

The Trust switches off paper referrals on 31 August

“To avoid any delay to patient care, ensure that your practice is ready to go 100% paper free.”



Michael Chilvers
Medical Director for
East and North Hertfordshire NHS
Trust

Dear colleagues,

On 31 August the East and North Hertfordshire NHS Trust will switch to only accepting e-Referral Service (e-RS) referrals. This is a really exciting time as e-RS allows you to make your referral quickly and more easily, underpins patient choice and aims to ensure that our patients are seen by the right person at the right time.

From 31 August the Trust will return all non e-RS referrals to practices for resubmission, so it's very important that your practice is ready for e-RS. The term 'paper referral' is used to denote any referral (including telephone calls, e-mails and faxes) from a GP for a first appointment in a consultant-led acute outpatient service, that is not made through e-RS.

The Trust and commissioners have agreed a paper referral return process, which can be found along with some FAQs on the [GP pages of our website](#).

Please review this document, and make sure your practice understands it. But remember – it's only required for a paper referral, so please send all your referrals via eRS.

During recent weeks the Trust has continued to receive paper referrals, and we've been working with the CCGs and practices to reduce that number to zero. If for any reason your practice is unable to refer via e-RS please contact the local e-RS lead at your CCG.

There are however a number of e-RS exemptions which can be found [here](#) and you may continue to use your existing method of referral for these specialties.

Finally, it's important that we not only use e-RS but also maximize the many benefits that will allow us to improve the care we offer our patients. One of the key features is the 'Advice & Guidance' tab, which 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.

Thank you for your continued support and we will continue to work with practices and CCGs in the coming weeks, to continue improving the use of e-RS for our patients.

Michael Chilvers, Medical Director

Need help?

Email the CCG
e-RS lead:
Marie Barnes at

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#justeReferrals

