

Patients and GPs to benefit from 100% electronic referral service (e-RS)

"e-RS underpins patient-choice and helps to ensure that patients are seen in the right clinic at the right time every time."



"I use e-RS for all of my referrals to the Trust."

Dr Sheryl-Kay Patel
Wallace House Surgery, Hertford

Exemptions

Click [here](#) for a list of specialties where GPs can use paper or email to book first outpatient appointments for consultant-led clinics at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is using e-RS for all GP referrals for Consultant-led directly bookable first outpatient appointments.

Many GPs are already using e-RS successfully to book referrals. Following your feedback we are making further improvements to our directory of services and you can expect to find:

- enhanced clinical terms to make it easier to search for a specific diagnosis
- clinics for sub-specialties to make it easier to find the exact service that you want
- more clinics available and more appointment slots

From 31 August, the Trust will be returning all non e-RS referrals to you for resubmission.

By using e-RS now you'll be helping us make the referrals service as smooth as possible for your surgery and more importantly, for your patients.

If you have any questions, or problems using e-RS please contact the e-RS lead for your area

Patients

- *improves choice and flexibility*
- *empowers patients to book or change their appointment online.*

Safety

- *clearer referral*
- *detailed audit trail*

GPs

- *easier tracking*
- *reduction in patient enquiries*
- *frees up time*

