

# e-RS update: Trust referrals have gone paper free

“A key feature of e-RS is the ‘Advice & Guidance’ tab. This provides a single portal for advice from consultants about a patient’s referral.”



**Michael Chilvers**  
Medical Director for  
East and North Hertfordshire NHS  
Trust

Dear colleagues,

It’s been just over a week since our referrals went paper free. Since 31 August the Trust has only accepted e-RS referrals from GP surgeries, for first appointments at consultant-led acute outpatient services.

Thank you for your hard work so far in helping us achieve complete paper switch off. There is still some work to do and in some cases the Trust is receiving paper referrals which should have been submitted via e-RS. The term ‘paper referral’ is used to denote any referral including telephone calls, e-mails and faxes from a GP surgery.

We’ve been listening to practices about your experiences with e-RS. Some of the common themes that are arising are as follows:

## 2 Week Waits

The process of 2 Week Wait referrals made via e-RS requires you to select the ‘2 Week Wait’ option, before selecting the required speciality in some cases. Please ensure that you select the 2 Week Wait pathway before searching for the required service.

## Defer to provider

If there are no available appointments when making a referral via e-RS, please choose the ‘Defer to Provider’ option. The Trust will then ensure that patients are allocated an appointment if there is no capacity available on e-RS at the point of referral.

## Advice and Guidance

A key feature of e-RS is the ‘Advice & Guidance’ tab. This provides a single portal for advice from consultants about a patient’s referral. You can also view other information about the initial referral, including pre-appointment diagnostics.

We’ll continue working with practices and listening to any issues you may be having using e-RS. We have updated the e-RS FAQs, which you can view along with some other resources on the Trust GP pages [here](#).

Finally please remember that the Trust will return all non e-RS referrals to practices for resubmission.

Michael Chilvers, Medical Director

## Need help?

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

#justeReferrals

