

Tuesday 31 March 2026

Dear GP colleagues,

Services changing to advice and refer (A&R) only – effective Wednesday 1 April 2026

From Wednesday 1 April, the following services at the Trust will be moving to an advice and refer (A&R) model only:

- Cardiology (heart failure only)
- Neurology
- Rheumatology
- Gastroenterology
- Nephrology

The change is in line with NHS England guidance to increase the use of advice and refer (A&R) through locally agreed pathways across the North-west London Acute Provider Collaborative (NWL APC). Our Trust will initially be going live with the above services, and the aim of the move will be to ensure patients get the right advice earlier, while reducing unnecessary referrals and improving overall pathway flow and clinic utilisation.

Under this model, all referrals will be submitted via A&R and would be responded to with advice or upgraded to a referral, if appropriate. This will be done through the existing advice and guidance (A&G) functionality on e-RS.

Our GP colleagues should make submissions for A&R by selecting the appropriate A&G service and providing sufficient clinical information. There is then a question authorising the request to be converted into a referral at the point of submission, and 'yes' should be selected (please see the red box in the image below). This action enables the clinician to upgrade the request directly without requiring a resubmission.

Start conversation

Enter advice request

This lady has experienced regular nose bleeds over a period of four weeks. She has not had any impact to the nose. Please advise if there is any treatment that can be undertaken in primary care, Patient's latest bloods (last three months) are attached. Thanks.

You have 1740 characters remaining [Add web link](#)

Upload file

▶ [What type of files can I upload?](#)

Select file

Attachments

File	Description
Blood tests.pdf	Add file description Remove

Do you authorise this request to be converted into a referral?

▶ [More information](#)

Select an option

Yes (make sure you provide enough clinical information in your request)

No (you only need advice right now)

[Send message](#)

Please see the following link to NHS England guidance for GPs: [Advice and guidance request management - NHS e-Referral Service - NHS England Digital](#).

If you have any questions or require further information, please contact Mathy Rajanikanth, deputy general manager for outpatient access: m.rajanikanth@nhs.net.

Kind regards,

GP liaison