# 2WW on electronic Referral Service (eRS)

- This is a simple guide to book 2ww on eRS
- Some services  are directly bookable into a face to face (**DBS F2F**) appointment with a consultant
- Some services are directly bookable into a telephone slot (**DBS telemed**) to speak to a consultant or navigator first, so that patients might move direct to investigation (as determined  by the service) before their outpatient appointment (OPA)

- NICE guidance for suspected cancer referrals have altered in 2015 and are more complicated.
- The referral criteria have changed and some depend on outcomes of primary care investigations and examination arranged by the GP (eg DRE, PSA, FBC, CA125, USS, CXR and frailty)
- The pathways within each service have been modified to allow patients rapid access to the most appropriate specialist investigations to rule cancer in or out and in some cases patients may go direct to investigation (e.g. colorectal)

- To aid with these complications proformas have been developed with all the information (and guidance) for each specialty.
- The proformas are also very important to determine which route a patient is directed down within a specialty especially in those services which will use **DBS telemed**
- The proformas are also useful as an aide memoire to the GP when thinking about whether patients should be referred via 2ww

# The Process

- Once the GP has decided they need to refer a patient via 2ww they need to complete the 2ww proforma
- As these are complicated they do need to be completed by a clinician and the appropriate findings and investigations recorded as the information on the proforma will determine the route a patient takes
- This is quality issue for the patient as it determines the speed patient are able to progress through the pathways

- If data has been READ coded in emis Web most of it will be pulled through into the proforma automatically

- Due to a glitch in emis Web, the proformas which are  MS Word forms only work fully if filled in, outside the emis web referral module (ie fill in as a document in consultation mode) and when using eRS they can be added as an attachment

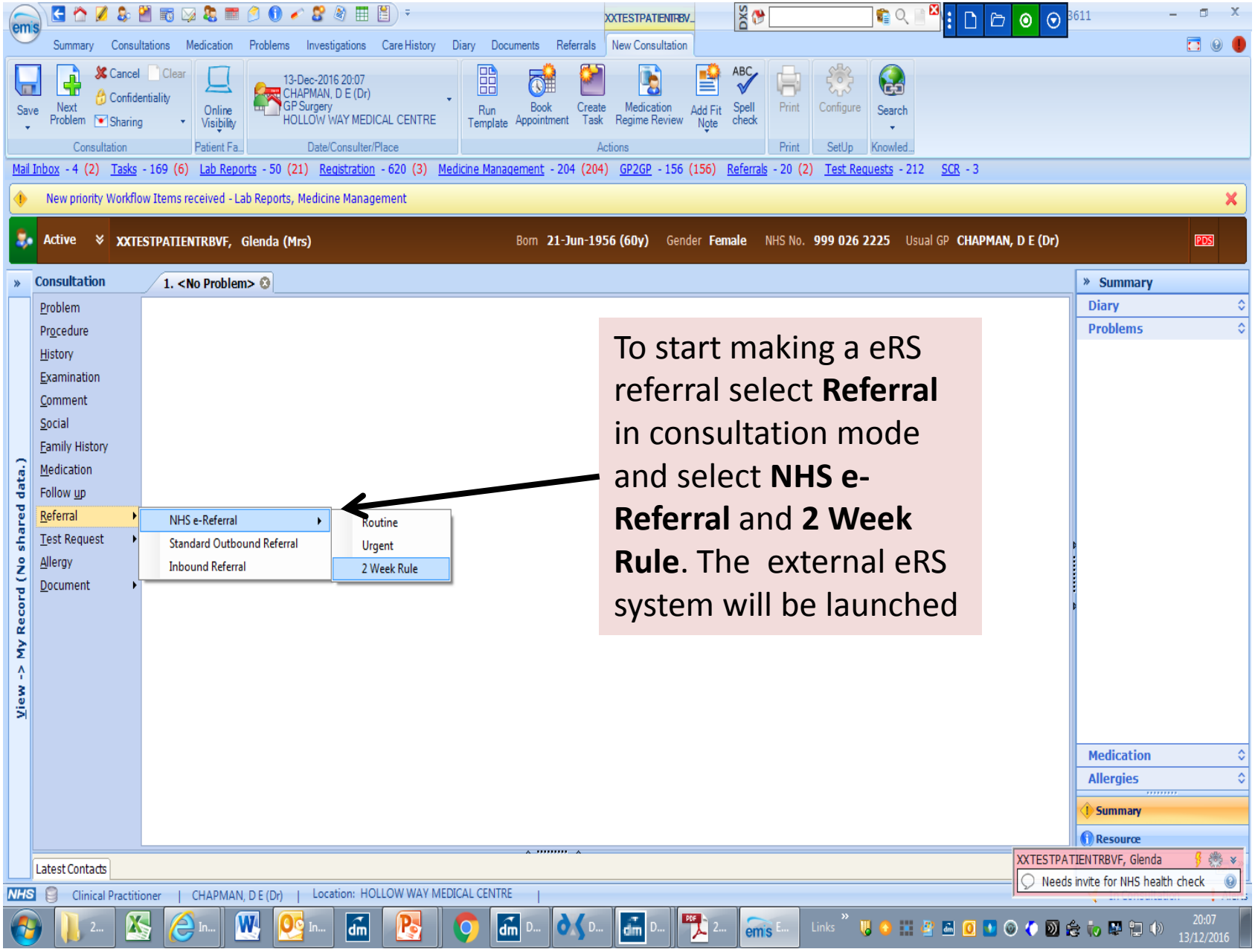
- It is very important that the patient has been told that they are being referred **to rule out CANCER** and they need to be available within 2 weeks of the appointment being made and for the next 9 weeks after.
- It is important contact details for the patient are correct including telephone numbers
- Proformas need to be attached within 24 hours of the referral being made
- Patients need to be available to go to the **JR/Churchill or the Horton hospital**

- IT IS BEST PRACTICE DUE TO THE IMPORTANCE OF THE 2ww pathway that the appointment on eRS is made before the patient leaves the practice either by the GP or their administrator.

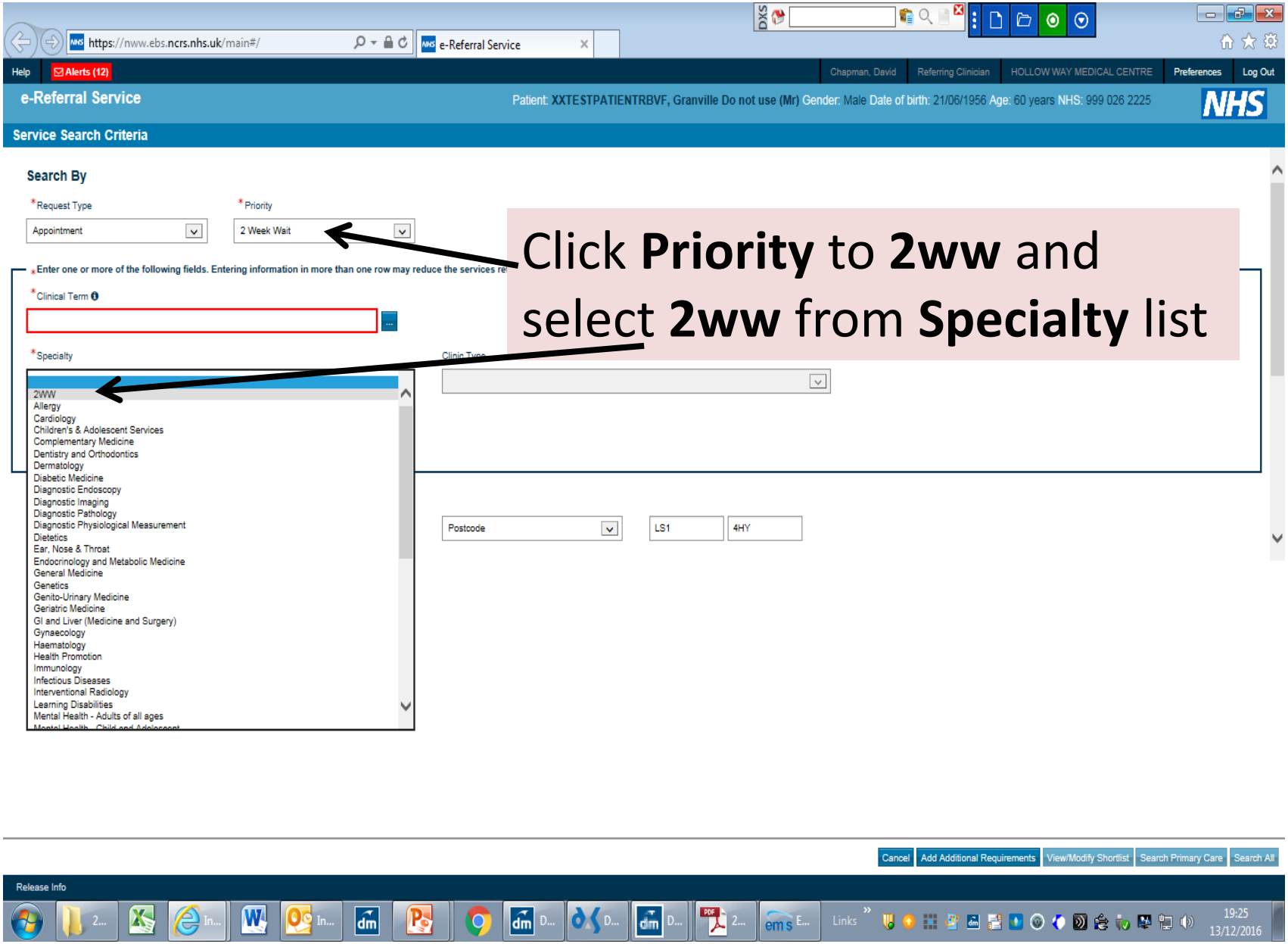
- The appointment could be arranged without the patient being present on their behalf e.g. by an administrator as long as they have left details of when they are not available in the next 2 weeks, or on the telephone to the patient. The administrator can then let the patient know the date and time of the appointment in the usual way

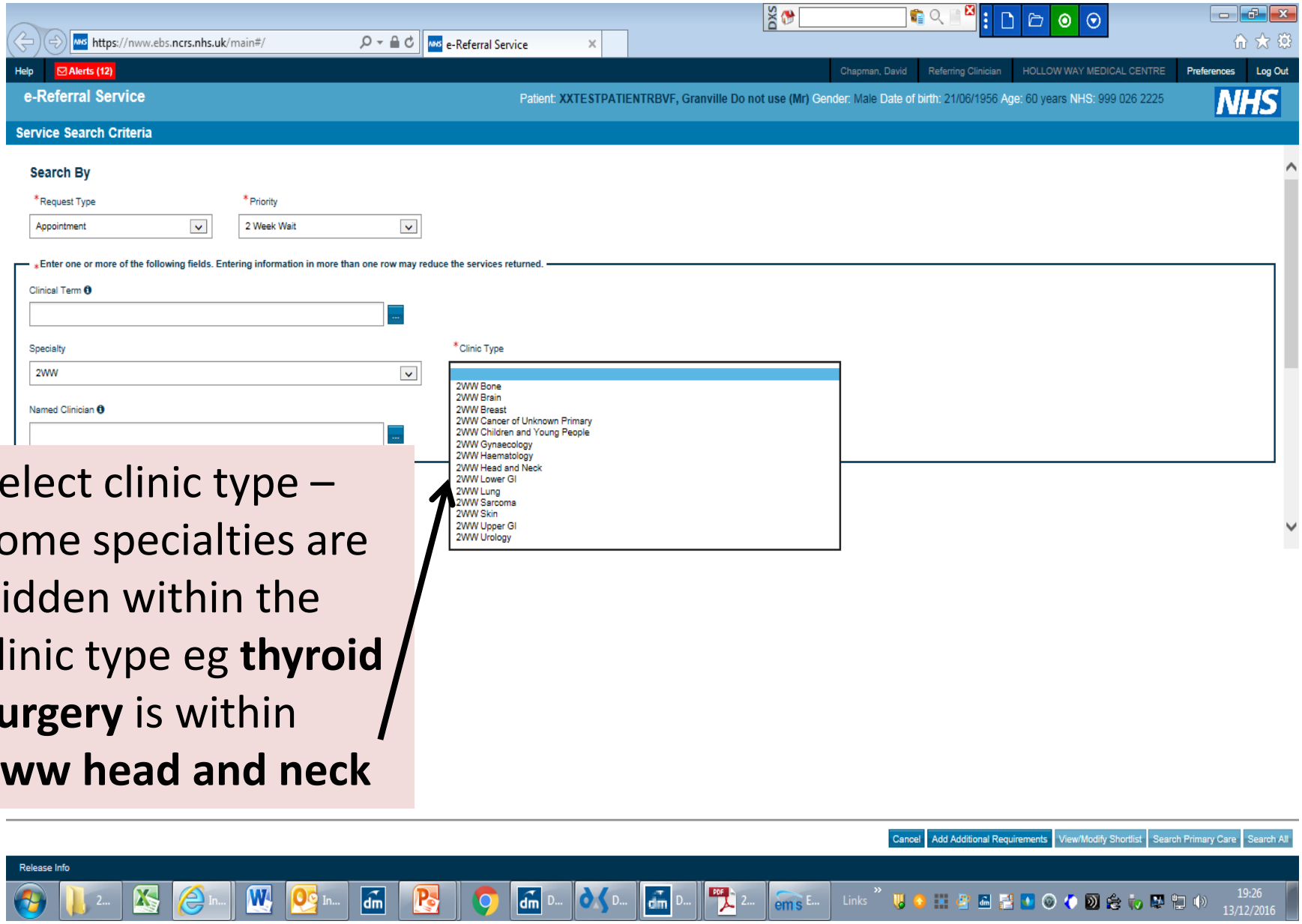
- If a patient is not available in the next 2 weeks (eg going on holiday) and they are aware of the importance of the referral to rule out cancer, the **referral must be deferred** until the patient is back and available
- If the patient is making the appointment themselves (**not recommended**) they need to know the process will not happen until they have booked the appointment and explain clearly how they make the appointment (using **web** or **national telephone appointment line (TAL)**).

- If the patient is making the appointment, the practice will need to monitor that the appointment has been made and chase the patient if it has not been

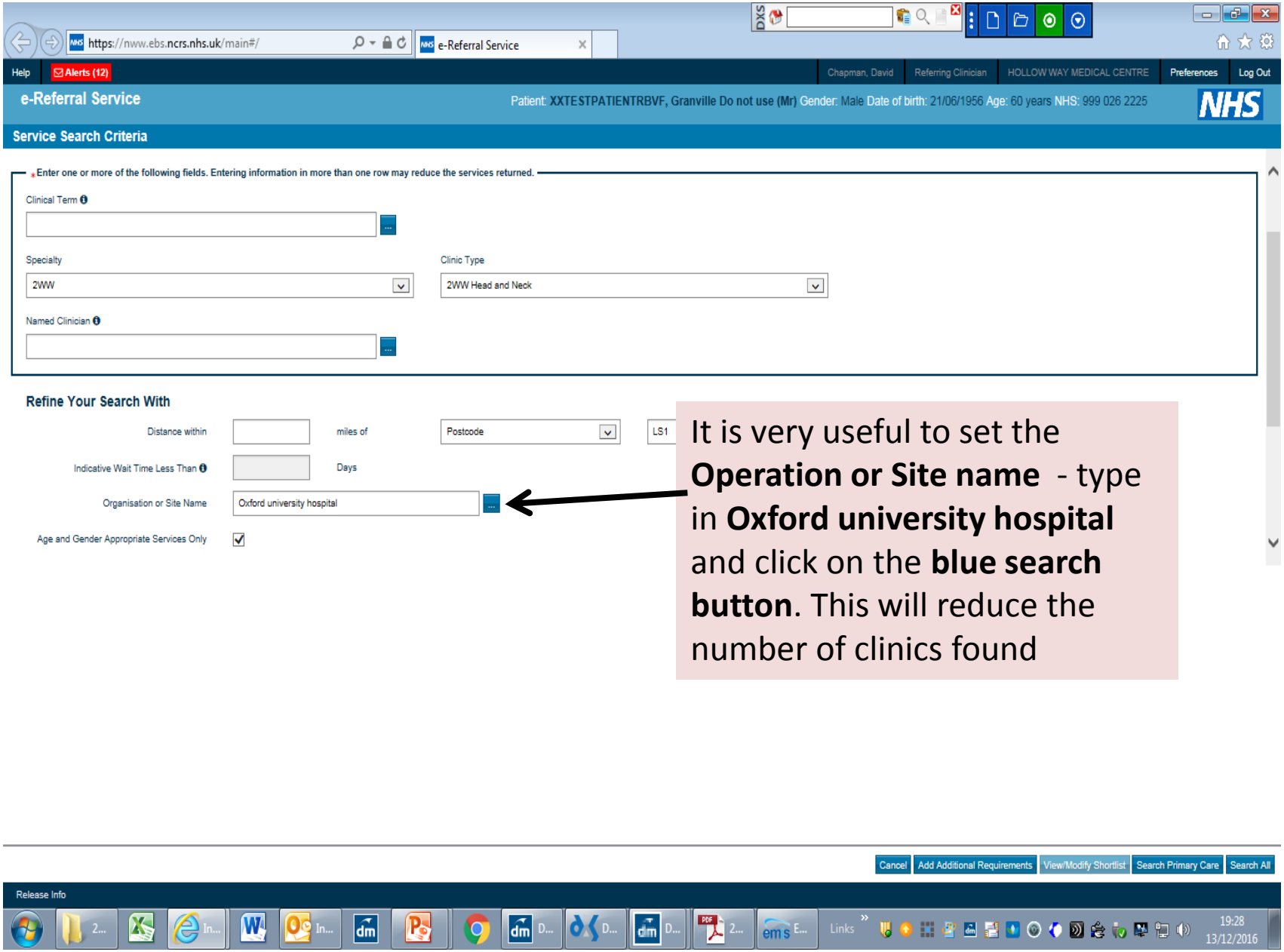



To start making a eRS referral select **Referral** in consultation mode and select **NHS e-Referral** and **2 Week Rule**. The external eRS system will be launched

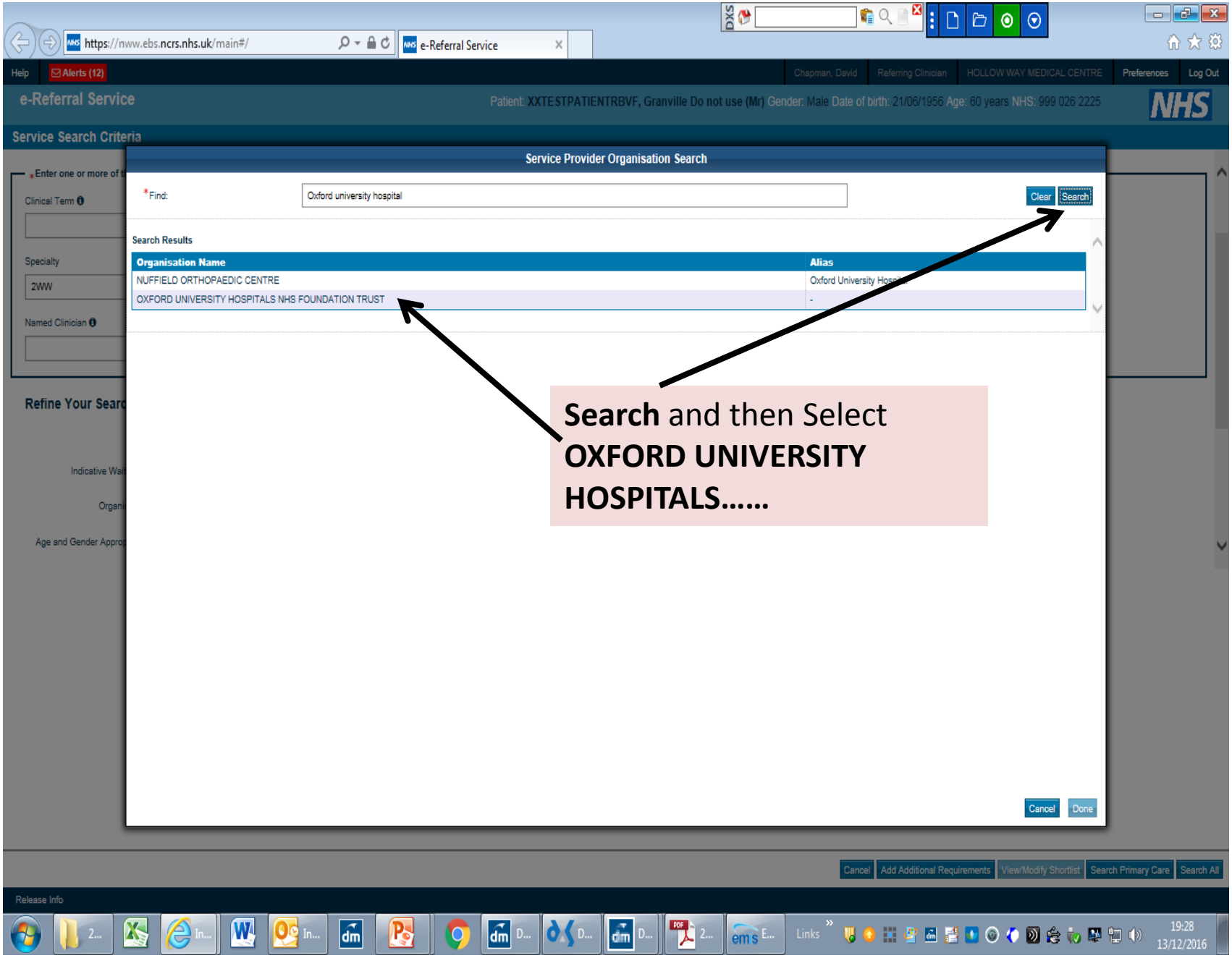

https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
Patient: XXTESTPATIENTRBVF, Granville Do not use (Mr) Gender: Male Date of birth: 21/06/1956 Age: 60 years NHS: 999 026 2225
NHS
Service Search Criteria
Search By
*Request Type
Appointment
*Priority
2 Week Wait
Click Priority to 2ww and select 2ww from Specialty list
*Clinical Term
*Specialty
2WW
Allergy
Cardiology
Children's & Adolescent Services
Complementary Medicine
Dentistry and Orthodontics
Dermatology
Diabetic Medicine
Diagnostic Endoscopy
Diagnostic Imaging
Diagnostic Pathology
Diagnostic Physiological Measurement
Dietetics
Ear, Nose & Throat
Endocrinology and Metabolic Medicine
General Medicine
Genetics
Genito-Urinary Medicine
Geriatric Medicine
GI and Liver (Medicine and Surgery)
Gynaecology
Haematology
Health Promotion
Immunology
Infectious Diseases
Interventional Radiology
Learning Disabilities
Mental Health - Adults of all ages
Postcode
LS1
4HY
Cancel
Add Additional Requirements
View/Modify Shortlist
Search Primary Care
Search All
Release Info
Links
19:25
13/12/2016

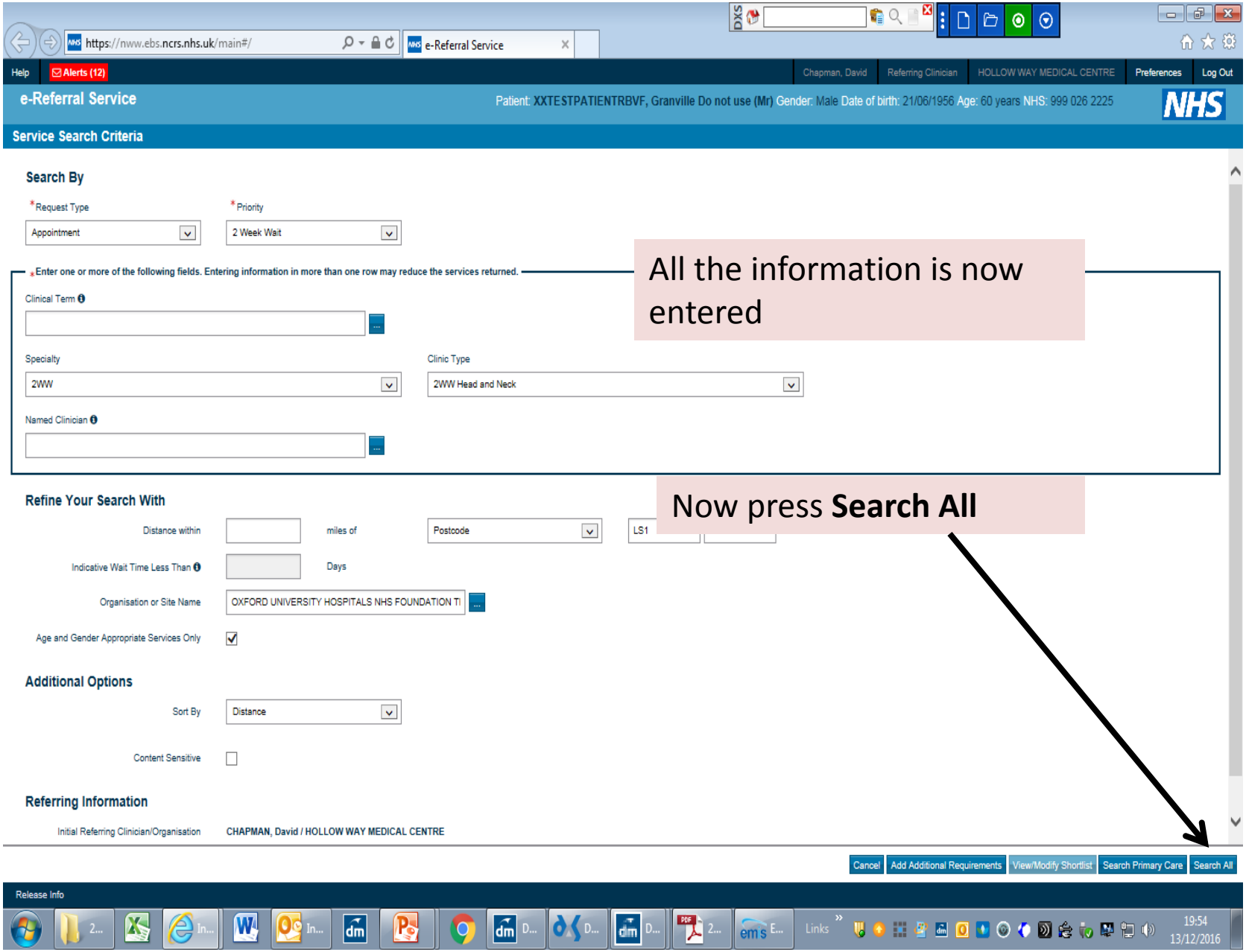


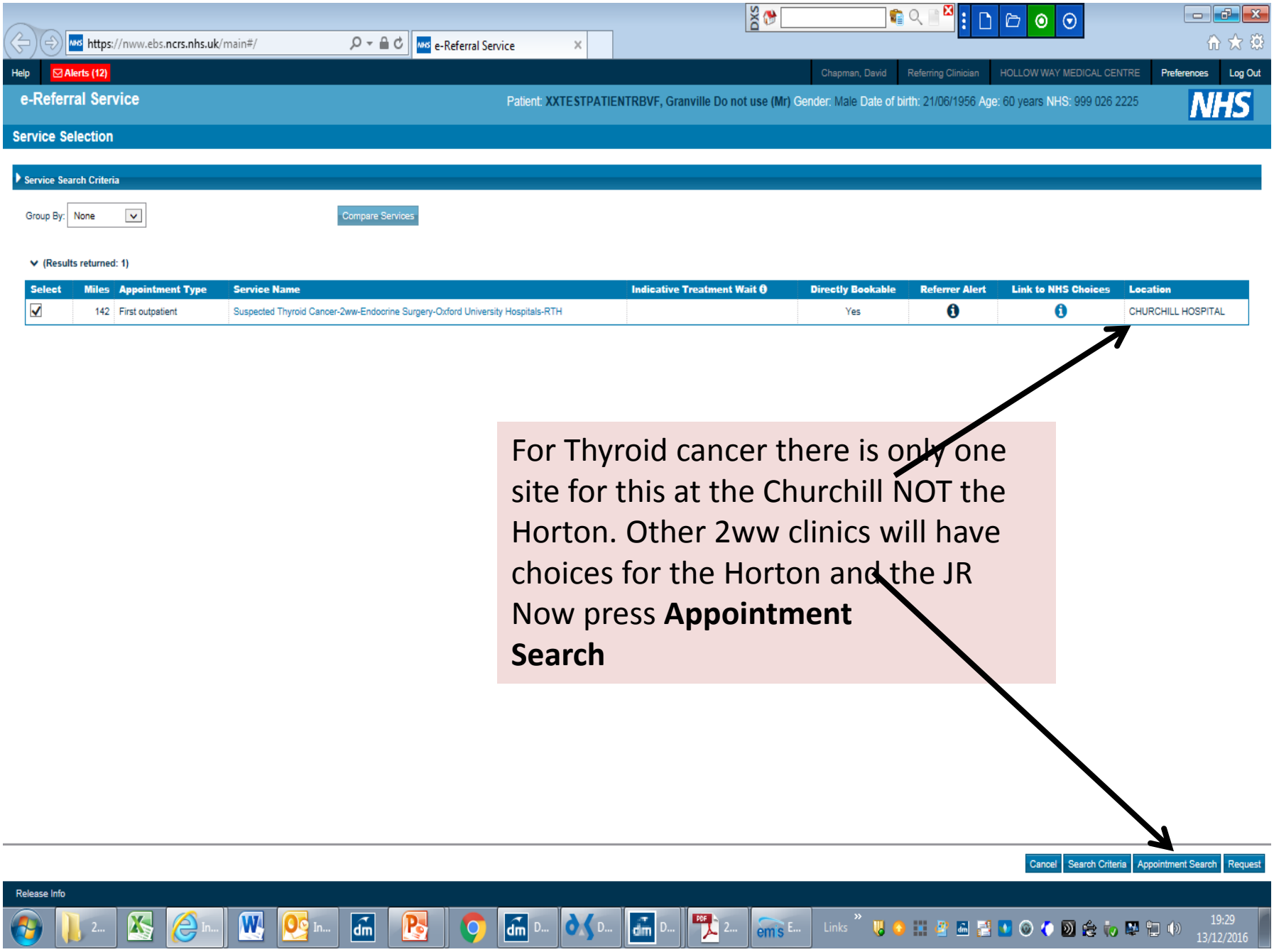

Select clinic type – some specialties are hidden within the clinic type eg **thyroid surgery** is within **2ww head and neck**

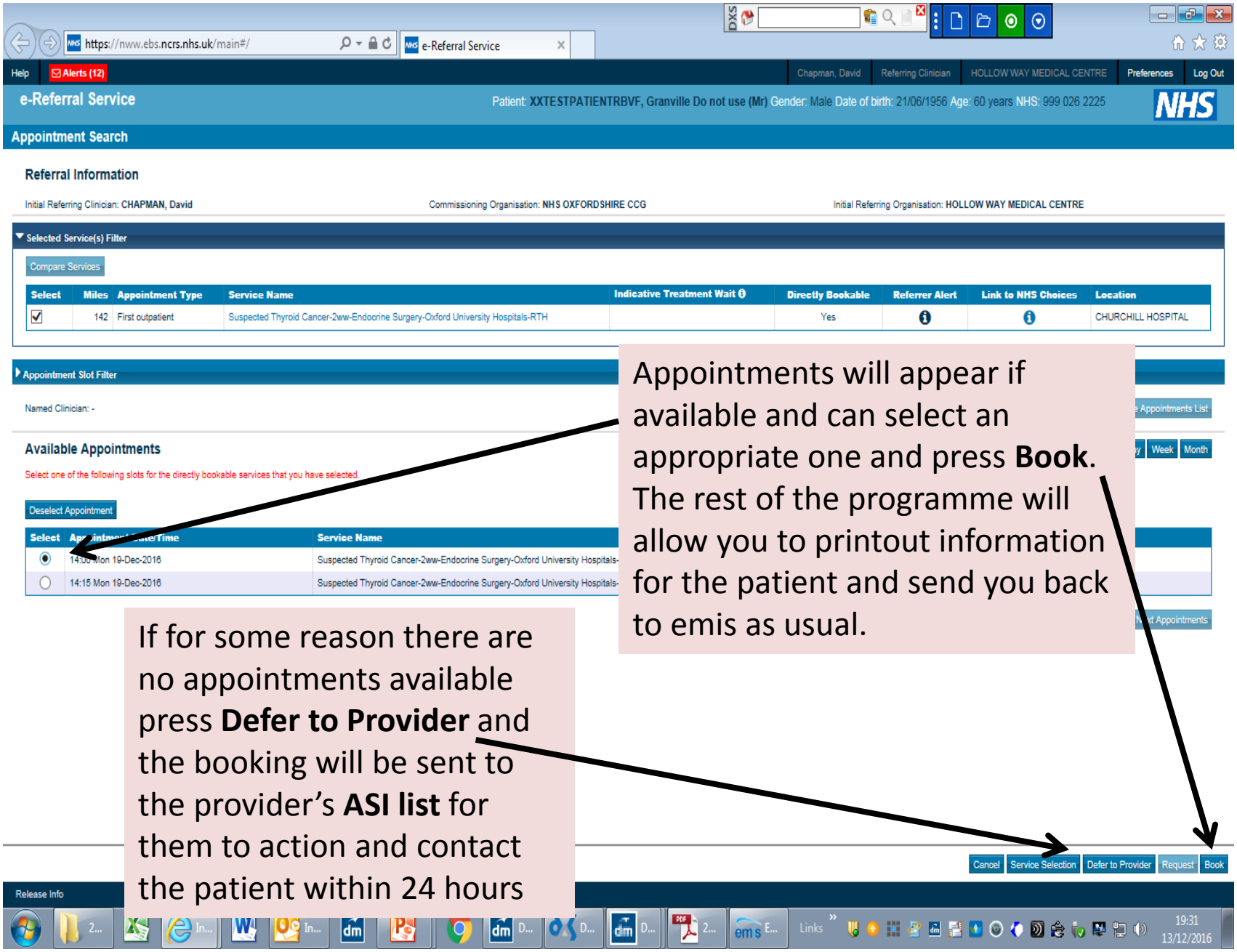



It is very useful to set the **Operation or Site name** - type in **Oxford university hospital** and click on the **blue search button**. This will reduce the number of clinics found


e-Referral Service
Service Search Criteria
Service Provider Organisation Search
*Find:
Oxford university hospital
Clear
Search
Search Results
Organisation Name
Alias
NUFFIELD ORTHOPAEDIC CENTRE
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST
Search and then Select OXFORD UNIVERSITY HOSPITALS……
Cancel
Done

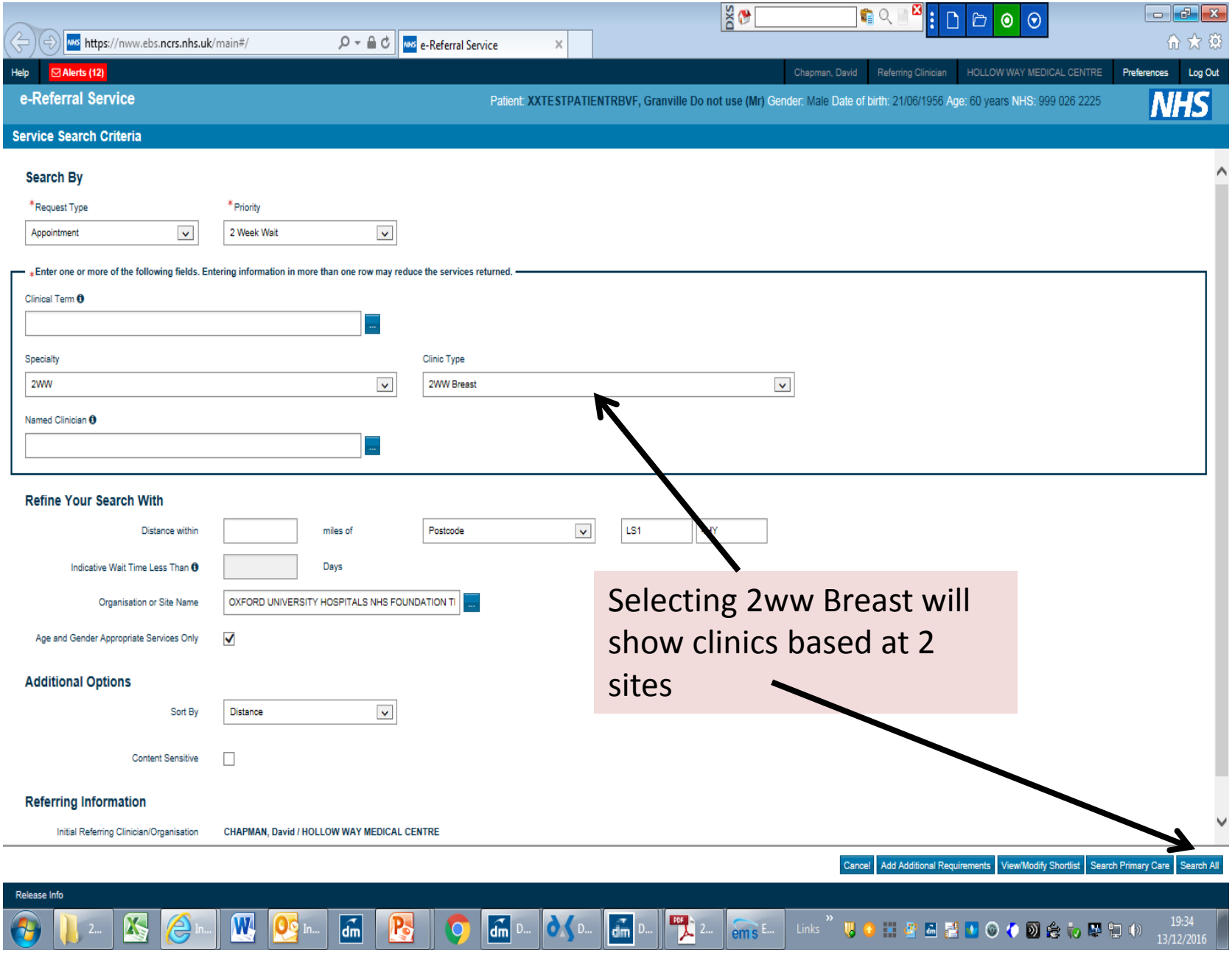

https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
Patient: XXTESTPATIENTRBVF, Granville Do not use (Mr) Gender: Male Date of birth: 21/06/1956 Age: 60 years NHS: 999 026 2225
NHS
Service Search Criteria
Search By
*Request Type
Appointment
*Priority
2 Week Wait
*Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.
Clinical Term
Specialty
2WW
Clinic Type
2WW Head and Neck
Named Clinician
All the information is now entered
Refine Your Search With
Distance within
miles of
Postcode
LS1
Indicative Wait Time Less Than
Days
Organisation or Site Name
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TI
Age and Gender Appropriate Services Only
Now press Search All
Additional Options
Sort By
Distance
Content Sensitive
Referring Information
Initial Referring Clinician/Organisation
CHAPMAN, David / HOLLOW WAY MEDICAL CENTRE
Cancel
Add Additional Requirements
View/Modify Shortlist
Search Primary Care
Search All
Release Info
Links
19:54
13/12/2016

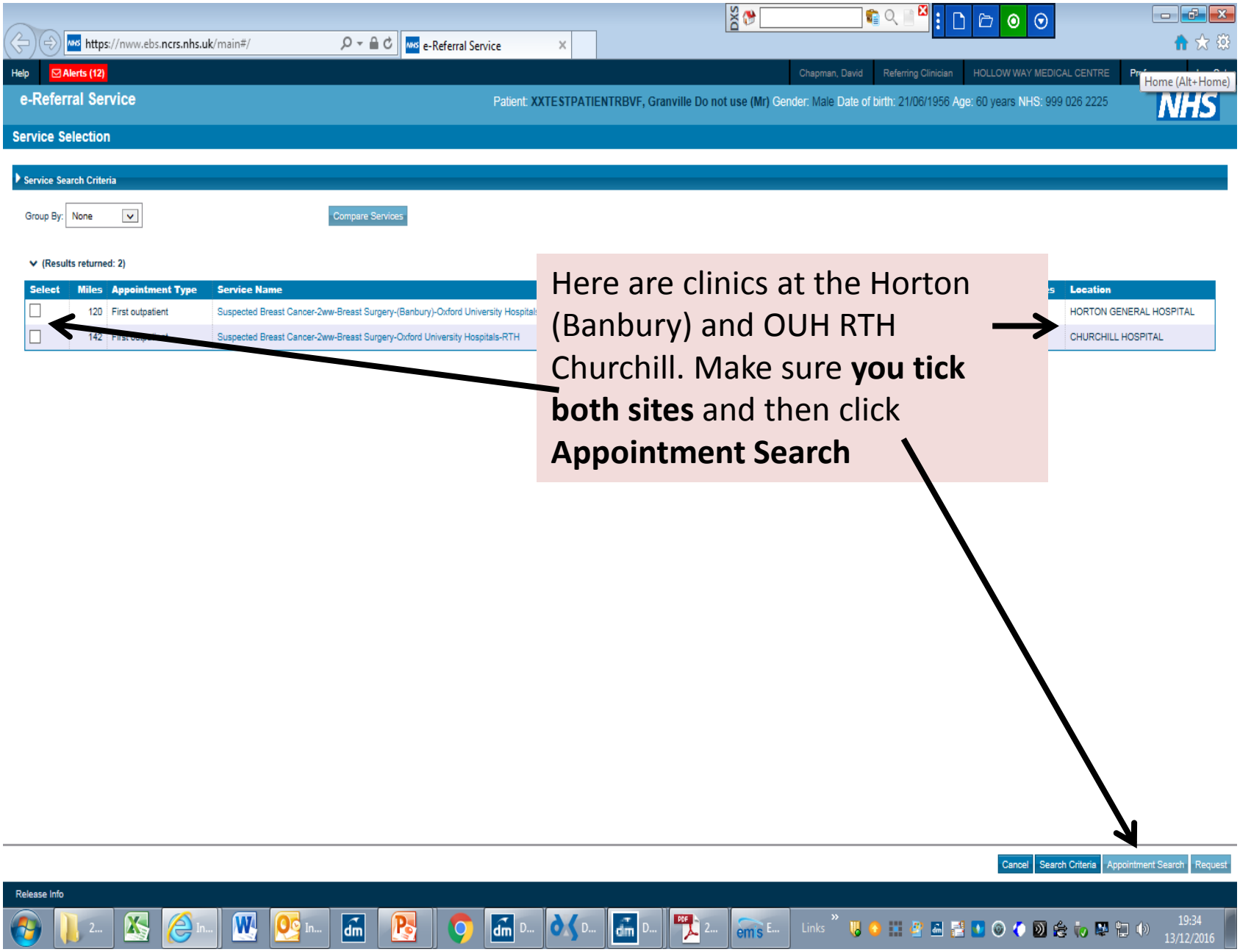

https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
Patient: XXTESTPATIENTRBVF, Granville Do not use (Mr) Gender: Male Date of birth: 21/06/1956 Age: 60 years NHS: 999 026 2225
NHS
Service Selection
Service Search Criteria
Group By: None
Compare Services
(Results returned: 1)
Select
Miles
Appointment Type
Service Name
Indicative Treatment Wait
Directly Bookable
Referrer Alert
Link to NHS Choices
Location
142
First outpatient
Suspected Thyroid Cancer-2ww-Endocrine Surgery-Oxford University Hospitals-RTH
Yes
CHURCHILL HOSPITAL
For Thyroid cancer there is only one site for this at the Churchill NOT the Horton. Other 2ww clinics will have choices for the Horton and the JR
Now press **Appointment Search**
Cancel
Search Criteria
Appointment Search
Request
Release Info
19:29
13/12/2016




Appointments will appear if available and can select an appropriate one and press **Book**. The rest of the programme will allow you to printout information for the patient and send you back to emis as usual.

If for some reason there are no appointments available press **Defer to Provider** and the booking will be sent to the provider's **ASI list** for them to action and contact the patient within 24 hours

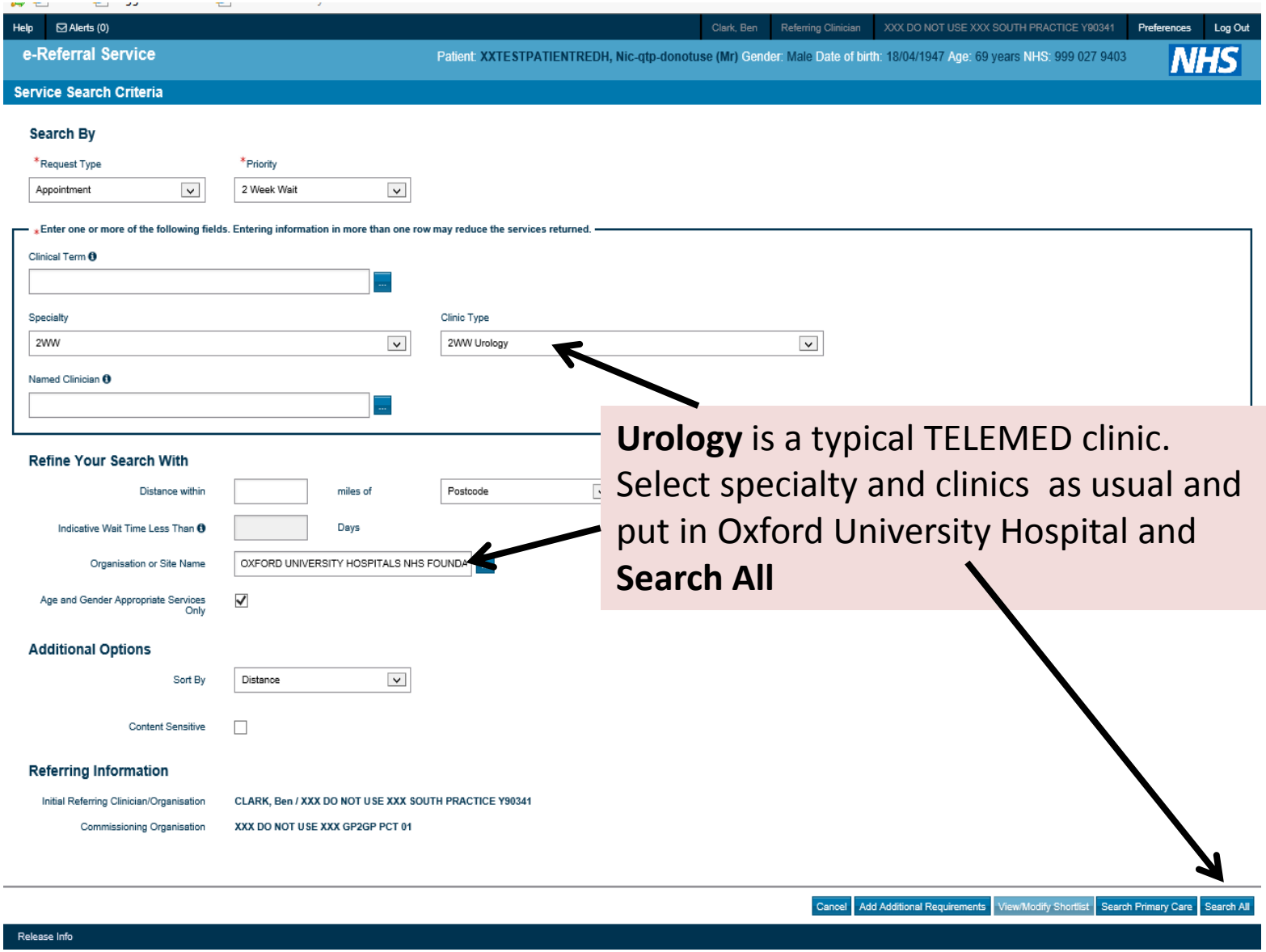

https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
Patient: XXTESTPATIENTRBVF, Granville Do not use (Mr) Gender: Male Date of birth: 21/06/1956 Age: 60 years NHS: 999 026 2225
NHS
Service Search Criteria
Search By
*Request Type
Appointment
*Priority
2 Week Wait
*Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.
Clinical Term
Specialty
2WW
Clinic Type
2WW Breast
Named Clinician
Refine Your Search With
Distance within
miles of
Postcode
LS1
Indicative Wait Time Less Than
Days
Organisation or Site Name
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TI
Age and Gender Appropriate Services Only
Additional Options
Sort By
Distance
Content Sensitive
Referring Information
Initial Referring Clinician/Organisation
CHAPMAN, David / HOLLOW WAY MEDICAL CENTRE
Selecting 2ww Breast will show clinics based at 2 sites
Cancel
Add Additional Requirements
View/Modify Shortlist
Search Primary Care
Search All
Release Info
19:34
13/12/2016


https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Home (Alt+Home)
e-Referral Service
Patient: XXTESTPATIENTRBVF, Granville Do not use (Mr) Gender: Male Date of birth: 21/06/1956 Age: 60 years NHS: 999 026 2225
NHS
Service Selection
Service Search Criteria
Group By: None
Compare Services
(Results returned: 2)
Select
Miles
Appointment Type
Service Name
Location
120
First outpatient
Suspected Breast Cancer-2ww-Breast Surgery-(Banbury)-Oxford University Hospitals
HORTON GENERAL HOSPITAL
142
Suspected Breast Cancer-2ww-Breast Surgery-Oxford University Hospitals-RTH
CHURCHILL HOSPITAL
Here are clinics at the Horton (Banbury) and OUH RTH Churchill. Make sure **you tick both sites** and then click **Appointment Search**
Cancel
Search Criteria
Appointment Search
Request
Release Info
Links
19:34
13/12/2016

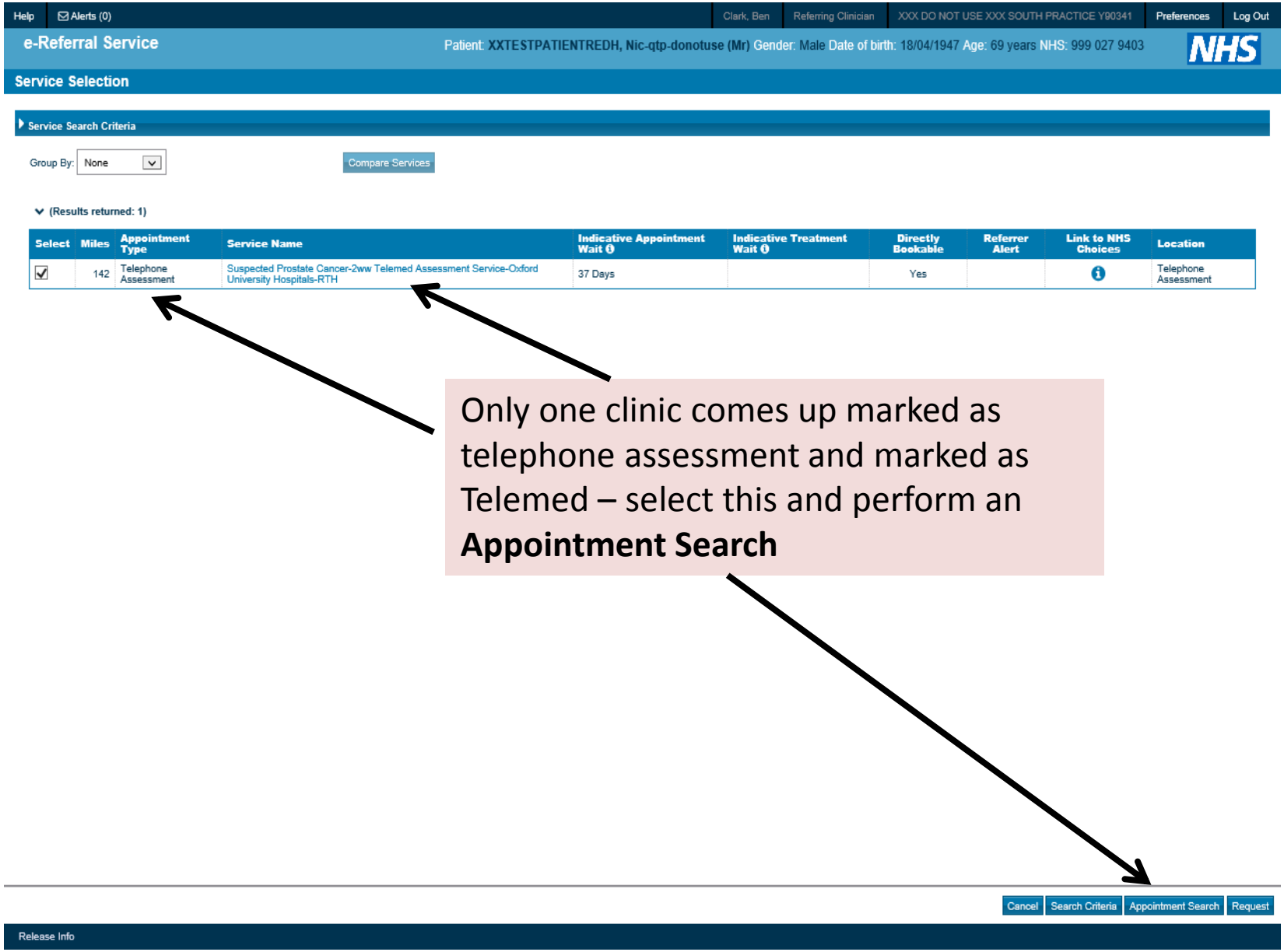
# 2ww Telemed slots

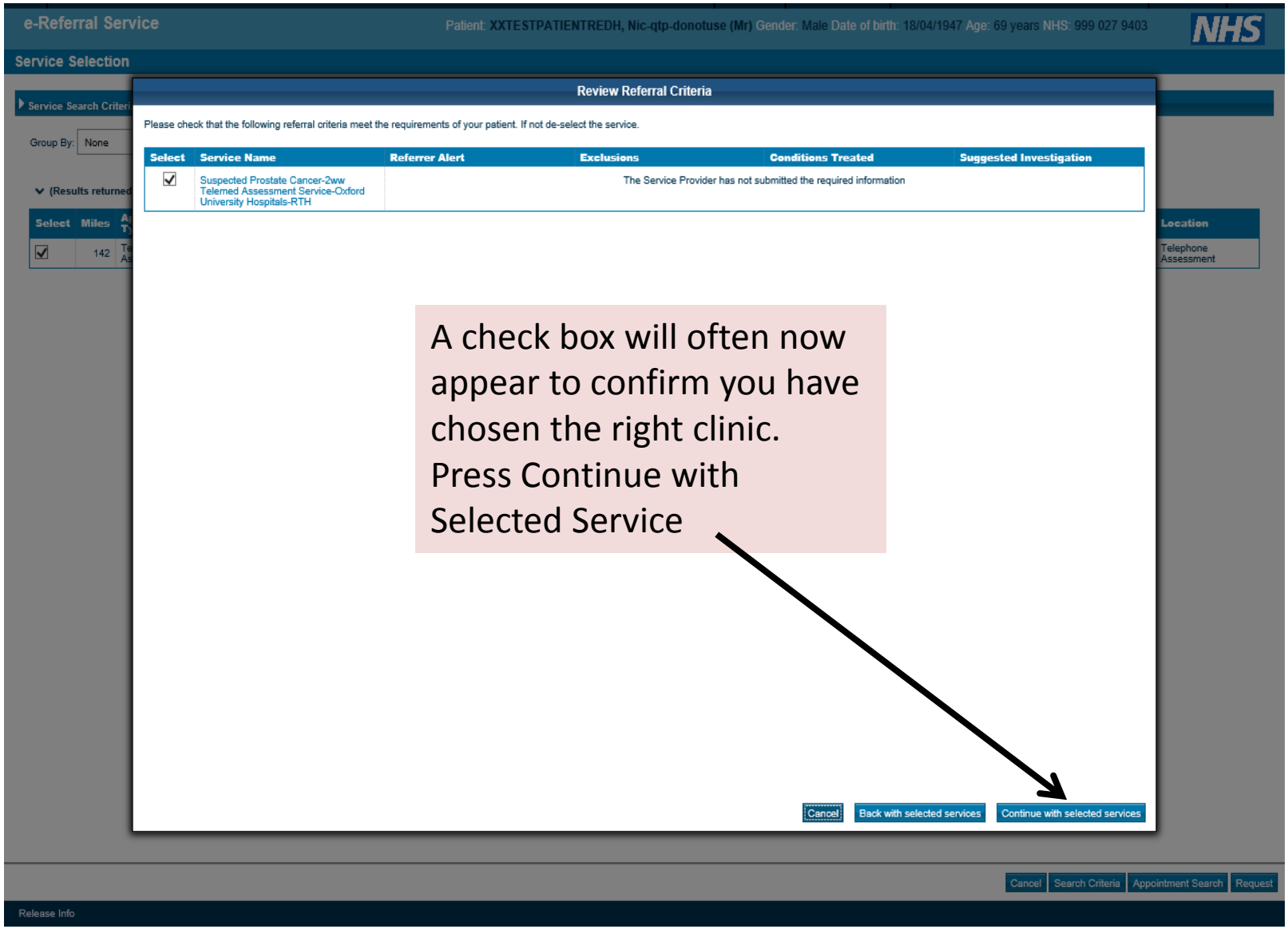
- Some 2ww services require patients to be streamed directly into diagnostic pathways without seeing a consultant.
- The information on the proformas is important to aid this.
- As long as all the information is there the patient will then have a telephone appointment booked with a clinician to organise the onward investigations

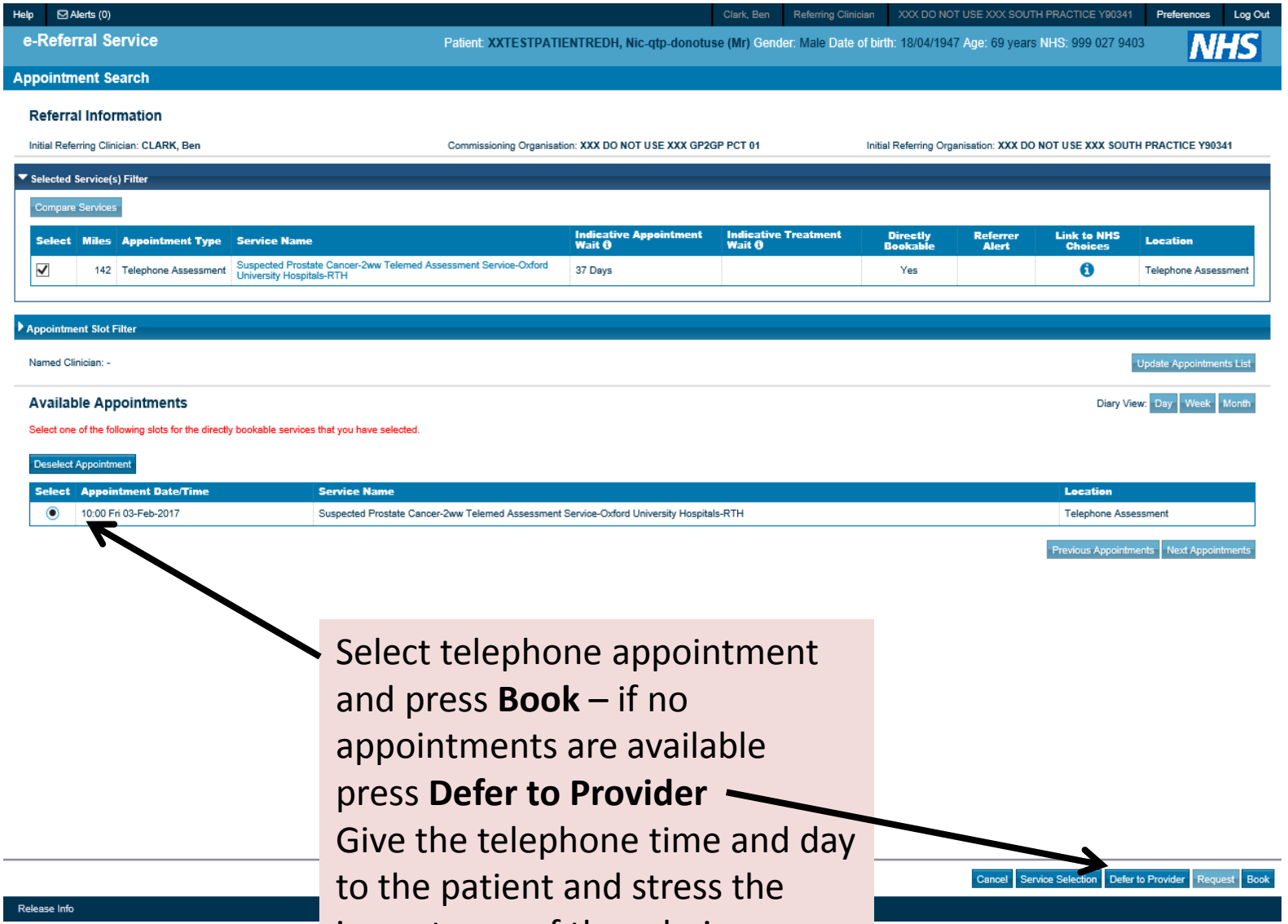
- In these cases, real telephone appointments are created so the correct telephone number to be used have to be on the proforma and the patient needs to be available at the time
- The service where telemed will be used are upper and lower GI, Urology, and gynaecology, but more may occur with time
- The clinics will be clearly marked as TELEMED




**Urology** is a typical TELEMED clinic. Select specialty and clinics as usual and put in Oxford University Hospital and **Search All**


Help
Alerts (0)
Clark, Ben
Referring Clinician
XXX DO NOT USE XXX SOUTH PRACTICE Y90341
Preferences
Log Out
e-Referral Service
Patient: XXTESTPATIENTREDH, Nic-qtp-donotuse (Mr) Gender: Male Date of birth: 18/04/1947 Age: 69 years NHS: 999 027 9403
NHS
Service Selection
Service Search Criteria
Group By: None
Compare Services
(Results returned: 1)
Select
Miles
Appointment Type
Service Name
Indicative Appointment Wait
Indicative Treatment Wait
Directly Bookable
Referrer Alert
Link to NHS Choices
Location
142
Telephone Assessment
Suspected Prostate Cancer-2ww Telemed Assessment Service-Oxford University Hospitals-RTH
37 Days
Yes
Telephone Assessment
Only one clinic comes up marked as telephone assessment and marked as Telemed – select this and perform an **Appointment Search**
Cancel
Search Criteria
Appointment Search
Request
Release Info


e-Referral Service
Patient: XXTESTPATIENTREDH, Nic-qtp-donotuse (Mr) Gender: Male Date of birth: 18/04/1947 Age: 69 years NHS: 999 027 9403
NHS
Service Selection
Review Referral Criteria
Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.
Select
Service Name
Referrer Alert
Exclusions
Conditions Treated
Suggested Investigation
Suspected Prostate Cancer-2ww Telemed Assessment Service-Oxford University Hospitals-RTH
The Service Provider has not submitted the required information
A check box will often now appear to confirm you have chosen the right clinic. Press Continue with Selected Service
Cancel
Back with selected services
Continue with selected services
Cancel
Search Criteria
Appointment Search
Request
Release Info



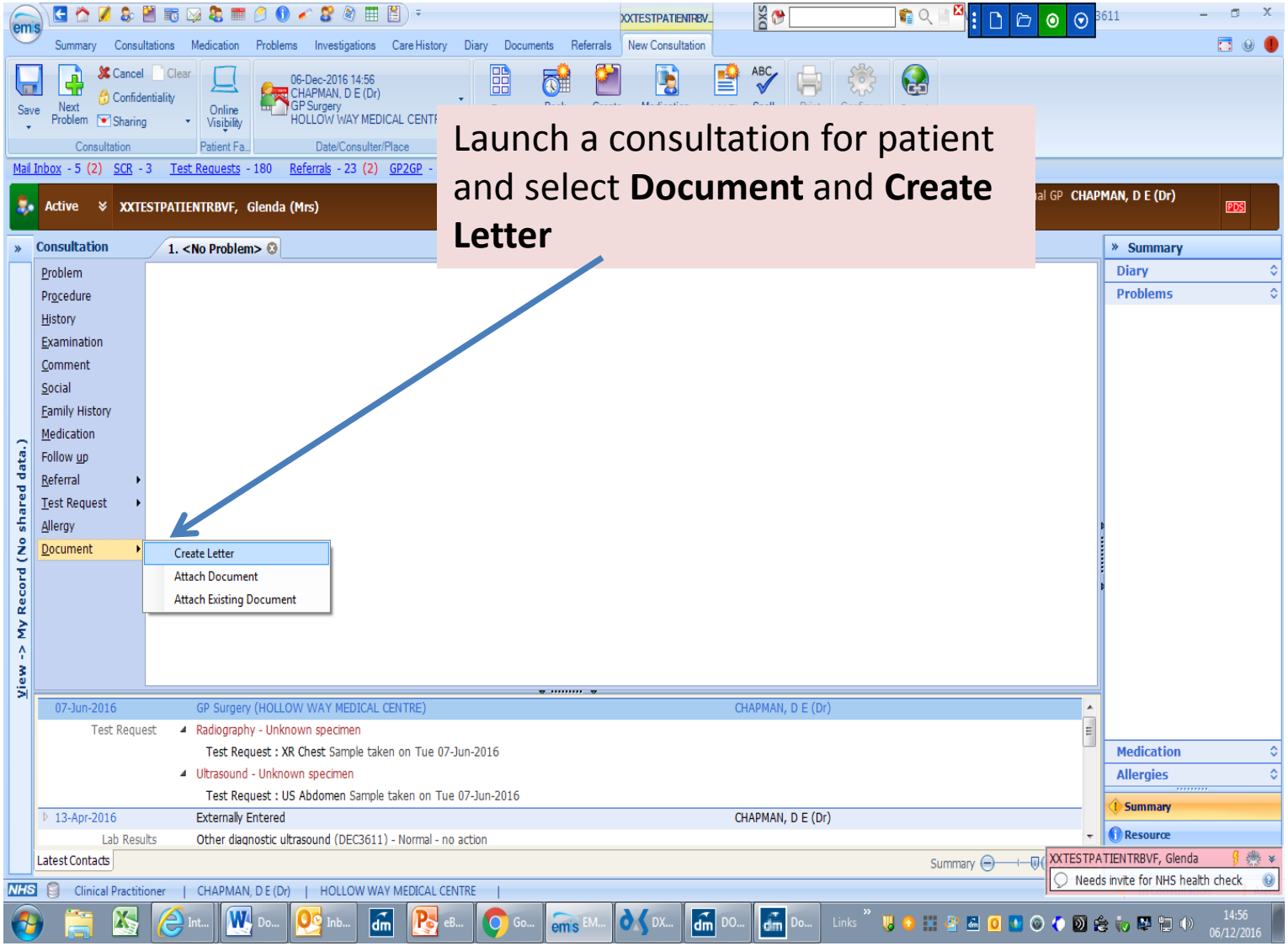

Select telephone appointment and press **Book** – if no appointments are available press **Defer to Provider**

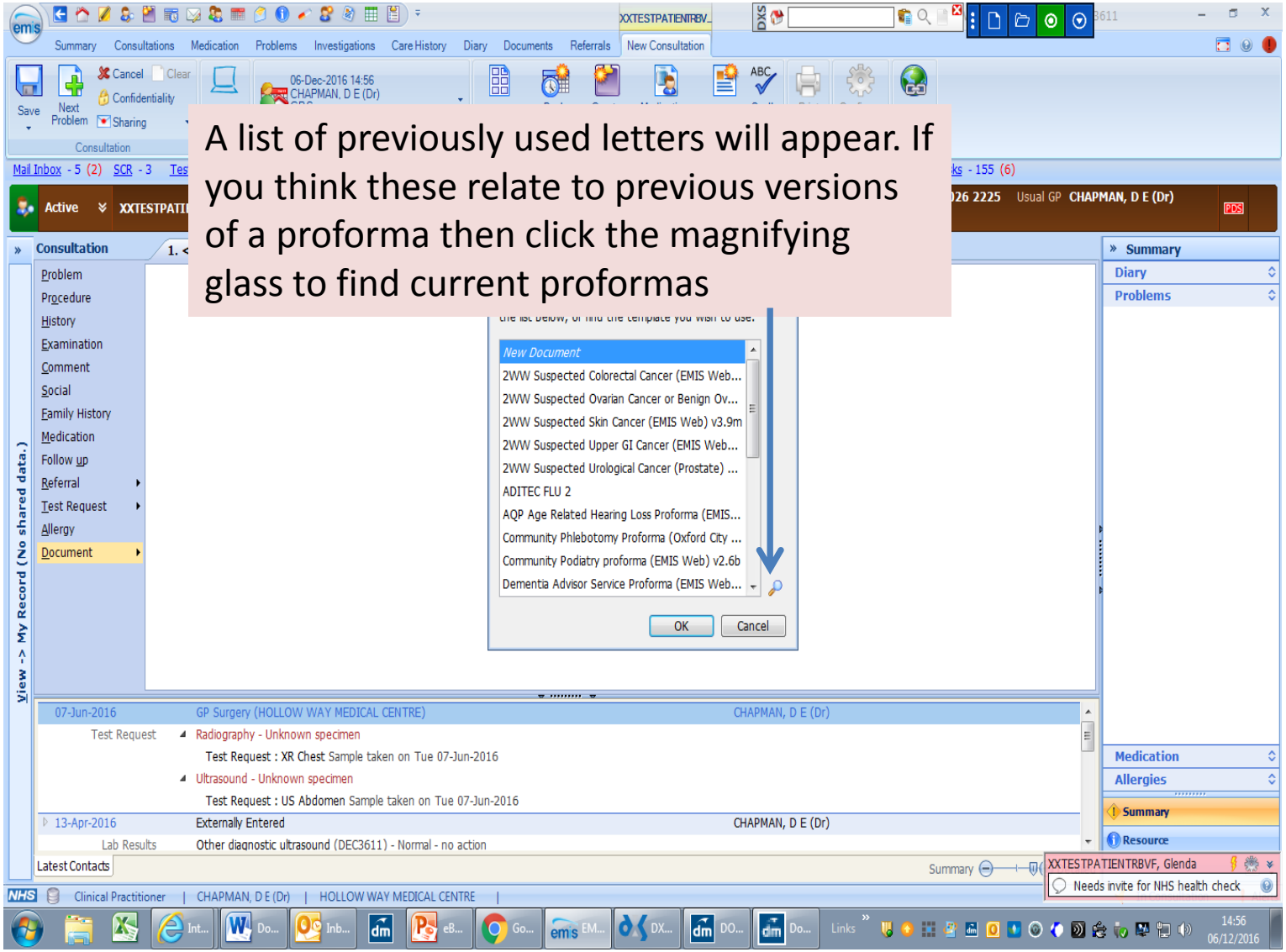
Give the telephone time and day to the patient and stress the importance of them being **available at the time**

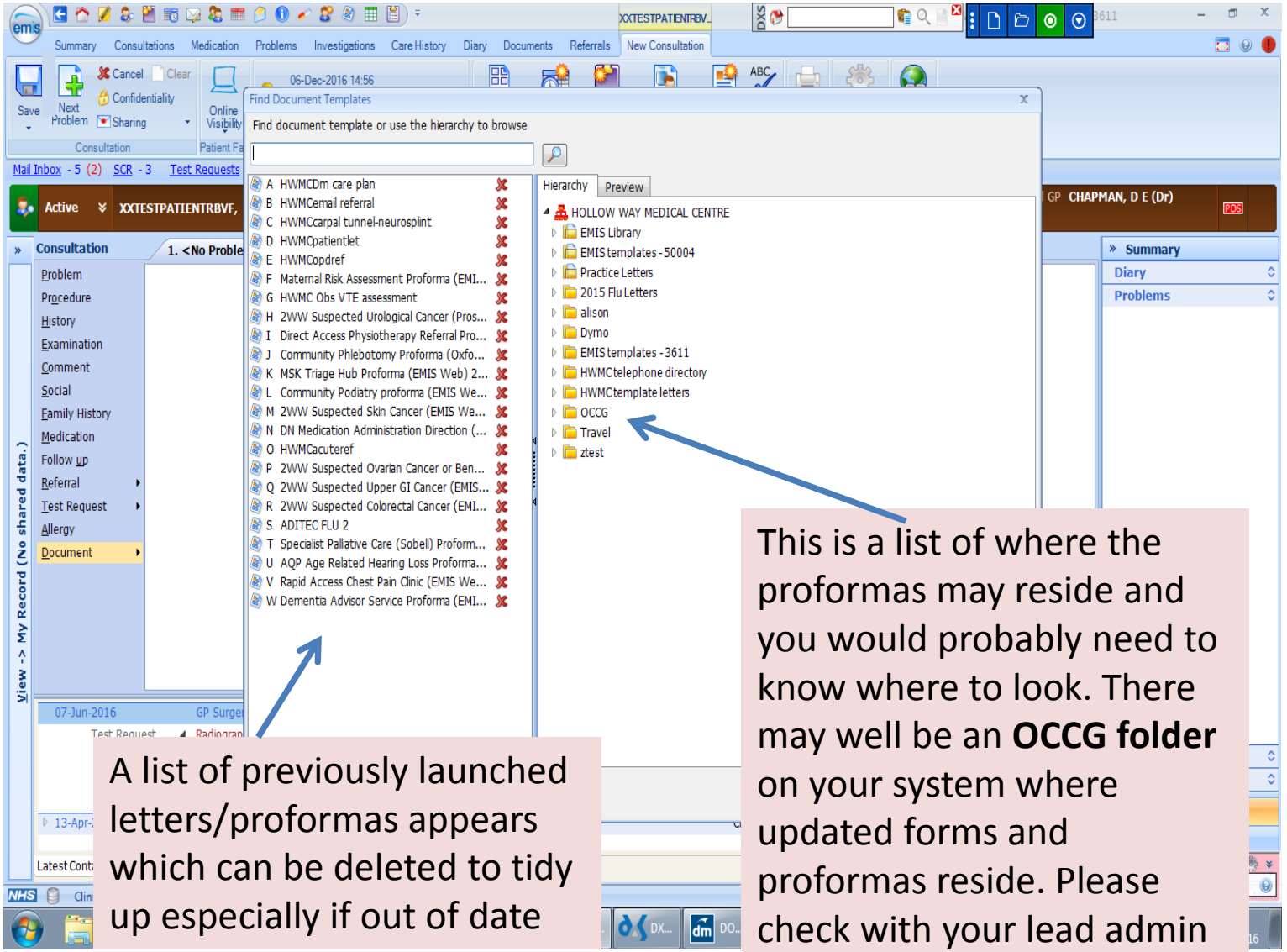
# How to use proforma letters on emis (especially 2ww)

- More and more services especially 2ww need proforma letters to be completed so that the minimum data set is available to handle the referral
- Emis proformas are easy to use but many are set up as forms which have tick boxes.
- Due to a glitch in Emis web it is difficult to use proformas directly within the Workflow referral management as the tick boxes do not work easily if editing

- The best way around this is to complete the proforma within consultation mode. This then can be edited as needed.
- The finished document can then be attached to the referral from within the Workflow Referral Management system

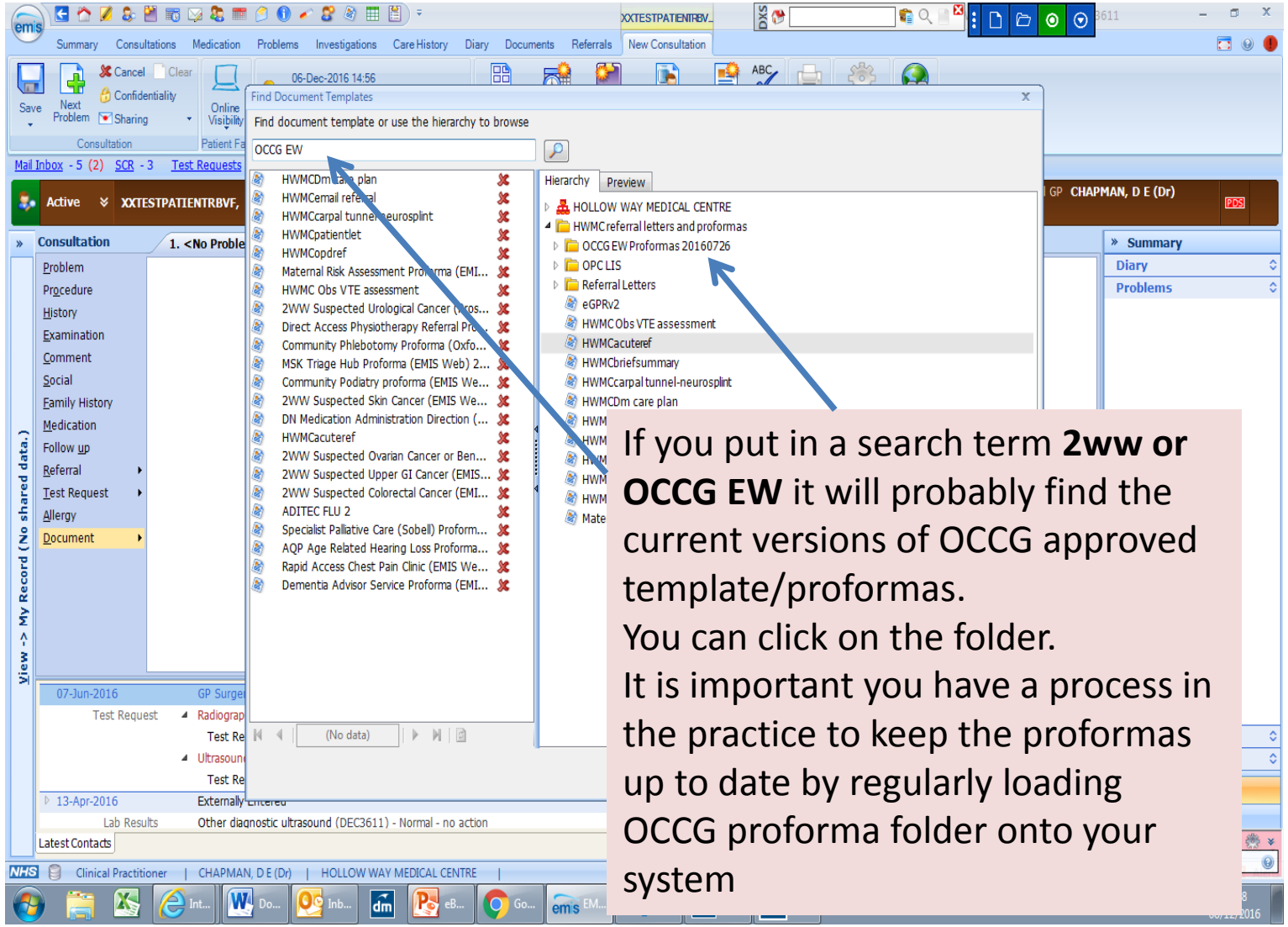

Launch a consultation for patient and select **Document** and **Create Letter**
Summary
Consultations
Medication
Problems
Investigations
Care History
Diary
Documents
Referrals
New Consultation
Save
Next Problem
Cancel
Clear
Confidentiality
Sharing
Online Visibility
Consultation
Patient Fa..
06-Dec-2016 14:56
CHAPMAN, D E (Dr)
GP Surgery
HOLLOW WAY MEDICAL CENTR
Date/Consulter/Place
Mail Inbox - 5 (2)
SCR - 3
Test Requests - 180
Referrals - 23 (2)
GP2GP -
Active
XXTESTPATIENTRBVF, Glenda (Mrs)
al GP CHAPMAN, D E (Dr)
PDS
Consultation
1. <No Problem>
Problem
Procedure
History
Examination
Comment
Social
Family History
Medication
Follow up
Referral
Test Request
Allergy
Document
Create Letter
Attach Document
Attach Existing Document
View -> My Record (No shared data.)
Summary
Diary
Problems
Medication
Allergies
Summary
Resource
07-Jun-2016
GP Surgery (HOLLOW WAY MEDICAL CENTRE)
CHAPMAN, D E (Dr)
Test Request
Radiography - Unknown specimen
Test Request : XR Chest Sample taken on Tue 07-Jun-2016
Ultrasound - Unknown specimen
Test Request : US Abdomen Sample taken on Tue 07-Jun-2016
13-Apr-2016
Externally Entered
CHAPMAN, D E (Dr)
Lab Results
Other diagnostic ultrasound (DEC3611) - Normal - no action
Latest Contacts
Summary
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check
NHS
Clinical Practitioner
CHAPMAN, D E (Dr)
HOLLOW WAY MEDICAL CENTRE
Links
14:56
06/12/2016

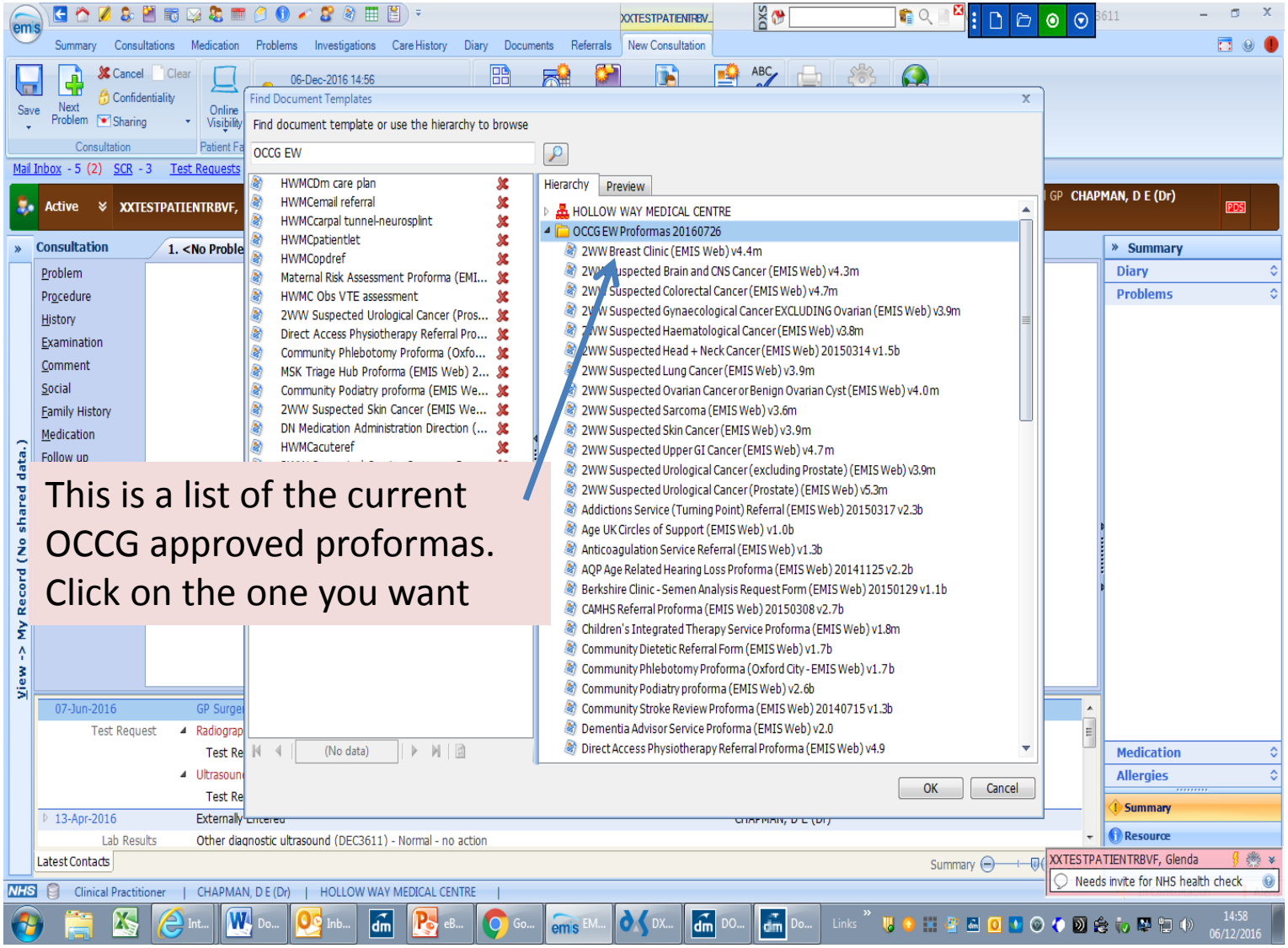

A list of previously used letters will appear. If you think these relate to previous versions of a proforma then click the magnifying glass to find current proformas
Summary
Consultations
Medication
Problems
Investigations
Care History
Diary
Documents
Referrals
New Consultation
Save
Next Problem
Cancel
Clear
Confidentiality
Sharing
Consultation
06-Dec-2016 14:56
CHAPMAN, D E (Dr)
Active
Usual GP CHAPMAN, D E (Dr)
Consultation
Problem
Procedure
History
Examination
Comment
Social
Family History
Medication
Follow up
Referral
Test Request
Allergy
Document
New Document
2WW Suspected Colorectal Cancer (EMIS Web...
2WW Suspected Ovarian Cancer or Benign Ov...
2WW Suspected Skin Cancer (EMIS Web) v3.9m
2WW Suspected Upper GI Cancer (EMIS Web...
2WW Suspected Urological Cancer (Prostate) ...
ADITEC FLU 2
AQP Age Related Hearing Loss Proforma (EMIS...
Community Phlebotomy Proforma (Oxford City ...
Community Podiatry proforma (EMIS Web) v2.6b
Dementia Advisor Service Proforma (EMIS Web...
OK
Cancel
Summary
Diary
Problems
Medication
Allergies
Summary
Resource
View -> My Record (No shared data.)
07-Jun-2016 GP Surgery (HOLLOW WAY MEDICAL CENTRE) CHAPMAN, D E (Dr)
Test Request Radiography - Unknown specimen
Test Request : XR Chest Sample taken on Tue 07-Jun-2016
Ultrasound - Unknown specimen
Test Request : US Abdomen Sample taken on Tue 07-Jun-2016
13-Apr-2016 Externally Entered CHAPMAN, D E (Dr)
Lab Results Other diagnostic ultrasound (DEC3611) - Normal - no action
Latest Contacts
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check
NHS
Clinical Practitioner | CHAPMAN, D E (Dr) | HOLLOW WAY MEDICAL CENTRE
14:56
06/12/2016

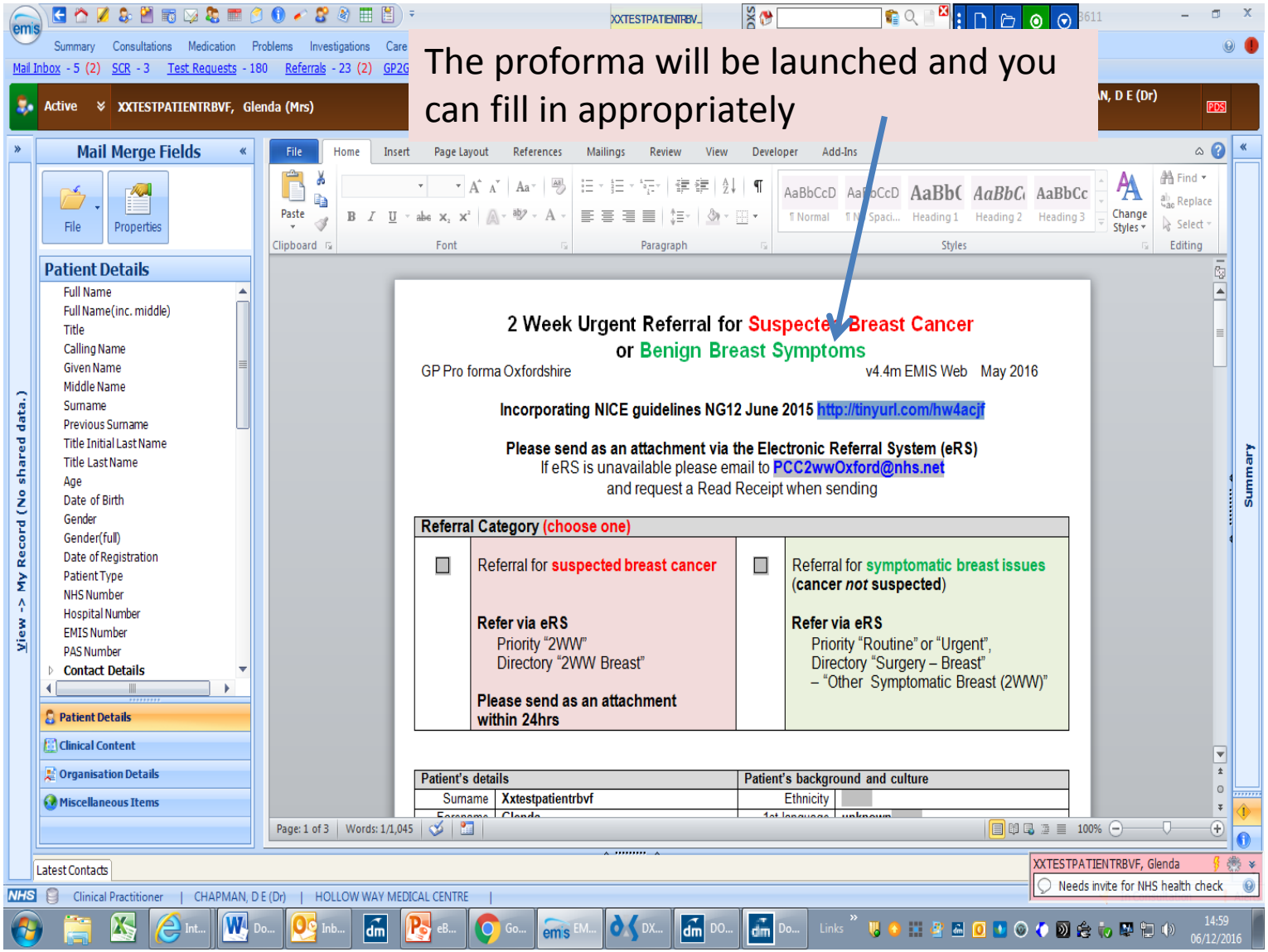


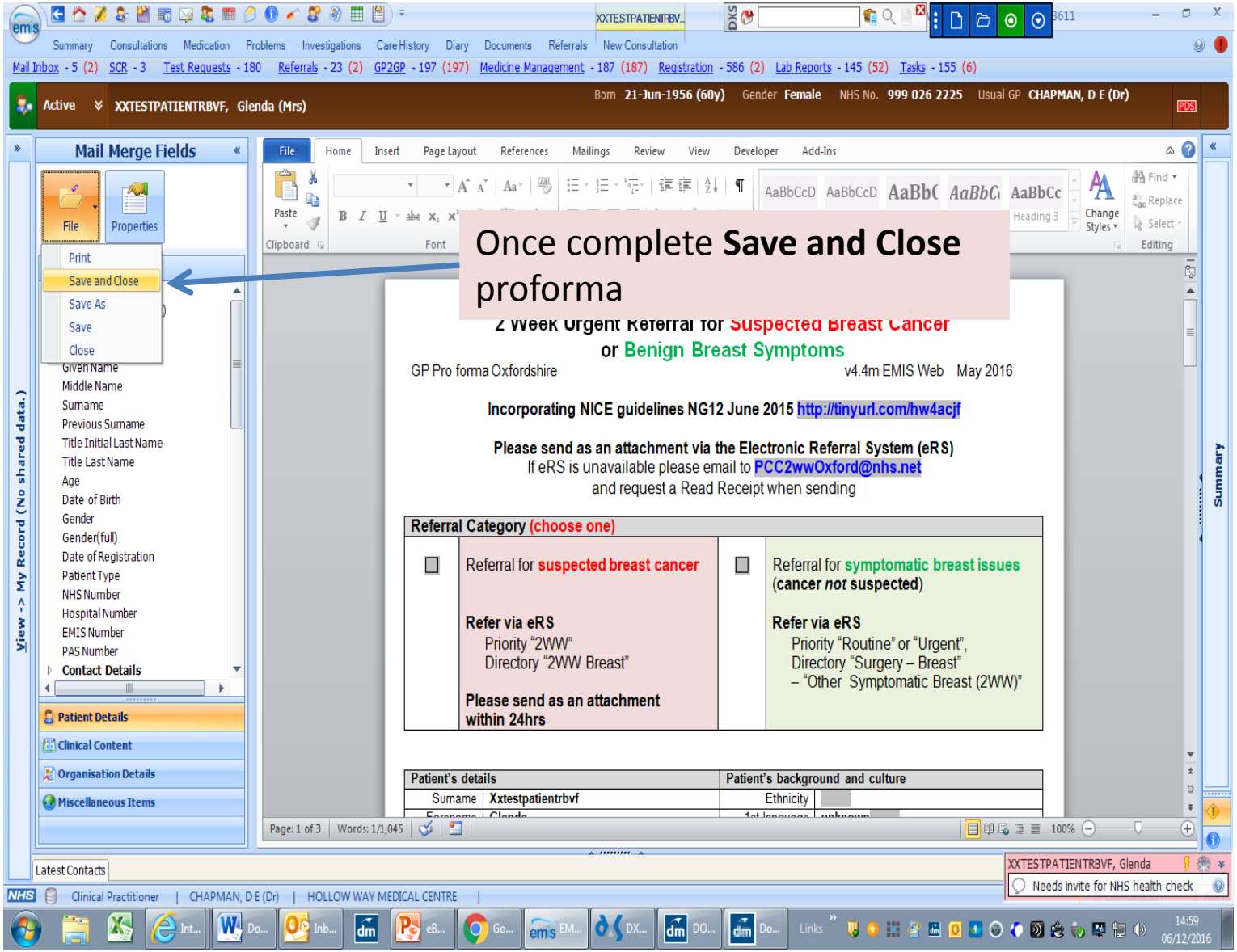

A list of previously launched letters/proformas appears which can be deleted to tidy up especially if out of date

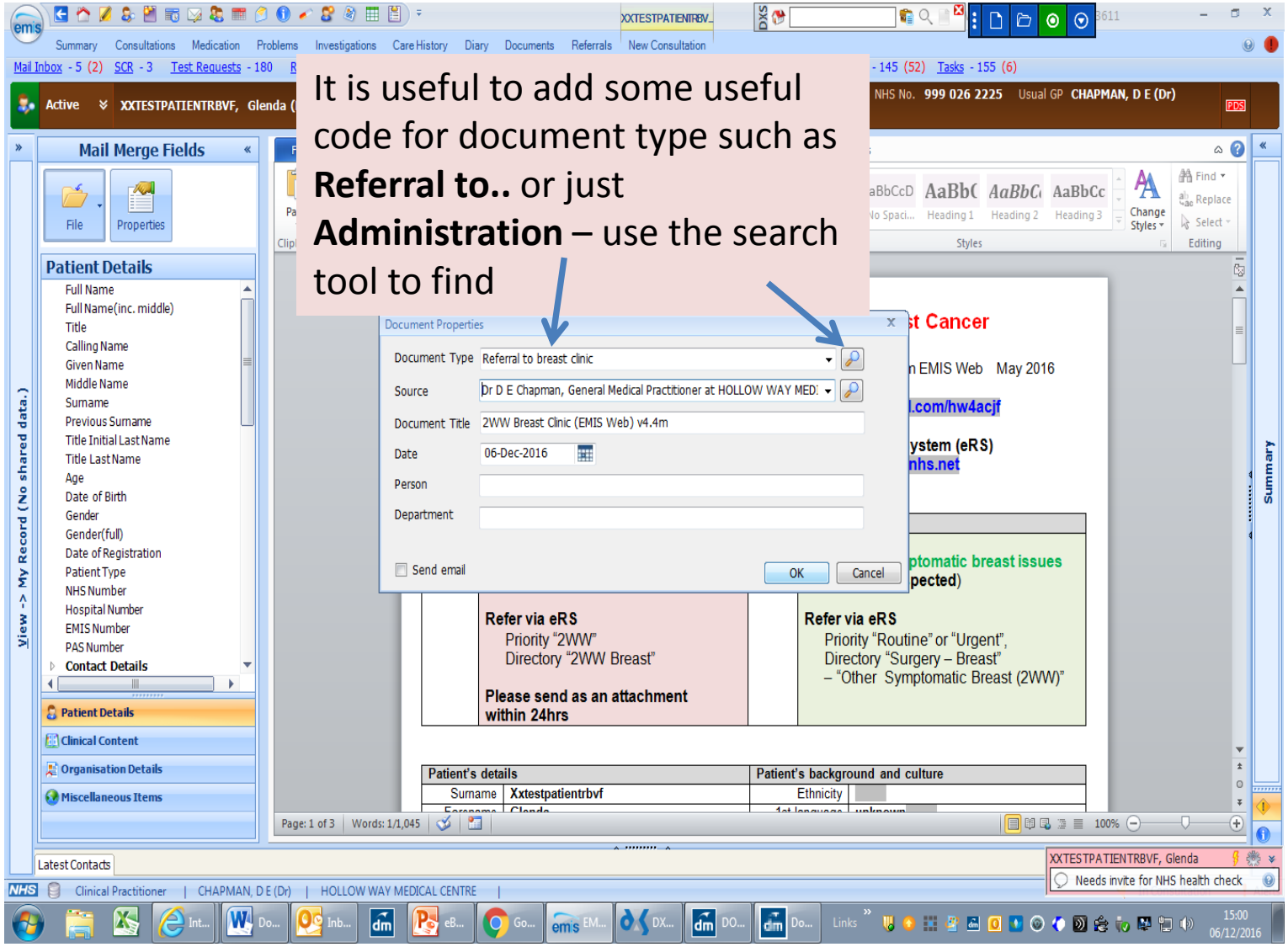
This is a list of where the proformas may reside and you would probably need to know where to look. There may well be an **OCCG folder** on your system where updated forms and proformas reside. Please check with your lead admin team

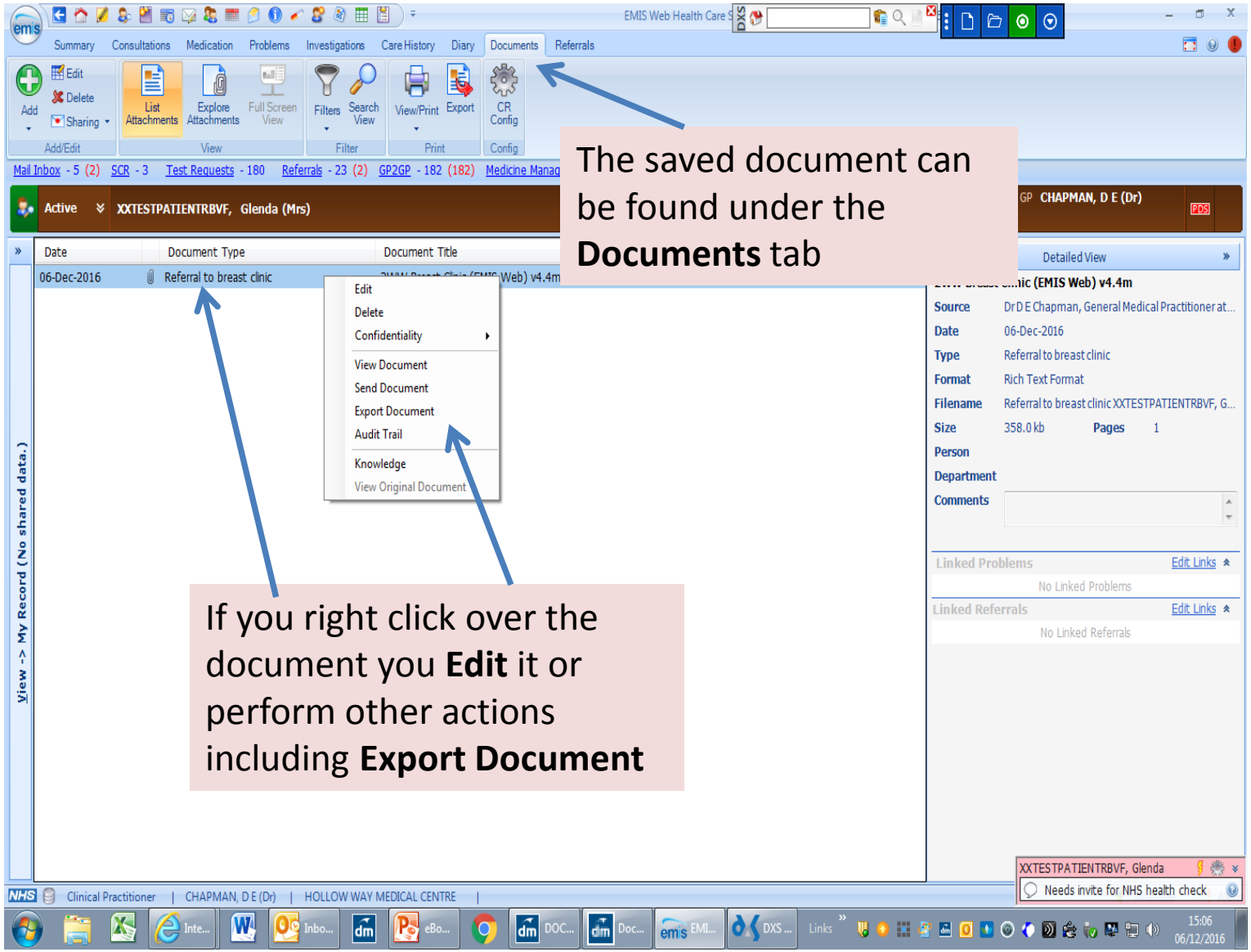

Find Document Templates
Find document template or use the hierarchy to browse
OCCG EW
Hierarchy
Preview
HOLLOW WAY MEDICAL CENTRE
HWMCreferral letters and proformas
OCCG EW Proformas 20160726
OPC LIS
Referral Letters
eGPRv2
HWMC Obs VTE assessment
HWMCacuteref
HWMCbriefsummary
HWMCcarpal tunnel-neurosplint
HWMCDm care plan
2WW Suspected Urological Cancer
Direct Access Physiotherapy Referral
Community Phlebotomy Proforma
MSK Triage Hub Proforma (EMIS Web) 2...
Community Podiatry proforma (EMIS We...
2WW Suspected Skin Cancer (EMIS We...
DN Medication Administration Direction
2WW Suspected Ovarian Cancer or Ben...
2WW Suspected Upper GI Cancer (EMIS...
2WW Suspected Colorectal Cancer (EMI...
ADITEC FLU 2
Specialist Palliative Care (Sobell) Proform...
AQP Age Related Hearing Loss Proforma...
Rapid Access Chest Pain Clinic (EMIS We...
Dementia Advisor Service Proforma (EMI...
(No data)
If you put in a search term 2ww or OCCG EW it will probably find the current versions of OCCG approved template/proformas.
You can click on the folder.
It is important you have a process in the practice to keep the proformas up to date by regularly loading OCCG proforma folder onto your system


This is a list of the current OCCG approved proformas. Click on the one you want


The proforma will be launched and you can fill in appropriately
Mail Merge Fields
Patient Details
2 Week Urgent Referral for Suspected Breast Cancer
or Benign Breast Symptoms
GP Pro forma Oxfordshire
v4.4m EMIS Web May 2016
Incorporating NICE guidelines NG12 June 2015 http://tinyurl.com/hw4acjf
Please send as an attachment via the Electronic Referral System (eRS)
If eRS is unavailable please email to PCC2wwOxford@nhs.net
and request a Read Receipt when sending
Referral Category (choose one)
Referral for suspected breast cancer
Refer via eRS
Priority "2WW"
Directory "2WW Breast"
Please send as an attachment within 24hrs
Referral for symptomatic breast issues (cancer not suspected)
Refer via eRS
Priority "Routine" or "Urgent",
Directory "Surgery – Breast"
– "Other Symptomatic Breast (2WW)"
Patient's details
Surname
Xxtestpatientrbvf
Patient's background and culture
Ethnicity

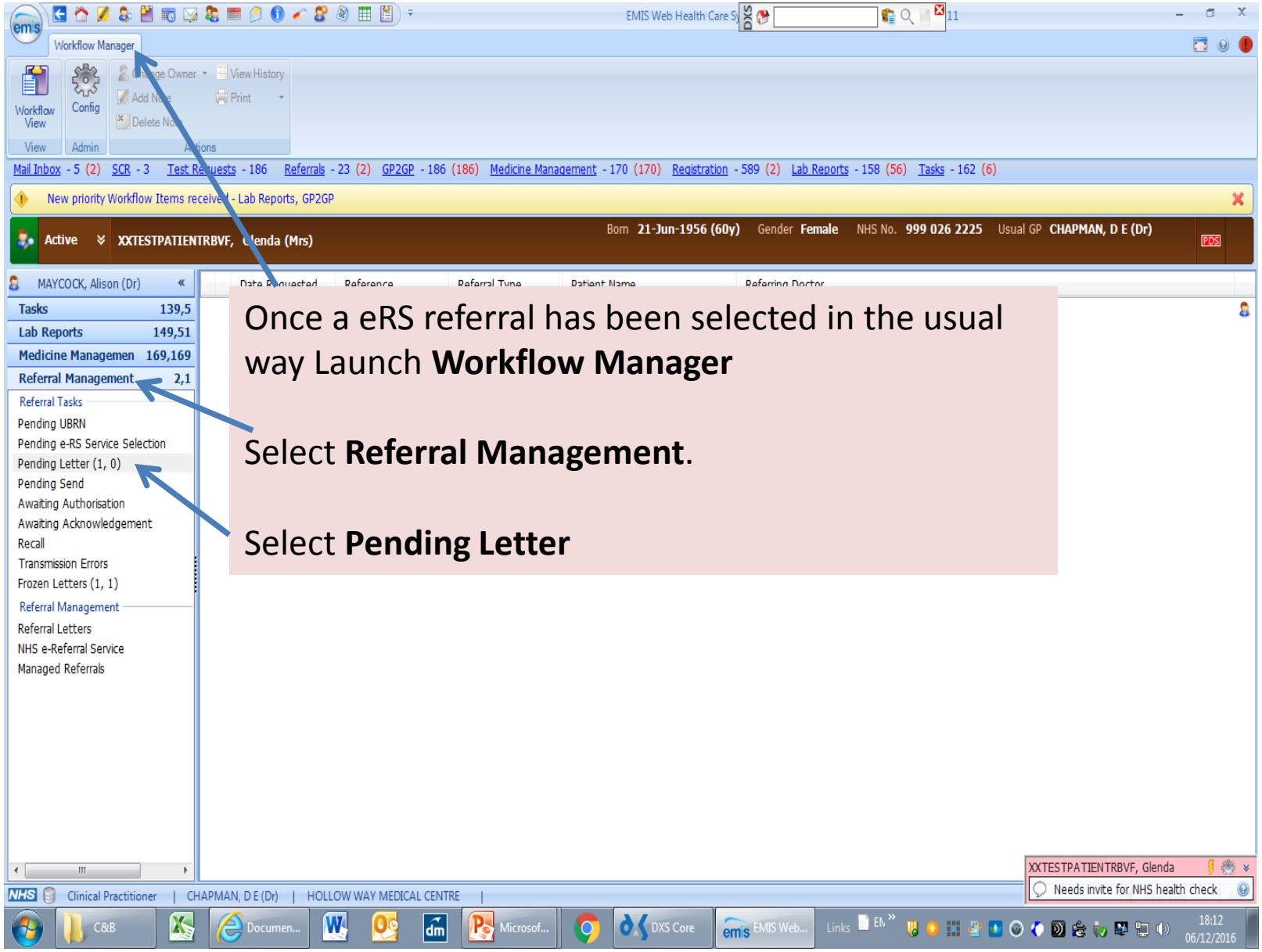

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals New Consultation
Mail Inbox - 5 (2) SCR - 3 Test Requests - 180 Referrals - 23 (2) GP2GP - 197 (197) Medicine Management - 187 (187) Registration - 586 (2) Lab Reports - 145 (52) Tasks - 155 (6)
Active XXTESTPATIENTRBVF, Glenda (Mrs) Born 21-Jun-1956 (60y) Gender Female NHS No. 999 026 2225 Usual GP CHAPMAN, D E (Dr)
Mail Merge Fields
File
Properties
Print
Save and Close
Save As
Save
Close
Given Name
Middle Name
Surname
Previous Surname
Title Initial Last Name
Title Last Name
Age
Date of Birth
Gender
Gender(full)
Date of Registration
Patient Type
NHS Number
Hospital Number
EMIS Number
PAS Number
Contact Details
Patient Details
Clinical Content
Organisation Details
Miscellaneous Items
Once complete Save and Close proforma
2 Week Urgent Referral for Suspected Breast Cancer
or Benign Breast Symptoms
GP Pro forma Oxfordshire
v4.4m EMIS Web May 2016
Incorporating NICE guidelines NG12 June 2015 http://tinyurl.com/hw4acjf
Please send as an attachment via the Electronic Referral System (eRS)
If eRS is unavailable please email to PCC2wwOxford@nhs.net
and request a Read Receipt when sending
Referral Category (choose one)
Referral for suspected breast cancer
Refer via eRS
Priority "2WW"
Directory "2WW Breast"
Please send as an attachment within 24hrs
Referral for symptomatic breast issues (cancer not suspected)
Refer via eRS
Priority "Routine" or "Urgent",
Directory "Surgery – Breast"
– "Other Symptomatic Breast (2WW)"
Patient's details
Surname Xxtestpatientrbvf
Patient's background and culture
Ethnicity
Page: 1 of 3 Words: 1/1,045
Latest Contacts
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check
NHS Clinical Practitioner | CHAPMAN, D E (Dr) | HOLLOW WAY MEDICAL CENTRE
14:59
06/12/2016

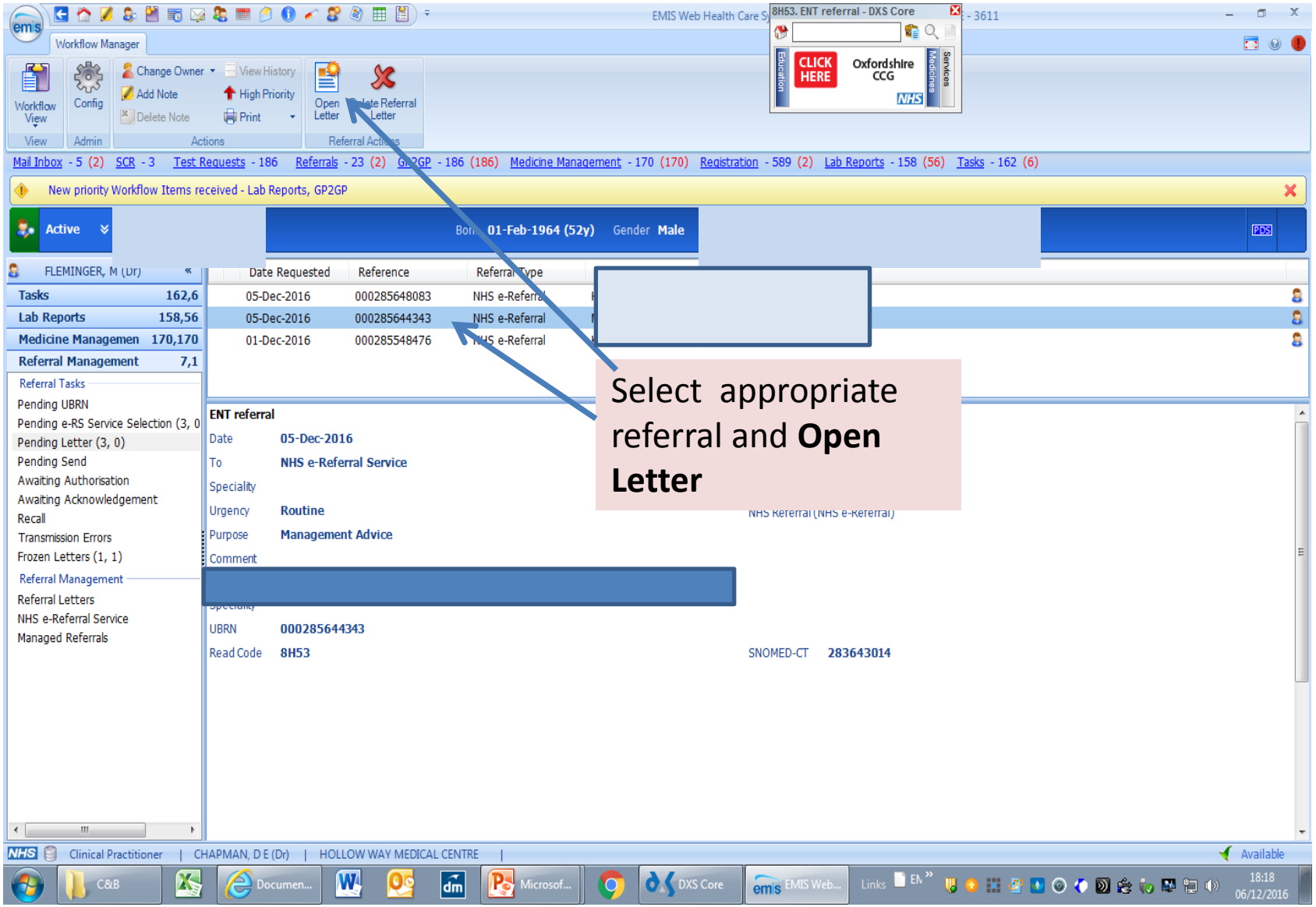

It is useful to add some useful code for document type such as **Referral to..** or just **Administration** – use the search tool to find
Mail Merge Fields
File
Properties
Patient Details
Full Name
Full Name(inc. middle)
Title
Calling Name
Given Name
Middle Name
Surname
Previous Surname
Title Initial Last Name
Title Last Name
Age
Date of Birth
Gender
Gender(full)
Date of Registration
Patient Type
NHS Number
Hospital Number
EMIS Number
PAS Number
Contact Details
Patient Details
Clinical Content
Organisation Details
Miscellaneous Items
Document Properties
Document Type
Referral to breast clinic
Source
Dr D E Chapman, General Medical Practitioner at HOLLOW WAY MED
Document Title
2WW Breast Clinic (EMIS Web) v4.4m
Date
06-Dec-2016
Person
Department
Send email
OK
Cancel
Refer via eRS
Priority "2WW"
Directory "2WW Breast"
Please send as an attachment within 24hrs
Refer via eRS
Priority "Routine" or "Urgent",
Directory "Surgery – Breast"
– "Other Symptomatic Breast (2WW)"
Patient's details
Surname
Xxtestpatientrbvf
Patient's background and culture
Ethnicity
Page: 1 of 3
Words: 1/1,045
Latest Contacts
Clinical Practitioner
CHAPMAN, D E (Dr)
HOLLOW WAY MEDICAL CENTRE
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check

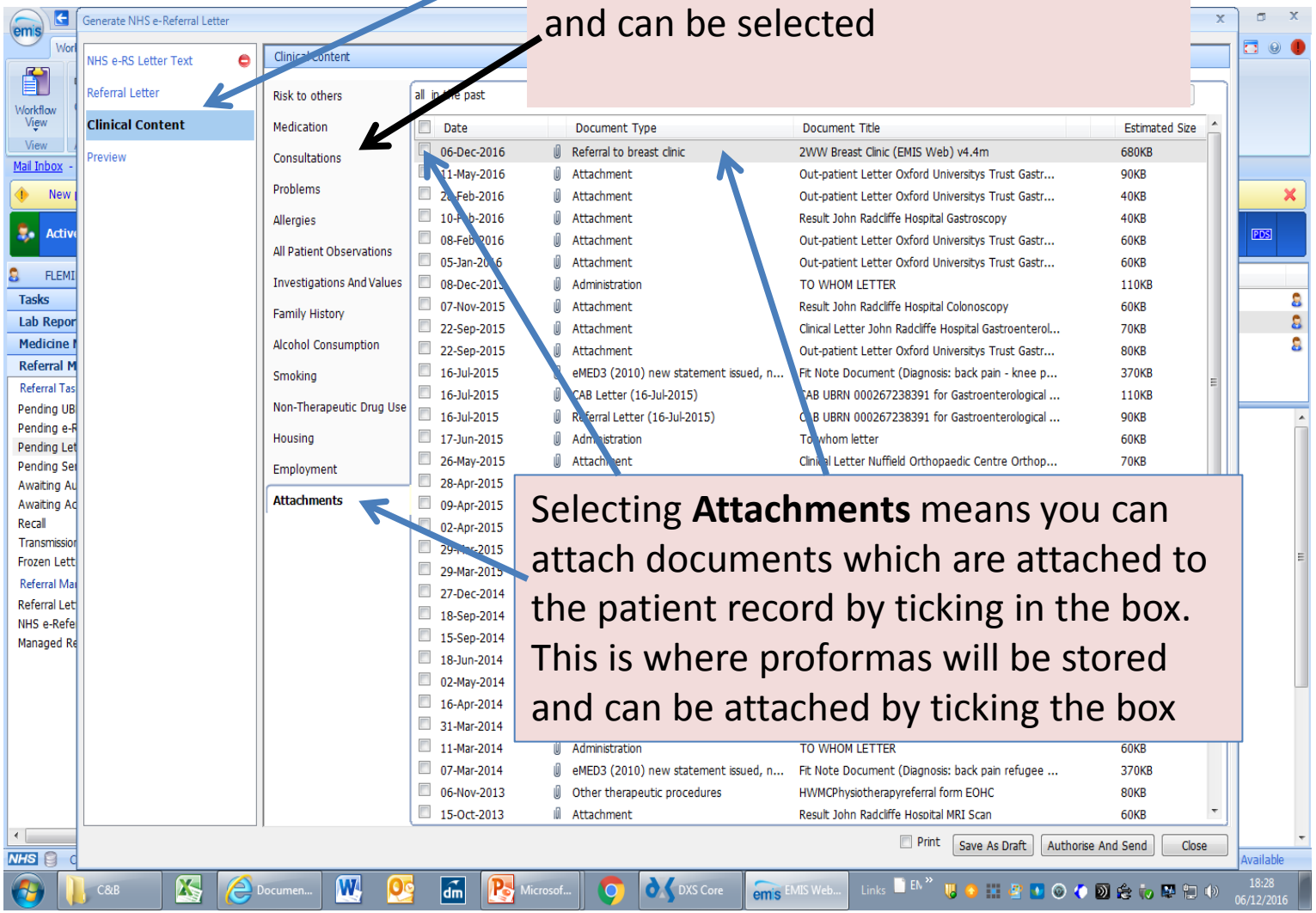

The saved document can be found under the **Documents** tab
If you right click over the document you **Edit** it or perform other actions including **Export Document**
Summary
Consultations
Medication
Problems
Investigations
Care History
Diary
Documents
Referrals
Add
Edit
Delete
Sharing
List Attachments
Explore Attachments
Full Screen View
Filters
Search View
View/Print
Export
CR Config
Add/Edit
View
Filter
Print
Config
Active
XXTESTPATIENTRBVF, Glenda (Mrs)
GP CHAPMAN, D E (Dr)
Date
Document Type
Document Title
06-Dec-2016
Referral to breast clinic
Edit
Delete
Confidentiality
View Document
Send Document
Export Document
Audit Trail
Knowledge
View Original Document
Detailed View
Source
Dr D E Chapman, General Medical Practitioner at...
Date
06-Dec-2016
Type
Referral to breast clinic
Format
Rich Text Format
Filename
Referral to breast clinic XXTESTPATIENTRBVF, G...
Size
358.0 kb
Pages
1
Person
Department
Comments
Linked Problems
Edit Links
No Linked Problems
Linked Referrals
Edit Links
No Linked Referrals
View -> My Record (No shared data.)
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check
Clinical Practitioner
CHAPMAN, D E (Dr)
HOLLOW WAY MEDICAL CENTRE
15:06
06/12/2016

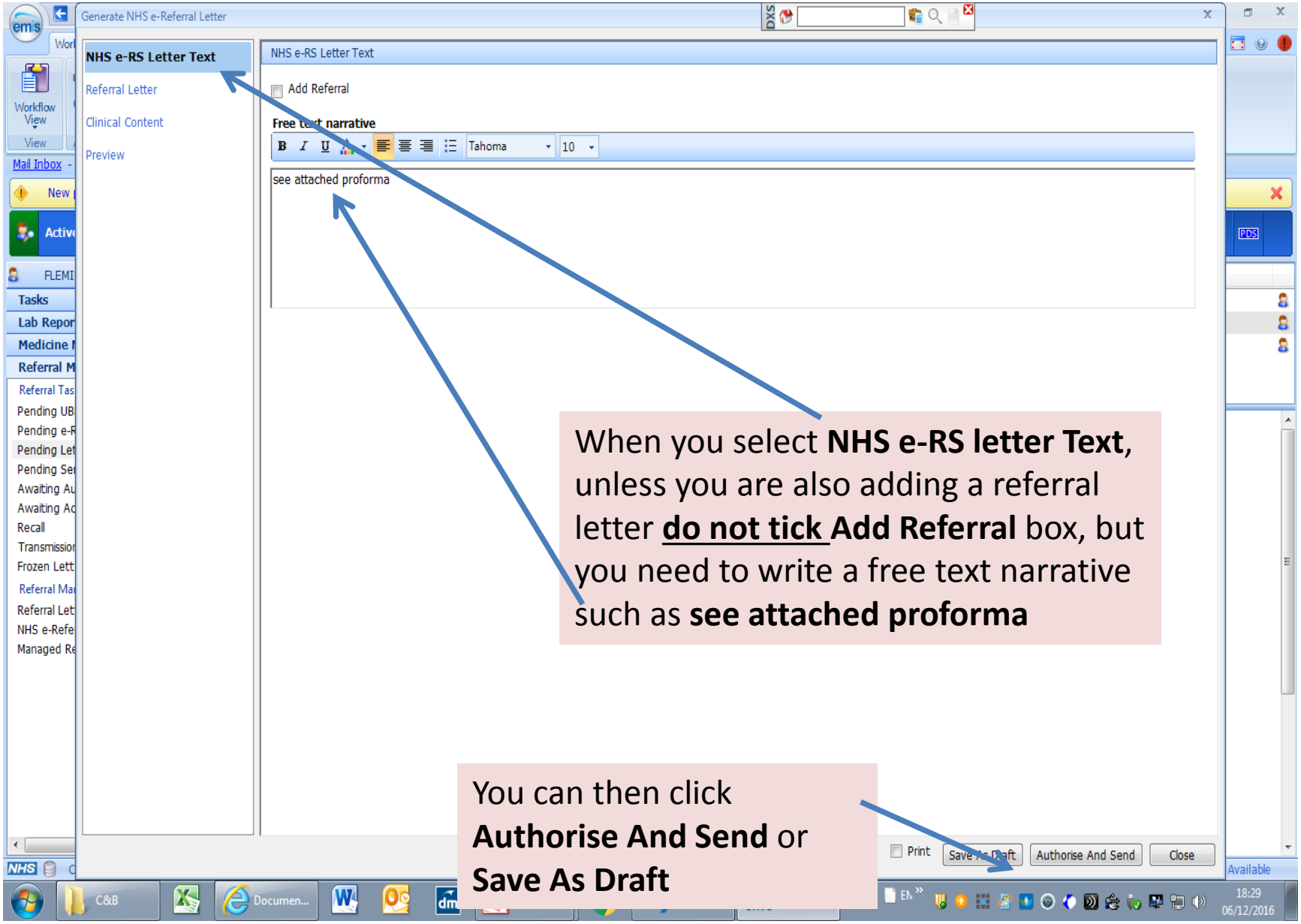
- Once a  proforma has been completed it can be attached to an e-Referral.

- First launch the referral management section of the Workflow in Emis


Workflow Manager
Workflow View
Config
View History
Print
Mail Inbox - 5 (2) SCR - 3 Test Requests - 186 Referrals - 23 (2) GP2GP - 186 (186) Medicine Management - 170 (170) Registration - 589 (2) Lab Reports - 158 (56) Tasks - 162 (6)
New priority Workflow Items received - Lab Reports, GP2GP
Active
Born 21-Jun-1956 (60y) Gender Female NHS No. 999 026 2225 Usual GP CHAPMAN, D E (Dr)
MAYCOCK, Alison (Dr)
Tasks 139,5
Lab Reports 149,51
Medicine Managemen 169,169
Referral Management 2,1
Referral Tasks
Pending UBRN
Pending e-RS Service Selection
Pending Letter (1, 0)
Pending Send
Awaiting Authorisation
Awaiting Acknowledgement
Recall
Transmission Errors
Frozen Letters (1, 1)
Referral Management
Referral Letters
NHS e-Referral Service
Managed Referrals
Date Requested
Reference
Referral Type
Patient Name
Referring Doctor
Once a eRS referral has been selected in the usual way Launch Workflow Manager
Select Referral Management.
Select Pending Letter
XXTESTPATIENTRBVF, Glenda
Needs invite for NHS health check
Clinical Practitioner | CHAPMAN, D E (Dr) | HOLLOW WAY MEDICAL CENTRE
18:12
06/12/2016


Workflow Manager
Change Owner
Add Note
Delete Note
View History
High Priority
Print
Open Letter
Delete Referral Letter
Workflow View
Config
View
Admin
Actions
Referral Actions
8H53. ENT referral - DXS Core
CLICK HERE
Oxfordshire CCG
NHS
Education
Medicines
Services
Mail Inbox - 5 (2) SCR - 3 Test Requests - 186 Referrals - 23 (2) GP2GP - 186 (186) Medicine Management - 170 (170) Registration - 589 (2) Lab Reports - 158 (56) Tasks - 162 (6)
New priority Workflow Items received - Lab Reports, GP2GP
Active
Born 01-Feb-1964 (52y) Gender Male
PDS
FLEMINGER, M (Dr)
Tasks 162,6
Lab Reports 158,56
Medicine Managemen 170,170
Referral Management 7,1
Referral Tasks
Pending UBRN
Pending e-RS Service Selection (3, 0
Pending Letter (3, 0)
Pending Send
Awaiting Authorisation
Awaiting Acknowledgement
Recall
Transmission Errors
Frozen Letters (1, 1)
Referral Management
Referral Letters
NHS e-Referral Service
Managed Referrals
Date Requested
Reference
Referral Type
05-Dec-2016 000285648083 NHS e-Referral
05-Dec-2016 000285644343 NHS e-Referral
01-Dec-2016 000285548476 NHS e-Referral
ENT referral
Date 05-Dec-2016
To NHS e-Referral Service
Speciality
Urgency Routine
Purpose Management Advice
Comment
UBRN 000285644343
Read Code 8H53
SNOMED-CT 283643014
Select appropriate referral and Open Letter
Clinical Practitioner | CHAPMAN, D E (Dr) | HOLLOW WAY MEDICAL CENTRE |
Available
DXS Core
EMIS Web...
18:18
06/12/2016


If you select **Clinical Content** a list of different types of content comes up and can be selected
Selecting **Attachments** means you can attach documents which are attached to the patient record by ticking in the box. This is where proformas will be stored and can be attached by ticking the box
Generate NHS e-Referral Letter
NHS e-RS Letter Text
Referral Letter
Clinical Content
Preview
Risk to others
Medication
Consultations
Problems
Allergies
All Patient Observations
Investigations And Values
Family History
Alcohol Consumption
Smoking
Non-Therapeutic Drug Use
Housing
Employment
Attachments
Date
Document Type
Document Title
Estimated Size
Print
Save As Draft
Authorise And Send
Close


Generate NHS e-Referral Letter
NHS e-RS Letter Text
Referral Letter
Clinical Content
Preview
NHS e-RS Letter Text
Add Referral
Free text narrative
Tahoma
10
see attached proforma
When you select **NHS e-RS letter Text**, unless you are also adding a referral letter **do not tick Add Referral** box, but you need to write a free text narrative such as **see attached proforma**
You can then click **Authorise And Send** or **Save As Draft**
Print
Save As Draft
Authorise And Send
Close

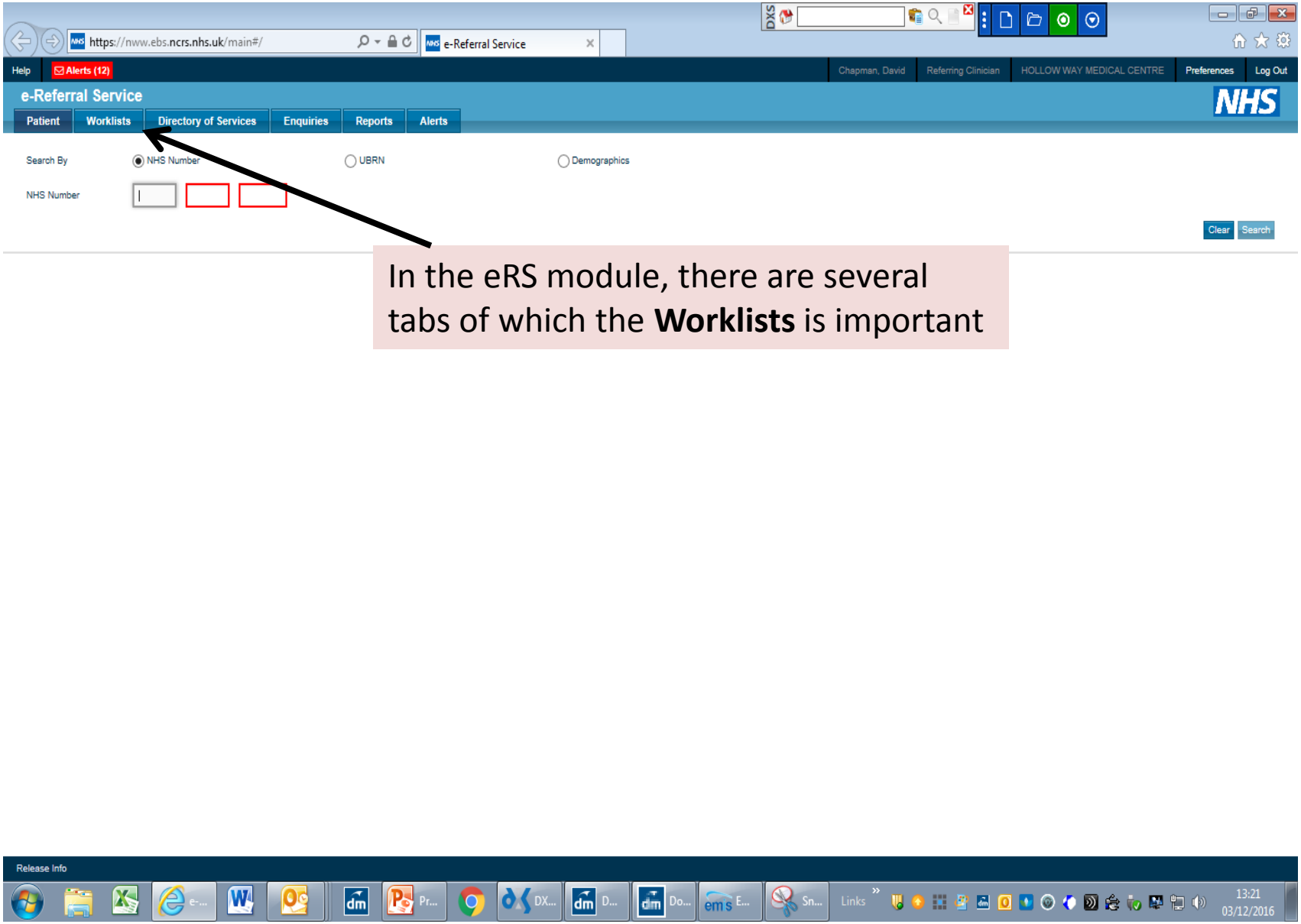
# Tracking referrals on eRS

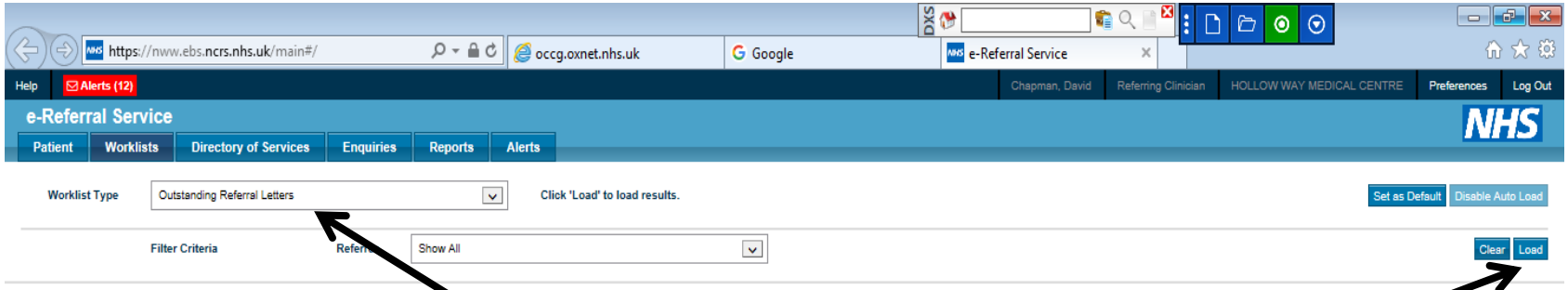
- If the patient is given the details to book the appointment it is important that the practice has in place mechanisms to see if the appointment has been made

- If the patient goes on the web site and there are no appointments available the patient needs to press the **Forward to Clinic** button and then the service will contact them to arrange an appointment

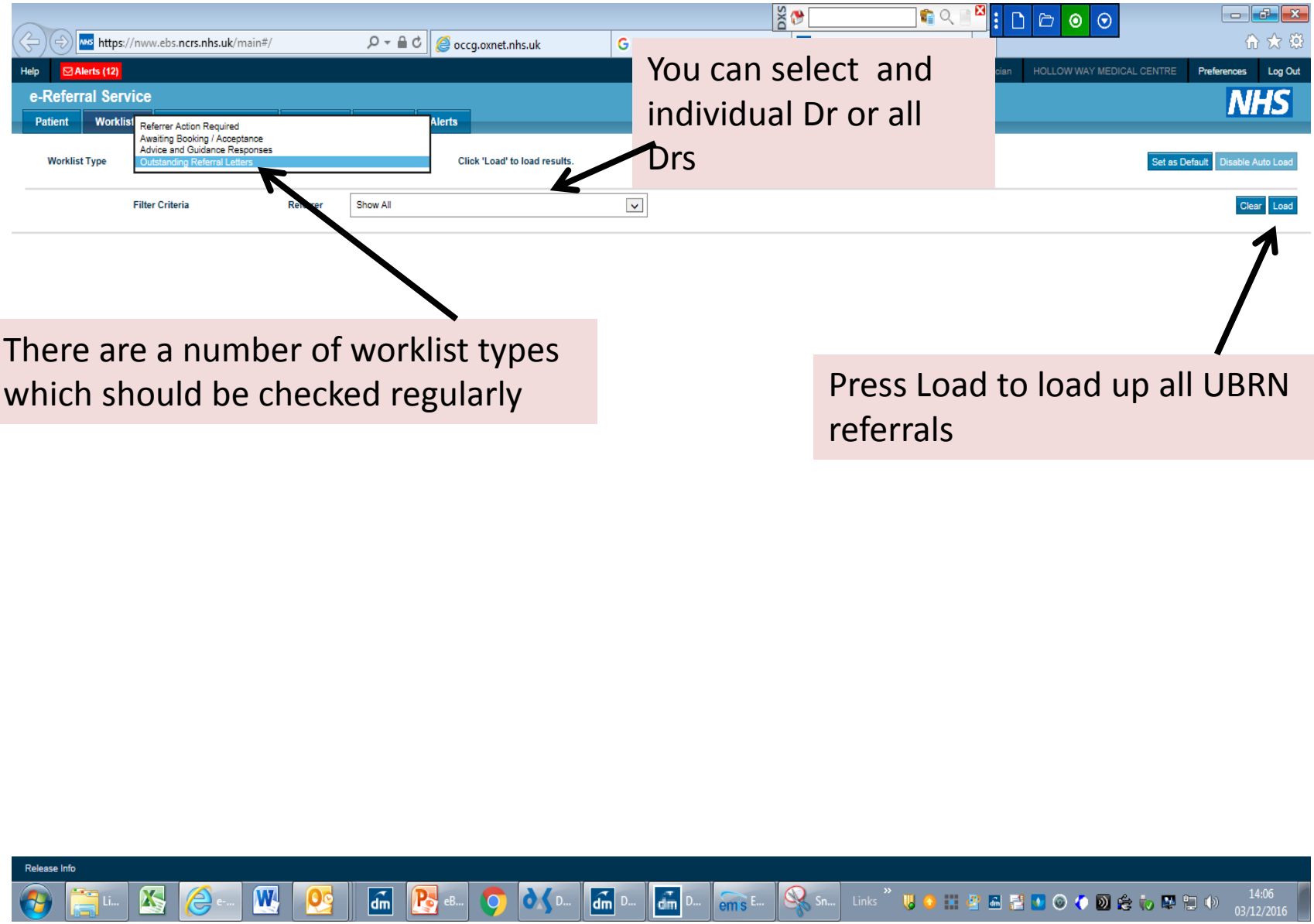
- It is also important that the proforma is attached within 24 hrs

- Also any rejections need to be tracked.


https://nww.ebs.ncrs.nhs.uk/main#/
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
NHS
Patient
Worklists
Directory of Services
Enquiries
Reports
Alerts
Search By
NHS Number
UBRN
Demographics
NHS Number
Clear
Search
In the eRS module, there are several tabs of which the **Worklists** is important
Release Info
13:21
03/12/2016



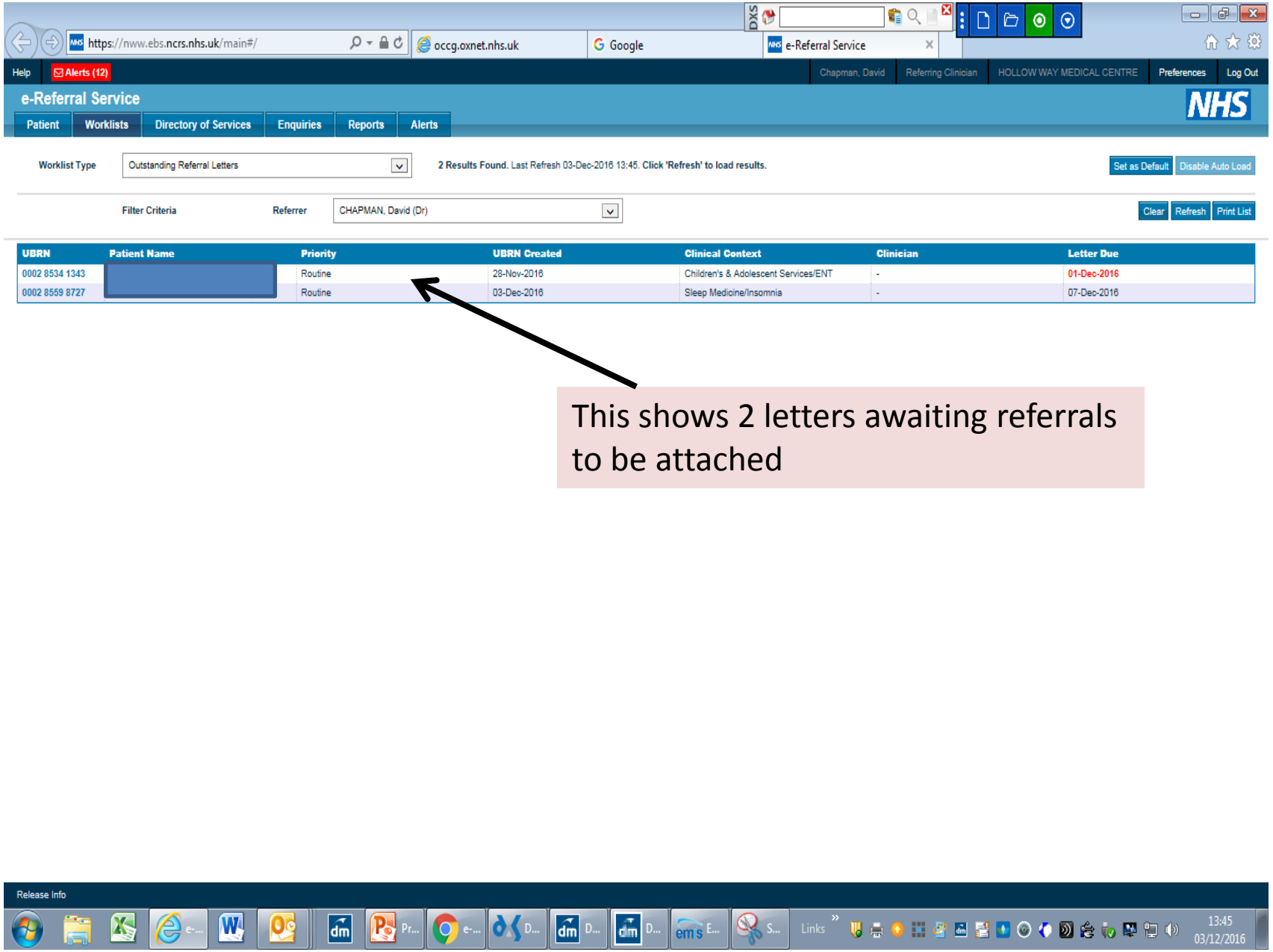

The default usually is **Outstanding Referral Letters** and press **Load** if no letters appear. It indicates when proformas or letters have not been attached to a referral . Remember all 2ww proformas need to be attached within 24 hrs

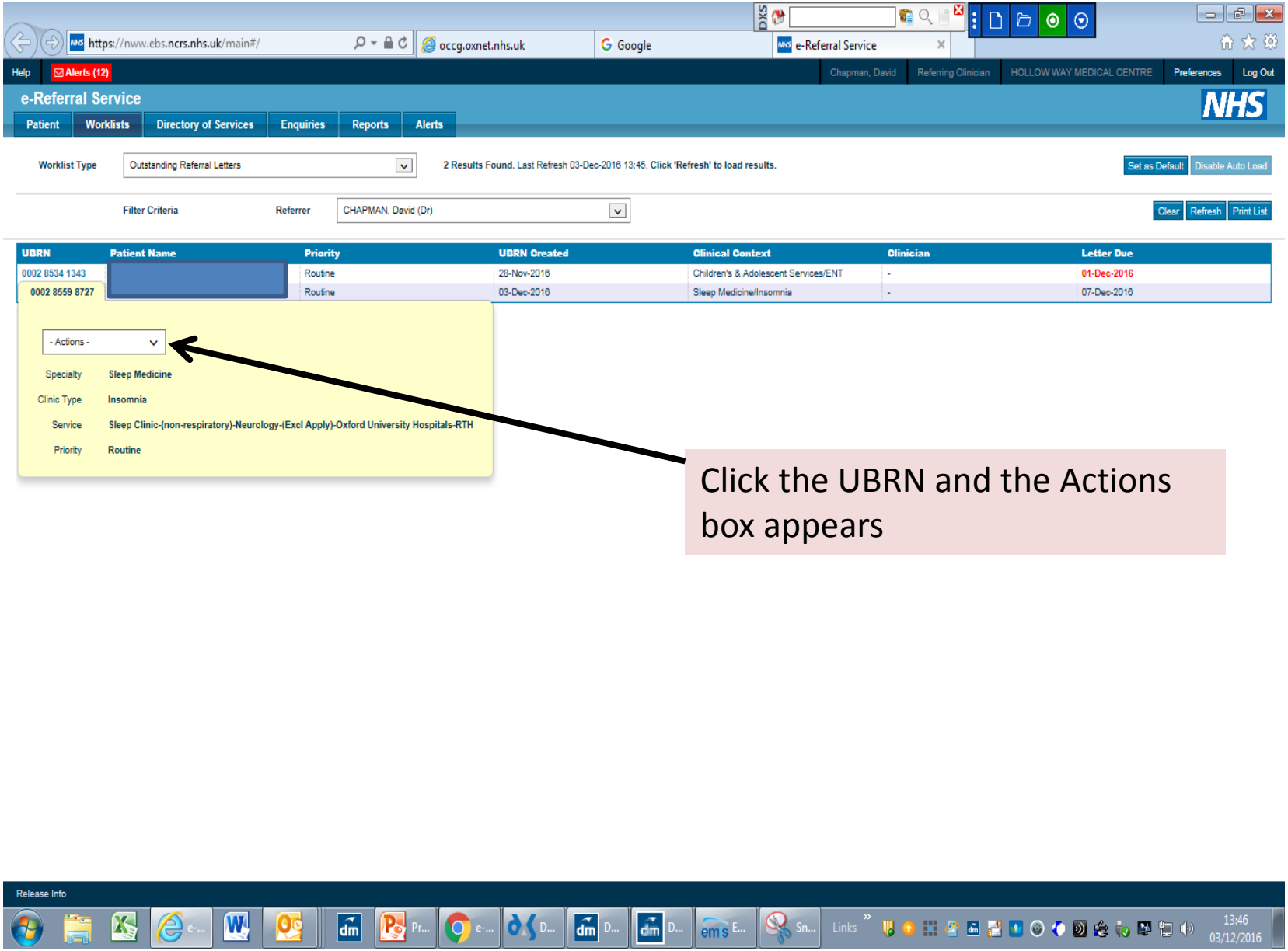



You can select and individual Dr or all Drs

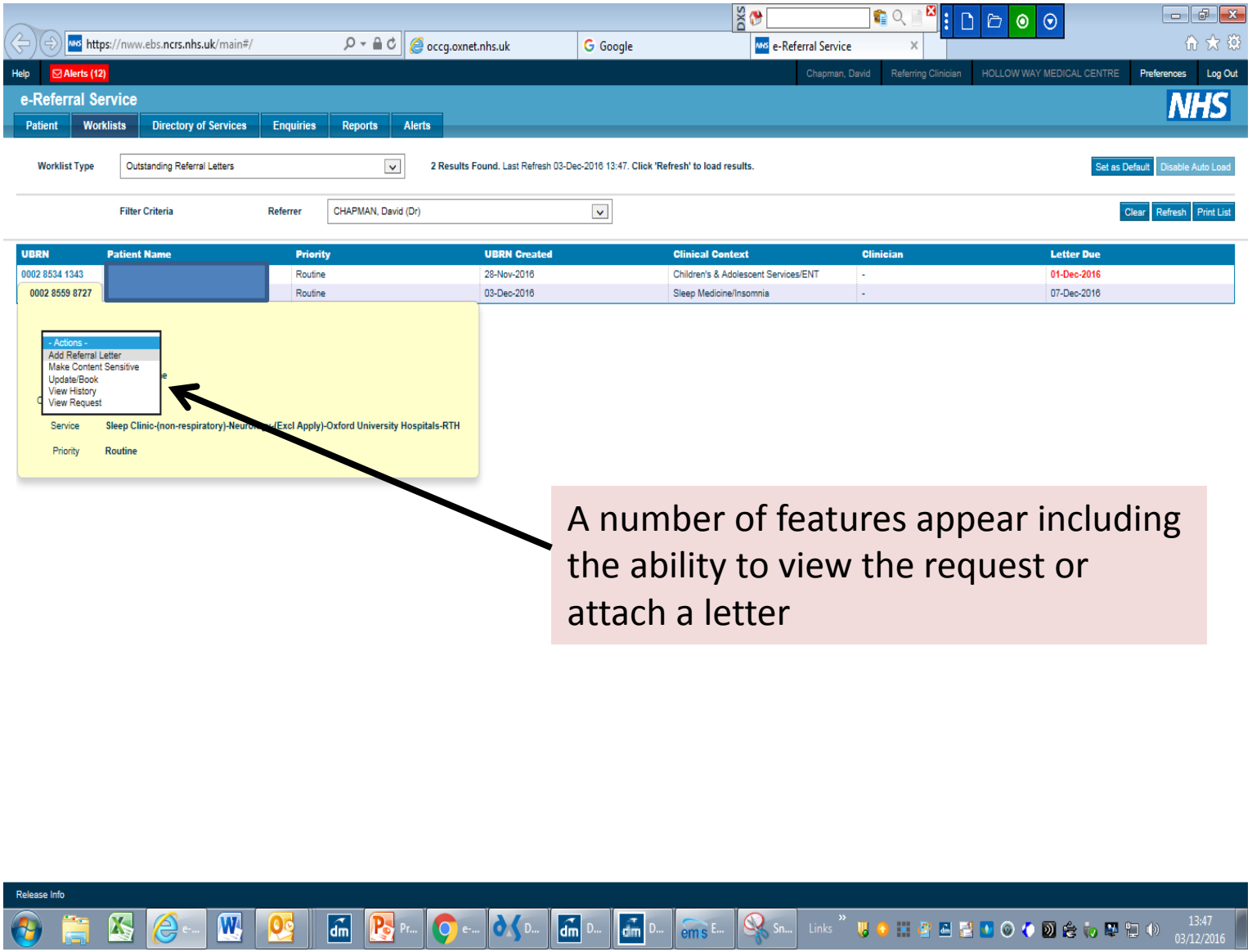
There are a number of worklist types which should be checked regularly

Press Load to load up all UBRN referrals

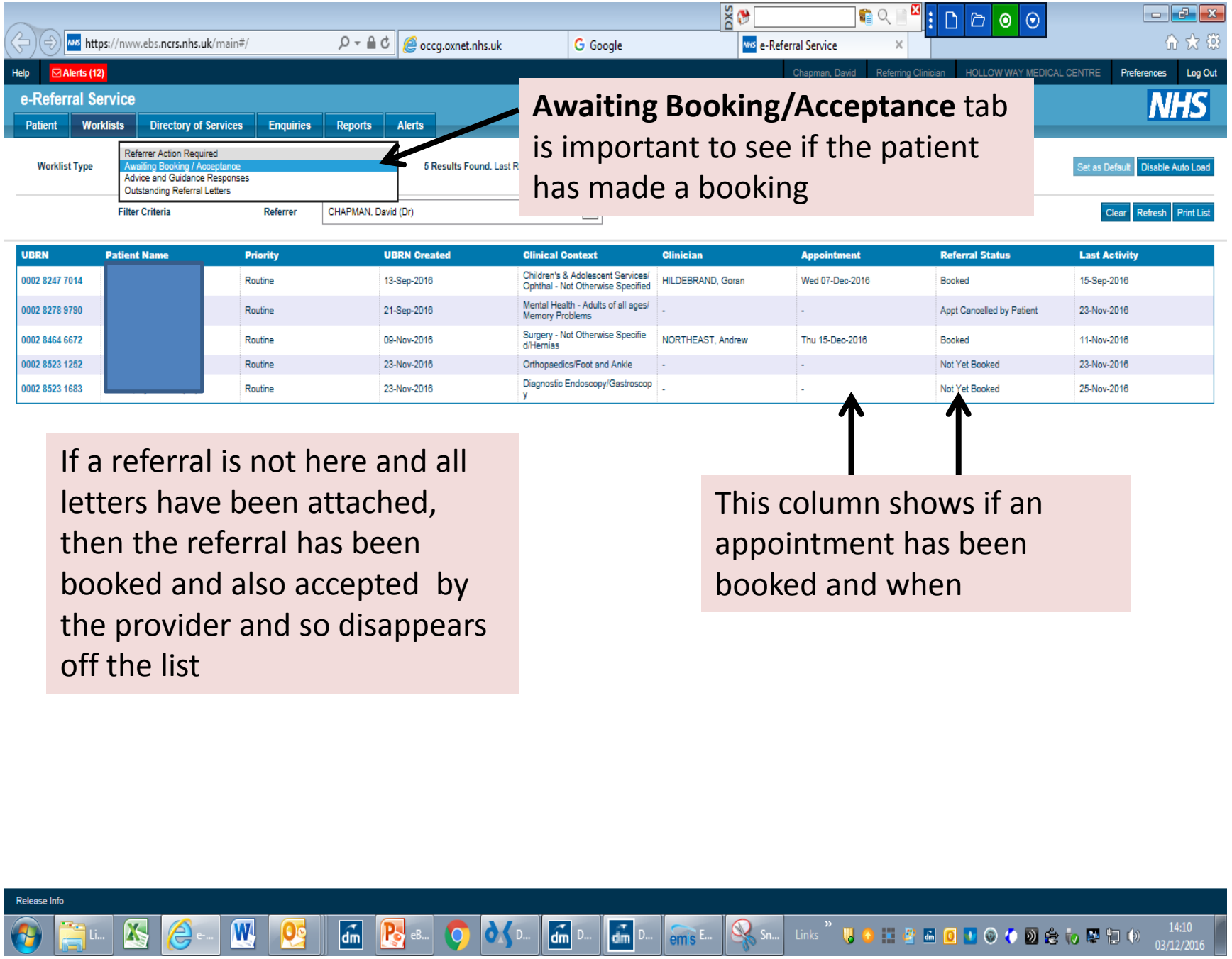

https://nww.ebs.ncrs.nhs.uk/main#/
occg.oxnet.nhs.uk
Google
e-Referral Service
Help
Alerts (12)
Chapman, David
Referring Clinician
HOLLOW WAY MEDICAL CENTRE
Preferences
Log Out
e-Referral Service
NHS
Patient
Worklists
Directory of Services
Enquiries
Reports
Alerts
Worklist Type
Outstanding Referral Letters
2 Results Found. Last Refresh 03-Dec-2016 13:45. Click 'Refresh' to load results.
Set as Default
Disable Auto Load
Filter Criteria
Referrer
CHAPMAN, David (Dr)
Clear
Refresh
Print List
UBRN
Patient Name
Priority
UBRN Created
Clinical Context
Clinician
Letter Due
0002 8534 1343
Routine
28-Nov-2016
Children's & Adolescent Services/ENT
-
01-Dec-2016
0002 8559 8727
Routine
03-Dec-2016
Sleep Medicine/Insomnia
-
07-Dec-2016
This shows 2 letters awaiting referrals to be attached
Release Info
Links
13:45
03/12/2016




Click the UBRN and the Actions box appears




A number of features appear including the ability to view the request or attach a letter




**Awaiting Booking/Acceptance** tab is important to see if the patient has made a booking

If a referral is not here and all letters have been attached, then the referral has been booked and also accepted by the provider and so disappears off the list

This column shows if an appointment has been booked and when