

# Using e-RS Advice & Guidance: making the right referral first time

"e-RS provides a single portal for all referrals as well as advice and guidance."



"I check e-RS two or three times a day to look for advice and guidance relating to my patients."

**Dr Sheryl-Kay Patel**  
Wallace House Surgery, Hertford

The Trust uses e-RS to provide advice and guidance for GPs. Dr Sheryl-Kay Patel the CCG Lead for Advice and Guidance had this to say:

"There are several benefits of using e-RS for all patient referrals. Firstly, the Advice & Guidance tab on e-RS provides a single portal for advice from consultants about my patient's referral. I can also see any other information about the initial referral, including pre-appointment diagnostics and information for the patient."

"Secondly, if I am away, other staff in the practice can access the Advice and Guidance section to provide continuity of care for my patients."

"Another benefit of using e-RS is that it provides a readily accessible clinical audit trail which is much safer for patients and gives me peace of mind. Most importantly, using e-RS helps to ensure that my patients are referred to the right place at the right time."

## How GPs use e-RS for advice and guidance:

As a requester you can attach documents to the advice request such as scanned images, diagnostic results or previous correspondence relating to the patient.

The Trust's clinical team will review your request and provide advice and guidance which may include a proposed treatment plan or links to websites and external documents.

## Need help?

If you need help booking via e-RS please contact your e-RS lead at your CCG

## Remember

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

If e-RS shows 'No Capacity', please use the option 'Defer to Provider'

#justeReferrals

