

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

The screenshot shows the NHS e-Referral Service interface. The top navigation bar includes 'Patient', 'Worklists', 'Directory of Services', 'Enquiries', 'Reports', and 'Alerts'. The 'Worklists' tab is active. Below the navigation bar, there are several status cards for different referral stages: Rejected / Triage response (11, 10 new), Letter outstanding (19, 10 overdue), Incomplete (0, 0 new), Advice and guidance (18, 13 new), Assessment returned / Cancelled / DNA (0, 0 new), and Awaiting booking (6). The 'Awaiting booking' card is highlighted with a red box. Below the cards, there are filters applied, showing 1 of 6 results. The filters on the left include 'Priority' (Routine, 2 week wait) and 'Status' (Awaiting triage, Deferred to provider, Not yet booked). The '2 week wait' and 'Not yet booked' filters are checked and highlighted with red boxes. The main table shows a patient with UBRN 0000 4914 6070, name CHEW, Lizzie Zeima (Ms), priority 2 week wait, UBRN created 09-Apr-2024, clinical context GI and Liver (Medicine and Surgery)/l..., status Not yet booked, and referrer ELLERY, Sarah.

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](#).

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.

Service Search Criteria

Search By

Request Type: Referral Priority: 2 week wait

Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

Clinical Term

Speciality: 2WW Clinic Type: 2WW Breast

Named Clinician

Refine Your Search With

Distance within: miles of Postcode: HG2 SQL

Indicative Wait Time Less Than: Days

Cancel Add Additional Requirements View/Modify Shortlist **Search**

The service selection will show.

NHS e-Referral Service Help Alerts Ellery, Sarah

Patient: HUNTER, Jenny (Ms) Sex: Female 35 years (24-Oct-1988)

Service Selection

Service Search Criteria

Group By: None Compare Services

(Results returned: 4)

Select	Miles	Appointment Type	Service Name	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Location	CQC Rating
<input checked="" type="checkbox"/>	20	Triage Service	Suspected Cancer Referrals - 2WW - Breast Clinic		N/A		OSSETT HOSPITAL	Overall: No rating available
<input checked="" type="checkbox"/>	24	First outpatient	Suspected Cancer Referrals - 2WW - Low Lathes		Yes		LOW LATHES HOSPITAL	Overall: No rating available
<input type="checkbox"/>	51	First outpatient	Suspected Cancer Referrals - 2WW - Woodsend Hospital		Yes		WOODSEND HOSPITAL	Overall: No rating available
<input type="checkbox"/>	72	First outpatient	Suspected Cancer Referrals - 2WW - Stonebridge Hospital		Yes		STONEBRIDGE CITY HOSPITAL	Overall: No rating available

Cancel Search Criteria **Book/Send For Triage** Request

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”.

Review Referral Criteria

Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.

Select	Service Name	Referrer Alert	Exclusions	Conditions Treated	Suggested Investigation
<input checked="" type="checkbox"/>	Suspected Cancer Referrals - 2WW - Breast Clinic			The Service Provider has not submitted the required information	
<input checked="" type="checkbox"/>	Suspected Cancer Referrals - 2WW - Low Laithes			Refer for urgent OPA patients; Whose CXR indicates possible bone cancer. With a palpable lump that is: *greater than 5cm in diameter *deep to fascia *fixed or immobile <small>Proceeding to the next appointment after</small> Read More	X ray of relevant tumour site

[Cancel](#)
[Back with selected services](#)
[Continue with selected services](#)

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

NHS e-Referral Service Help Alerts Ellery, Sarah

Patient: HUNTER, Jenny (Ms) Sex: Female 35 years (24-Oct-1988)

Referral Information

Initial Referring Clinician: ELLERY, Sarah Commissioning Organisation: LEEDS ICB Initial Referring Organisation: ELLAND ROAD PRACTICE

Selected Service(s) Filter

Select	Miles	Appointment Type	Service Name	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
<input checked="" type="checkbox"/>	20	Triage Service	Suspected Cancer Referrals - 2WW - Breast Clinic		N/A		i	OSSETT HOSPITAL
<input checked="" type="checkbox"/>	24	First outpatient	Suspected Cancer Referrals - 2WW - Low Laithes		Yes		i	LOW LAITHES HOSPITAL

Appointment Slot Filter

Priority: 2 week wait Named Clinician: - [Update Appointments List](#)

Available Appointments Diary View: Day Week Month

Select one of the following slots for the directly bookable services that you have selected.

[Deselect Appointment](#)

Select	Appointment Date/Time	Service Name	Location
<input type="radio"/>	09:00 Thu 11-Apr-2024	Suspected Cancer Referrals - 2WW - Low Laithes	LOW LAITHES HOSPITAL
<input type="radio"/>	09:30 Thu 11-Apr-2024	Suspected Cancer Referrals - 2WW - Low Laithes	LOW LAITHES HOSPITAL
<input type="radio"/>	10:00 Thu 11-Apr-2024	Suspected Cancer Referrals - 2WW - Low Laithes	LOW LAITHES HOSPITAL

[Cancel](#) [Service Selection](#) [Defer to Provider](#) [Request](#) [Book](#)

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

NHS e-Referral Service Help Alerts Ellery, Sarah

UBRN: 0000 4914 6076 Patient: HUNTER, Jenny (Ms) Sex: Female 35 years (24-Oct-1988)

Check these details before you submit

UBRN: 0000 4914 6076

Clinical Term: -

Specialty: 2WW

Clinic Type: 2WW Breast

Priority: 2 week wait

Service Name: Suspected Cancer Referrals - 2WW - Breast Clinic

Location: OSSETT HOSPITAL

[Submit](#)

[Back](#)

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](#).

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](#).

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](#).

If you require further support please do not hesitate to contact the IT service desk by phone 0203 350 4050, email nhsnw.servicedesk@nhs.net or click here for the [self service portal](#).