

Dear GP and Practice colleague,

The paper switch off for Imperial, London North West and Chelsea and Westminster Hospitals went relatively smoothly on the 1 August. This is in large part due to general practice using e-RS, and your attention to this, despite the extra work involved as the system settles down. It has meant that the numbers of referrals going through the system not via e-RS is in the tens rather than the hundreds for each Trust and are therefore manageable, reducing the clinical risk associated with referrals coming in from multiple sources.

There are some issues that have arisen in the first few days and this communication will focus on these.

Clinics availability on e-RS

You will find over the next short while that some services are still to go on to eRS; for example, consultant led community services at London North West. Some non-consultant led services are being taken off e-RS. Imperial have created a list of all of the services/clinics on e-RS which is attached. This list also helps with clinic names; for instance, dermatology for children will come under paediatrics rather than dermatology. As this gets clarified further information of new services on e-RS and those services not on e-RS will be circulated.

Slot availability

When selecting appointments, please choose a minimum of 3 - 4 hospitals when making a booking or request. This way the earliest appointment will come up and won't need to defer to provider and will help reduce delays in treatment.

When using e-RS to initiate a referral to a multi-site Trust, please could you have a discussion with your patient to determine whether they would be willing to be seen on either site, and selecting each of these within e-RS. The benefit of this is the earliest appointment for that hospital will be listed first, therefore allowing that patient to be seen much more quickly. This of course would only apply if the specialty is available across multiple sites.

Making a referral is always the responsibility of the referring clinician, who with the patient, should decide on the most clinically appropriate options for the referral and onward pathway.

If your Practice uses a referral management service (RFS), please continue to refer as you normally would. Your RFS will be able to manage this process for you.

NHS Digital are working to make the process of making an appointment at a multi-site Trust simpler which should be completed by the end of the summer.

Urgent Referrals

Please keep an eye in your workflow if you have sent in an urgent referral to see when your patient has an appointment. As appointment slots become available your patient may be seen earlier than you expected.

RAS clinics

A number of clinics provided by Trusts are RAS (Rapid Assessment Service) clinics. When you refer your patient to a RAS clinic please attach the referral letter or the consultant will not be able to see the nature of the issue and triage your patient accordingly.

Cardiology RAS and non-RAS

Attached is the full list of services Imperial has published on e-RS; some services within cardiology are directly bookable, and others should be sent through the RAS. If you scroll down to the cardiology section, you can differentiate which should be sent through the RAS where it's listed as '(Triage)'. From the 1 August referrals into the cardiology RAS clinic at Imperial will be triaged against recently circulated cardiology guidelines.

2WW

Ensuring 2ww is selected as the 'clinic type' for 2ww referrals

In a rare number of instances Imperial have found GPs accidentally referring 2ww patients to routine outpatient services. This poses a high level of clinical risk. Please could GPs ensure they select 2ww as the 'clinic type' on e-RS when referring these types of patients?

Unavailability of 2WW slots for Ealing and Hounslow

It seems that occasionally either the practice or the RFS cannot see the 2WW slots, but the Trust confirms they are available. This is currently being investigated to see if it is a Systmone or an RFS issue. In the meantime e-RS videos showing the processes for 2ww and worklists can be found on the below link. Please cascade to colleagues.

<https://www.youtube.com/playlist?list=PLyGREG0ll6Ez7eIKdYA5aUJ2Yz9DPsALOM>

Urgent fractures

GPs have asked how to refer patients with fractures. GPs should make an informed decision as to whether their patient needs to be seen within 72 hours; if this is the case then the patient should be directed to A&E or an Urgent Care Centre. If they do not need urgent medical attention then they can be referred on e-RS to one of the orthopaedic clinics.

Communications within your practice

Please could you do the following:

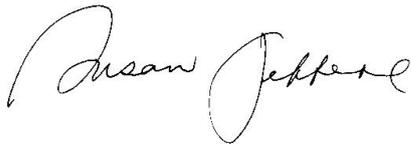
- Inform your practice receptionist and other staff about eRS, as the Trust may phone the receptionist to talk about sending a referral via eRS.
- Over the next five or six months we will consider the need for fax machines in general practice as e-RS embeds. An occasional referral is still coming into the Trusts by fax machine. Please use e-RS for sending in your referrals.
- Please check your generic inbox e-mail address to make sure it is working and is being monitored for e-mails, as the Trust may use this as a way of communicating with you regarding patient appointments. In cases where referrals are rejected, these may be sent to the practices generic email inbox for action. The inbox is recommended to be checked on a daily basis. We have sent the Trusts an up to date list of all the North West London practice generic e-mails.
- Please check your Worklists for any messages the Trust has sent you or for a status update on your patients referral/appointment. The Worklists area within e-RS will contain up to date information about referrals and it is recommended to be checked daily. Further information on how to use 'Worklists' can be found in the YouTube [Emis/SystemOne](#) playlists.

About Paper Switch Off

We are pleased to confirm the four main Provider Trusts have successfully achieved Paper Switch Off status in North West London. The status of Paper Switch Off can be found in the below table. In the next communication, we will provide switch off dates for the Trusts outside North West London.

Provider	Paper Switch Off achieved
The Hillingdon Hospitals NHS Foundation Trust	1 July 2018
Chelsea and Westminster Hospital NHS Foundation Trust	1 August 2018
Imperial College Healthcare NHS Trust (GDE)	1 August 2018
London North West Healthcare (merger between North West London and Ealing Hospital)	1 August 2018
Royal Brompton and Harefield NHS Foundation Trust	1 September 2018

With Kind Regards,

A handwritten signature in black ink, appearing to read 'Sue Jeffers'. The signature is written in a cursive style with a large initial 'S' and 'J'.

Sue Jeffers
Director of Primary Care Development
NWL CCGs