feedback on this.

8th May 2017

All referrals to be sent via e-Referrals System – Phase 1 of Pilot now in place

- The first phase of SFHFT's national pilot has now begun whereby all referrals should be sent to SFHFT via the e-referrals system.
- Please find a list of exclusions to the pilot.

- If there is an IT problem causing e-referrals to go down, there is already a process in place whereby hardcopy referrals should be sent. This is as follows:
 - 2ww & urgent referrals - should the system be unavailable for >24 hours
 - Routine referrals - should the system be unavailable for >48 hours

On both occasions, the CCG will email practices first, advising when they should send hardcopy.

For advice prior to referral – there are 2 processes currently in place:

- Advice & Guidance via the e-Referrals system – should a referral then be required, this would be done in the usual way via e-Referrals.
- Consultant Connect – for some specialties.

Your help with this is much appreciated – if you have any queries, please get in touch with the CCG.

12th June 2017

All referrals to be sent via e-Referrals System – Phase 1 of Pilot now in place

- The first phase of SFHFT's national pilot is now in place whereby **all referrals should be sent to SFHFT via the e-referrals system.**
- Please find attached the following information :[ADD LINK TO LOCAL INFORMATION]
 - [a list of exclusions](#)
 - [FAQs](#)
 - [summary guidance on Advice & Guidance within the e-RS system](#)

Please note - if there is an IT problem causing e-referrals to go down, there is already a process in place whereby hardcopy referrals should be sent. This is as follows:

- 2ww & urgent referrals - **should the system be unavailable for >24 hours**
- Routine referrals - **should the system be unavailable for >48 hours**

On both occasions, the CCG will email practices first, advising when they should send hardcopy.

For advice prior to referral – there are two processes currently in place:

- Advice & Guidance via the e-Referrals system – should a referral then be required, this would be done in the usual way via e-Referrals.
- Consultant Connect – for some specialties.

The pilot goes fully live from 1st July – whereby hardcopies will be returned to the practice (unless it is an exclusion).

Your help with this is much appreciated – if you have any queries, please get in touch with the CCG.

Example 2 - Q&A based on questions asked by practices

	Service/Area	Question	Answer
1	System & Process	What if there's an IT problem?	<p>Initial response 02/05: If there is an IT problem causing e-referrals to go down, there is already a process in place whereby hardcopy referrals should be sent. This is as follows:</p> <ul style="list-style-type: none"> • 2ww & urgent referrals – should the system be unavailable for >24 hours • Routine referrals – should the system be unavailable for >48 hours <p>On both occasions, the CCG will email practices first, advising when they should send hardcopy.</p>
2	System & Process	What if the GP wants to make a referral after home visits?	<p>Initial response 02/05: For referrals done after home visits – GPs would either send a referral via e-Referrals once they were back at practice, or task this to a member of the practice admin team. We are also looking into whether GPs have access to e-RS through mobile working.</p>
3	Advice & Guidance	We write letters asking for advice that sometimes become a referral	<p>Initial response 02/05: For advice prior to referral – there are a couple of processes currently in place:</p> <ul style="list-style-type: none"> ○ Advice & Guidance via the e-Referrals system – should a referral then be required, this would be done in the usual way via e-Referrals. ○ Consultant Connect – for some specialties
4	Service TB	<p>How do we send referrals for Tuberculosis?</p> <p>On the Mid-Notts Clinical Pathways Website this states to post or fax. On e-Referral under Infectious Diseases there isn't a clinic for SFHFT. However, under Respiratory Medicine there is a clinic.</p> <ul style="list-style-type: none"> • We understand that referrals need to be 	

		<p>send under Respiratory Medicine – is this correct?</p> <ul style="list-style-type: none"> • Are there any nurse-led clinics? 	
5	Service Lymphedema	<p>Lymphedema clinic - Roundwood Surgery queried how to book into this service, as they send paper referrals as there isn't a clinic on e-Referral. Are we right in thinking that this is a therapist-led service?</p>	<p>Initial response 09/05: advised Roundwood to continue sending paper referrals until we receive confirmation that this is a therapist-led service.</p>
6	Advice & Guidance	<p>Roundwood Surgery sends paper Advice & Guidance to named consultants. They don't do this on e-Referral as they can't choose a specific consultant to send it to. If the consultant then wants to see the patient this is classed as the referral.</p>	<p>Initial response 09/05: CCG advised practice that if a patient wants to see a specific consultant but the consultant cannot be found on e-Referral to let us know so we can ask SFHFT to add the consultant – meanwhile, the practice is to add the requested consultant to the referral letter. However, the practice has advised that the consultants don't look at this and patients don't end up in their clinic. Previously if the practice can't find a named consultant they contact LH from the Trust who lets the practice know the clinics the consultant is working so she can book the patient into the correct appointment. Roundwood has said that they will let the CCG know any named consultants not listed on e-Referral.</p>
7	Service Osteoporosis	<p>Osteoporosis clinic – This is directly bookable on e-Referral however MCH requests that these are posted hardcopy.</p>	<p>This is being looked into. The service live on e-referral is for the diagnostic (dexa scan) so GPs can use this to book the diagnostic. The service SFHFT are in the process of putting onto e-referral is the consultant OP appointments service</p>

Example 1

OUTPATIENT APPOINTMENT Referrals – Please use e-RS

FURTHER PAPER REFERRAL LETTERS FOR NON URGENT CARE RECEIVED AFTER 1ST OCTOBER WILL BE RETURNED WITHOUT APPOINTMENT

Dear

We have received a referral letter from you, sent via paper by post. We will process this referral and arrange for an appointment as necessary.

Please note that from the 1st November 2017 all new referrals from GP's to Consultant-led outpatient services at The Princess Royal University Hospital, Orpington Hospital, Beckenham Beacon and Queen Mary's Hospital Sidcup, need to be referred via the NHS e-Referrals system (eRS).

This is in line with the National 'Paper Switch Off' project. This is to ensure we are compliant with and is a requirement of the NHS England 17 / 18 Contract. Any such referrals sent by post after this date will be returned to the referring GP without appointment and the GP requested to refer via eRS

In the event that there is no capacity available on eRS please use the "Defer to Provider" option. We will then be able to manage the referral within the NHS e-RS system where there will be a complete data trail for all to view.

All referrals are reviewed by a clinician and if it is felt that a patient needs to be seen sooner than the appointment date booked, the appointment will be brought forward.

If you have any queries please contact Jo-Anne Roberts Outpatient Service Manager joanne.roberts6@nhs.net or Dee Leech e-RS Manager d.leech@nhs.net. For more general questions or training regarding eRS, please contact your CCG.

Yours Sincerely,

Dr Simon Cottam
Medical Director

Jo-Anne Roberts
Outpatient Service Manager

***The Princess Royal University Hospital, Kings College Hospital NHS
Foundation Trust***

Example 2

OUTPATIENT APPOINTMENT REFERRALS – PLEASE USE e-RS

NON e-RS REFERRAL LETTERS FOR NON 2 WEEK WAIT PATHWAY RECEIVED AFTER 1ST OCTOBER WILL BE RETURNED WITHOUT APPOINTMENT

We have received a referral letter from you, sent outside of e-RS. We will not process this referral.

Please note that from the 1st October 2017 all new referrals from GP's to Consultant-led outpatient services at The Princess Royal University Hospital, Orpington Hospital, Beckenham Beacon and Queen Mary's Hospital Sidcup, need to be referred via the NHS e-Referrals system (eRS).

This is in line with the National 'Paper Switch Off' project. This is to ensure we are compliant with and is a requirement of the NHS England 17 / 18 Contract. Any such referrals sent by post after this date will be returned to the referring GP without appointment and the GP requested to refer via eRS

In the event that there is no capacity available on eRS please use the "Defer to Provider" option. We will then be able to manage the referral within the NHS e-RS system where there will be a complete data trail for all to view.

All referrals are reviewed by a clinician and if it is felt that a patient needs to be seen sooner than the appointment date booked, the appointment will be brought forward.

If you have any queries please contact Jo-Anne Roberts Outpatient Service Manager joanne.roberts6@nhs.net or Dee Leech e-RS Manager d.leech@nhs.net. For more general questions or training regarding eRS, please contact your CCG.

Yours Sincerely,

Dr Simon Cottam
Medical Director

Jo-Anne Roberts
Outpatient Service Manager

The Princess Royal University Hospital, Kings College Hospital NHS Foundation Trust

Example 3 - Notice sent out in the King's Bulletin to all GP's prior to PSO

Mandatory use of e-referrals system: update

PRUH, Beckenham Beacon and Orpington sites will return any referrals (other than 2WW) that are not made via e-Referrals after 1 October 2017.

Please note that from the 1st October 2017 all new referrals from GP's to Consultant-led outpatient services at The Princess Royal University Hospital, Orpington Hospital, Beckenham Beacon and Queen Mary's Hospital Sidcup, need to be referred via the NHS e-Referrals system (eRS).

This is in line with the National 'Paper Switch Off' project. This is to ensure we are compliant with and is a requirement of the NHS England 17 / 18 Contract. Any such referrals sent by post after this date will be returned to the referring GP without appointment and the GP requested to refer via eRS

In the event that there is no capacity available on eRS please use the "Defer to Provider" option. We will then be able to manage the referral within the NHS e-RS system where there will be a complete data trail for all to view.

All referrals are reviewed by a clinician and if it is felt that a patient needs to be seen sooner than the appointment date booked, the appointment will be brought forward.

If you have any queries please contact Jo-Anne Roberts Outpatient Service Manager joanne.roberts6@nhs.net or Dee Leech e-RS Manager d.leech@nhs.net. For more general questions or training regarding eRS, please contact your CCG.

A wealth of information and guidance can be found on the NHS Digital website <https://digital.nhs.uk/referrals>

Kind regards

Jo-Anne Roberts

Outpatients Service Manager, The Princess Royal University Hospital, Kings College Hospital NHS Foundation Trust, Tel: 01689 865710

Example 4 - Automatic email response

Thank you for your email. If your correspondence was to refer a patient we will process this and notify the patient of their appointment.

Please note that our preferred method of receiving referrals is via NHS e-RS.

From 1st October 2017 all new referrals from GPs to Consultant-led outpatient services need to be referred via NHS e-Referrals. Referrals received outside of e-RS will not be processed but returned to the referring GP. This is in line with the National 'Paper Switch Off' Project. This is to ensure we are compliant with the NHS England 17 / 18 Contract.

In the event that there is no capacity available please use the "Defer to Provider" option and we will manage the referral within the NHS e-RS system where there will be a complete data trail for all to view. All referrals are reviewed by a clinician and if it is felt that a patient needs to be seen sooner than the appointment date booked, **the appointment will be brought forward.**

Please note that from 4th September all **Dental referrals for Queen Mary's** should be sent direct to Denmark Hill - kch-tr.dentalmaillist@nhs.net

If you have any queries regarding appointments please contact Anastasia Ustinova Deliver Manager 01689 865791 or Julie Morgan Outpatient Appointment Centre supervisor 01689 865711

If your query is ERS specific please contact Dee Leech e-RS manager for Kings College University Hospital, PRUH and associated sites, via email on d.leech@nhs.net / 01689 865143

*Jo-Anne Roberts
Outpatients Service Manager etc.*

Frimley Health NHS Foundation Trust



[Internal ref: military-all]

Dear colleagues

Thank you for your continued support in moving towards the use of e-RS as a means of referring patients to Frimley Health.

We've already seen a significant rise in referrals via the system for our first wave of specialties. This will result in a better patient experience due to greater certainty of appointment and create a more efficient referral system by eliminating much of the paperwork and time lag associated with non-electronic referrals.

Our next wave of specialities will be going live on Monday 4th December.

All consultant first outpatient appointment slots for these services will be available to book via the e-Referral Service (e-RS)

Phase 2 – Monday 4th December	Phase 1 – Monday 2nd October
<ol style="list-style-type: none">1. Trauma & Orthopaedics2. ENT (including audiology)3. Rheumatology4. Gen Surgery - Vascular5. Chemical Pathology6. Neurology	<ol style="list-style-type: none">1. Urology2. Respiratory3. Gynaecology4. Haematology5. Plastics

Please note: TWW suspected cancer referrals are currently excluded and these referrals should be

sent as per current processes until launched on e-RS later in the roll-out.

When will other specialities go live?

We'll be introducing our other services to you in subsequent phases on the following dates (details of services to follow):

1. Monday 8th January, 2018
2. Monday 5th February, 2018
3. Monday 19th March, 2018

What other information is available to me?

1. To help you understand which outpatient services are available on eRS we have compiled a summary Directory of Services (including clinic location of each service)
2. Visit our GP Centre to view the summarised directory (found under 'eRS-Referral services'): <https://www.fhft.nhs.uk/gps/login/>
3. The directory has been divided into North and South regions and these will be updated on a regular basis.
4. Contact Philippa.May@fhft.nhs.uk if you experience any difficulties accessing content.

Who do I contact for e-RS training and any urgent queries??

GP practices in Surrey, Hampshire and Berkshire should contact South Central & West CSU:

Hotline 0300 123 5678
Email training.scwcsu@nhs.net

Where can I get more information about national targets e-RS and the roll-out of this e-RS implementation?

Please get in touch with your relevant CCG lead:

Chiltern	Elaine Baldwin	elaine.baldwin1@nhs.net
NE.Hants & Farnham	Ian Pinkney	ian.pinkney@nhs.net
Surrey Heath	Rob Morgan	rob.morgan@nhs.net
E.Berkshire	William Tong / Angela Anderson-Lambert	w.tong@nhs.net / a.anderson-lambert@nhs.net

Who should I contact if I have a query about Frimley Health's Paper Switch Off programme?

Frimley Health - Paper Switch Off Queries fhft.paperswitchoff@nhs.net

Who can I talk to if I have a patient-related appointment query?

Main booking team - Frimley Park	01276 604 201
Main booking team - Heatherwood & Wexham Park	01344 877 919

Hull and East Yorkshire Hospitals NHS Trust

Example 1

Hull and East Yorkshire Hospitals 

NHS e-Referral Service: Paper Switch-Off Programme

Hull & East Yorkshire Hospitals NHS Trust no longer accept paper or fax referrals from GP's to these Consultant-Led Services.

These referrals have been returned to your practice without being processed. Please refer these to HEYHT electronically using the e-Referral System.

The NHS e-Referrals Service has been successfully implemented in the majority of practices throughout England and a number of local practices are confidently using the system. The CCG has been working with HEYHT to ensure slots are managed effectively and your patients will receive a high-quality service.

A range of educational resources and support information can be found on the training section of the NHS e-Referral Service website (<http://content.digital.nhs.uk/referrals>) which includes quick reference guides and e-learning modules.

There is also a dedicated section on the portal which includes local advice and an area for you to ask your questions or seek support from other.

Example 2

Hull and East Yorkshire Hospitals 

NHS e-Referral Service: Paper Switch-Off Programme

Hull & East Yorkshire Hospitals NHS Trust no longer accept paper or fax referrals from GP's to these Consultant-Led Services.

These referrals have been returned to your practice without being processed. Please refer these to HEYHT electronically using the e-Referral System.

The NHS e-Referrals Service has been successfully implemented in the majority of practices throughout England and a number of local practices are confidently using the system. The CCG has been working with HEYHT to ensure slots are managed effectively and your patients will receive a high-quality service.

A range of educational resources and support information can be found on the training section of the NHS e-Referral Service website (<http://content.digital.nhs.uk/referrals>) which includes quick reference guides and e-learning modules.

There is also a dedicated section on the portal which includes local advice and an area for you to ask your questions or seek support from other.

Taunton and Somerset NHS foundation Trust

Example 1 – Flyer sent to GP practices

Taunton and Somerset NHS
NHS Foundation Trust

Paper switch off at Musgrove Park Hospital

What are we doing?
We are moving to digital referrals only, utilising the NHS e-Referral Service (eRS), previously known as Choose and Book. We need to work together to achieve this by Monday 27th November 2017

Why are we doing this?
All GP referral activity to MPH needs to come via eRS*. Failure to do so will result in non payment for any first outpatient attendance

Benefits

Patients
Choice and control over care

Financial
A saving of circa £500m per annum nationally, with full use of the eRS system

Safety
Clear referral / audit trail

Operational
Easier referral tracking, reducing patient and clinician enquiries

Top 5 specialities utilising eRS - October 2017	
Speciality @ MPH	% of all Referrals via eRS
Diabetic Medicine	69%
Upper GI Surgery	69%
General Surgery	61%
Gynaecology	51%
Spinal Surgery	49%

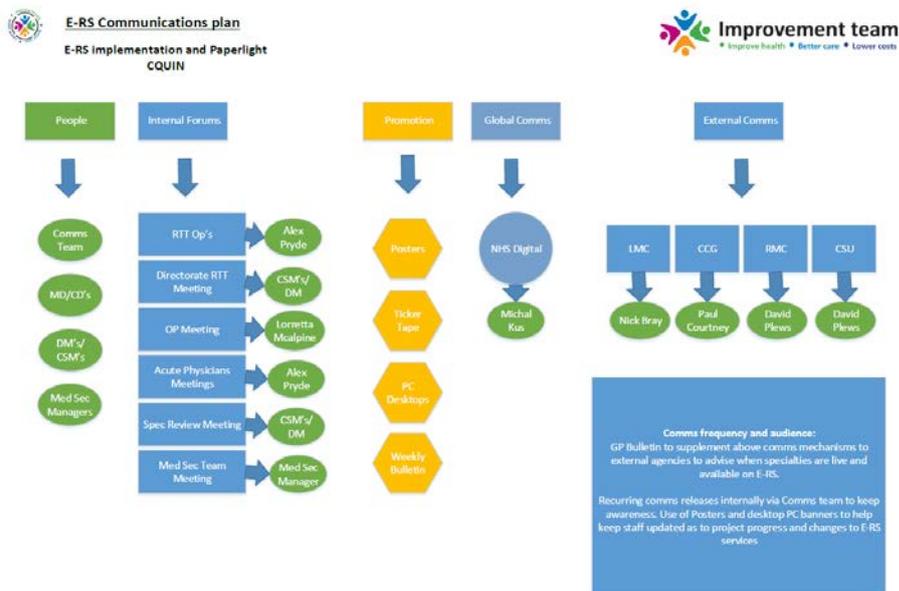
Top 5 Somerset GP practices utilising eRS* - October 2017	
Taunton Road Medical Centre	98.9%
Blackbook Surgery	98.8%
College Way Surgery	98%
St James	97.6%
Wellington	97.4%

*with over 50% referrals a month

Project status updates to follow. In the meantime if you have any questions please contact: SCWCSU.GPH@nhs.uk

27th November 2017
paper referrals switch off

Example 2 – Communications Plan



South Tees Hospitals NHS Foundation Trust

e-Referral Service

NHS e-Referral Service Newsletter January 2018



NHS e-REFERRAL SERVICE PAPER SWITCH-OFF PROGRAMME

From 1st March 2018 South Tees Hospitals NHS Foundation Trust will no longer accept paper referrals from GP practices into consultant led first outpatient services.

All referrals will be required to be sent electronically via the NHS e-Referral Service (previously known as Choose and Book). The NHS e-Referral Service provides an electronic route of referral and combines electronic booking with a choice of place, date and time for first outpatient appointments.

The [e-RS Paper Switch-off Programme](#) is a national programme with support of NHS England, NHS Improvement and NHS Digital and is a key element in making progress towards a paperless NHS.

For any further information please contact one of the following;

Lizzy Armatage

South Tees Hospitals NHS Foundation Trust
elizabeth.armatage@nhs.net

Ian Rooney

South Tees Hospitals NHS Foundation Trust
i.rooney@nhs.net

Shirley Moses

NHS Hambleton, Richmondshire and Whitby CCG
shirleymoses@nhs.net

Graeme Earl

NHS Hartlepool and Stockton CCG
graeme.earl@nhs.net

Jayne Herring

NHS South Tees CCG
j.herring@nhs.net

Kim Keeley

NHS Digital
k.keeley@nhs.net



SERVICE UPDATES/REMINDERS

Please be aware the following services are now available on the NHS e-Referral Service.

For all services please refer to local CCG referral pathways as an alternative referral route may be required in the first instance (i.e. via MSK or referral management service)

Orthopaedics

Foot and Ankle services are now available under Specialty 'Orthopaedics' and Clinic Type 'Foot and Ankle'.

Service Name	Site
Foot & Ankle	The James Cook University Hospital
Forefoot Only	The James Cook University Hospital
Soft Tissue Foot and Ankle	The James Cook University Hospital
Foot & Ankle	Redcar Primary Care Hospital
Foot & Ankle	Friarage Hospital
Forefoot Only	Friarage Hospital
Foot & Ankle	Friary Hospital

Ophthalmology

Specialty	Service Name	Clinic Type	Site
Ophthalmology	Cornea	Cornea	The James Cook University Hospital
Ophthalmology	Ocular Motility	Squint/Ocular Motility	The James Cook University Hospital

Urology

Specialty	Service Name	Clinic Type	Site
Urology	Andrology	Erectile Dysfunction/Andrology	The James Cook University Hospital

Infectious Diseases

Specialty	Service Name	Clinic Type	Site
Infectious Diseases	Infectious Diseases	Bone and Joint Infection, Fever, Not Otherwise Specified, Tropical Infections, Tuberculosis	Friarage Hospital
Infectious Diseases	Viral Hepatitis	Not Otherwise Specified Viral Hepatitis (not Hep A)	Friarage Hospital

Gynaecology

Referrals for Colposcopy can now be sent through the General Gynaecology services.

Specialty	Service Name	Clinic Type	Site
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Gynaecology	General Gynaecology	Colposcopy	The James Cook University Hospital
Gynaecology	General Gynaecology	Colposcopy	Friarage Hospital

Gastroenterology

Please note Direct to Test Endoscopy procedures are unable to be booked through the e-Referral Service. The system (Endosoft) which is used to book these procedures is not compatible with e-RS.

The following services are for an outpatient clinic appointment only;

<p>2WW Gastroenterology - Lower GI Service-South Tees Hospitals NHS FT (Friarage)-RTR 2WW Gastroenterology - Upper GI Service-South Tees Hospitals NHS FT (Friarage)-RTR General Gastroenterology-South Tees Hospitals NHS FT (Friarage)-RTR General Gastroenterology-South Tees Hospitals NHS FT (Redcar Primary Care Hospital)-RTR 2WW Gastroenterology - Lower GI Service-South Tees Hospitals NHS FT (James Cook)-RTR 2WW Gastroenterology - Upper GI Service-South Tees Hospitals NHS FT (James Cook)-RTR General Gastroenterology-South Tees Hospitals NHS FT (James Cook)-RTR</p>
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Please ensure your patients are aware at the point of referral they are being referred for a clinic consultation rather than a procedure. Direct to Test Endoscopy procedures should be requested by faxing referrals to 01642 282826.

e-RS ADMIN GUIDANCE

Please see below the link to an updated copy of the South Tees e-Referral Service practice guidance.

This guidance covers the following;

- 2WW Appointments
- Named Clinician Referrals
- Advice and Guidance
- Reattaching Information
- No Appointments Available (Defer to Provider)
- Practice Worklists
- Rejected Referrals
- South Tees Consultants

[Updated Guidance](#)

*Please ensure all staff within the practice has access to this document to help with the use of the system

Contact Us

 **01642 854450**

 elizabeth.armatage@nhs.net

[Sign up to NHS e-Referral Service Bulletin](#)