

Paper Switch Off

London North West University Healthcare NHS Trust



01 August 2018
Paper Referrals Switch Off

External update

27 July 2018

Dear colleagues,

As you know, the national Paper Switch Off programme requires all referrals to consultant-led first outpatient appointments to be made via the NHS e-Referral System (e-RS). From 1 October 2018, providers won't be paid for any activity they perform for referrals which aren't made through e-RS. In preparation, London North West University Healthcare NHS Trust have been working closely with our local CCGs to deliver a phased paper switch off programme.

What has happened so far?

Your CCG asked us to start the first phase of our paper switch off by rejecting referrals for five specialties from 1 July which were not made using e-RS. This has been very positive, with a high e-RS uptake for these specialties.

What happens next?

*From 1 August, LNWH will be rejecting all routine referrals for consultant-led first appointments which are not made using e-RS. You can find further details of these services and clinics on our [e-RS webpages](#). **Therefore, you should use e-RS to make all referrals for consultant led first appointments from 1 August.** We ask GPs to only make one referral for an individual appointment, as duplicate referrals can cause problems within our patient tracking lists.*

Using Defer to Provider

As you know, there is a significant clinical safety benefit to ensuring that all our referrals come in through one route: this reduces the possibility of lost or misplaced referrals and ensures that they can be fully tracked across their pathway. Because of these safety benefits, we ask that you use the 'Defer to provider' option if you are unable to find an appointment slot using e-RS. We have a rigorous process for managing

referrals made to us via the 'defer to provider' route, and monitor them on a daily basis to ensure that all our patients receive an appointment in a timely way .

Two week waits

We also ask that you use e-RS to refer patients on two week wait pathways to us. Currently we will not be rejecting two week wait referrals which are made outside e-RS, but we will write to you to explain that you should be using e-RS to make these referrals. Our local CCGs will be requesting regular updates from us on practices which are not using e-RS to make both routine and two week wait referrals so they can help ensure e-RS becomes the default referral process for these referrals.

Queries and support

If you have any queries, please feel free to contact our e-RS team on lnwh-tr.ers-enquires@nhs.net. Please don't forget that full details, along with regular updates, are available our [e-RS webpages](#).

Thank you for your support.

Thank you for your support,

e-Referrals Project Team,

London North West University Healthcare NHS Trust.

Services Switching Paper off from 01 August 2018

Breast	General Surgery	OMFS
Cardiology	Geri Medicine (COE)	Ophthalmology
Colorectal Surgery	Gynaecology	Orthodontics
Diabetics	Haematology	Rheumatology
ENT	Infectious Diseases	Thoracic/Respiratory
Gastro	Nephrology	Vascular
General Medicine	Neurology	



- Further project status updates to follow monthly.
- Some exclusions apply e.g. same day referrals.

e-Referrals Project Team

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