e-RS: Referral Assessment Service

# Changes 2024

There have been some recent changes to the e-RS functionality in March 2024 which allowed the Referral Assessment Services (RASs) to be added to a patient’s shortlist. Due to this change, we have been informed by the NHS England’s e-RS national team that all practices should be monitoring their e-RS worklists on a regular basis and in particular the Urgent Suspected Cancer services (2WW) which have not yet had an appointment booked by either the patient themselves or by the practice on behalf of the patient.

# Awaiting Booking – Please check

Please can you ensure the person responsible for your referrals and e-RS worklists can review their practice e-RS worklist and take appropriate action to book in an appointment for those affected patients. See screen shots below from our Demo training test e-RS environment on how to do this:

* Navigate to Worklists
* Click on Awaiting booking.
* Choose the following filter options (on the left hand pane)
	+ 2 week wait
	+ Not yet booked



Make sure practice staff check these patients are being booked into an appointment within 2 weeks of the referral being made. You can watch the video [here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvimeo.com%2F845951155%3Fshare%3Dcopy&data=05%7C02%7Cphillipmartin%40nhs.net%7Cbcf80a21f4294df9389608dc58b696e0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638482788438707732%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=aD56tHnLsWfv0Ey0TKNDfwhnl%2B9Ecrxa0RpT38t2iQo%3D&reserved=0).

# RAS Referrals

This change has also affected the process in which Practices refer a patient into a Referral Assessment Service (RAS) service. Kindly update all your staff who make a referral into e-RS that if they are choosing the option on the service selection screen to Send For triage they will need to click on the following as per screen shots below:

For Example:

Choose your Speciality 2WW and Clinic Type: 2WW Breast and click search.



The service selection will show.



In the above screen:

* In green we have a Triage Service (RAS)
* In orange we have a Directly Bookable Service ( appointment to be booked).

Choose your options up to 5 choices (in this example we have chosen 2 different types of services )

Click on Book/Send for Triage button.

Review your selections if ok click on “Continue with selected services”.



For the RAS service, click to select the Send for Triage button (highlighted in Red below).



The next screen will appear and click on **submit.**



In order to prevent this issue continuing, please remind your staff of the recent changes to e-RS. Support, including videos of the new processes to be followed can be found here: [Referral Assessment Services (RASs) added to a shortlist in the NHS e-Referral Service - NHS England Digital](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fe-referral-service%2Fe-referral-service-news-and-events%2Fnews%2Freferral-assessment-services-rass-to-be-added-to-a-shortlist-in-the-nhs-e-referral-service&data=05%7C02%7Cphillipmartin%40nhs.net%7Cbcf80a21f4294df9389608dc58b696e0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638482788438722856%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=w7Zky2glXxeycmZ%2BeEA%2BQ2sGj7BysNXPzD%2FXhC4YXQQ%3D&reserved=0).

The section under the heading “**Support information**” also includes various videos and includes one on [Referring a patient to a specific triage service in the NHS e-Referral Service](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvimeo.com%2F906055860%3Fshare%3Dcopy&data=05%7C02%7Cphillipmartin%40nhs.net%7Cbcf80a21f4294df9389608dc58b696e0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638482788438733576%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=oC9vQm575QonB1AXGridCf2SMtkNPbG7psCDP2tSfZs%3D&reserved=0).

Practice staff should also check their ‘Awaiting Booking’ worklist (filtering by the 2 week wait priority) for any referrals raised in the last few days that have not been received by the service provider. You can watch the video [here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvimeo.com%2F845951155%3Fshare%3Dcopy&data=05%7C02%7Cphillipmartin%40nhs.net%7Cbcf80a21f4294df9389608dc58b696e0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638482788438740942%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=HZnlxkm%2Fqyo9I1n8R6HC8DU8FFjjnKRDkKyVeb0QD2U%3D&reserved=0).

If you require further support please do not hesitate to contact the IT service desk by phone 0203 350 4050, email nhsnwl.servicedesk@nhs.net or clik here for the [self service portal](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fselfserviceportal.nw.london.nhs.uk%2FHEAT&data=05%7C02%7Cphillipmartin%40nhs.net%7Cbcf80a21f4294df9389608dc58b696e0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638482788438748228%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=PFm0c0s1fEE%2Be2l%2B5huE7zELQgXc%2BM7RkyWvYh6UlVE%3D&reserved=0).