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 (e.g. 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.
Click **Priority** to 2ww and select **2ww** from **Specialty** list.
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.
Search and then Select OXFORD UNIVERSITY HOSPITALS......
Now press **Search All**  

All the information is now entered
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.
Appointments will appear if available and can select an appropriate one and press Book. The rest of the programme will allow you to print out 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.
Selecting 2ww Breast will show clinics based at 2 sites.
Here are clinics at the Horton (Banbury) and OUH RTH Churchill. Make sure **you tick both sites** and then click Appointment Search.
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.
Only one clinic comes up marked as telephone assessment and marked as Telemed – select this and perform an Appointment Search.
A check box will often now appear to confirm you have chosen the right clinic. Press Continue with Selected Service.
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**
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.
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.
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.
Once complete **Save and Close** proforma

2 week urgent referral for **suspected breast cancer** or **Benign Breast Symptoms**

Incorporating NICE guidelines NG12 June 2016 [http://tinyurl.com/hw4acf](http://tinyurl.com/hw4acf)

Please send as an attachment via the Electronic Referral System (eRS)

If eRS is unavailable please email to [PCC2wvOxford@nhs.net](mailto:PCC2wvOxford@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**

<table>
<thead>
<tr>
<th>Name</th>
<th>XxTestpatientbrvf</th>
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**Patient’s background and culture**

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<tr>
<th>Ethnicity</th>
<th>Language</th>
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*Needs invite for NHS health check*
It is useful to add some useful code for document type such as Referral to.. or just Administration – use the search tool to find
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.
• 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
Once a eRS referral has been selected in the usual way Launch Workflow Manager

Select Referral Management.

Select Pending Letter
Select appropriate referral and **Open Letter**
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.
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**.
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.
In the eRS module, there are several tabs of which the **Worklists** is important.
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.
There are a number of worklist types which should be checked regularly. You can select and individual Dr or all Drs. Press Load to load up all UBRN referrals.
This shows 2 letters awaiting referrals to be attached.
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.