

IMPORTANT: URGENT ACTION REQUIRED BY 22nd FEBRUARY 2026:

Imminent transition from REGO to e-RS for Advice & Guidance (A&G)

What GP practices need to know and do

1. REGO is being fully decommissioned for all NW London practices **by 31st March 2026**
2. STOP sending new Advice & Guidance requests via REGO **after 22nd February 2026 at 23:59**. It will not be possible to submit requests via REGO after this time
3. Use e-RS only for all Advice & Guidance requests to ALL NWL Acute trusts:
 - Hillingdon Hospital
 - London North West (Northwick Park, Central Middlesex and Ealing Hospitals)
 - Chelsea and Westminster (Chelsea, West Middlesex)
 - Imperial (St Mary's, Charing Cross, Hammersmith, Western Eye)
4. **Review /Action and / or Close** all draft/saved A&G referrals, outstanding requests and responses in your REGO Worklists. Saved referrals are requests that have been started by the practice but not yet submitted. If these are not completed by 22nd February 23.59, they cannot progress and will need to be raised via e-RS. Practices will still be able to access, action, and respond to referrals already in transit. However, started or saved (unsubmitted) referrals must be reviewed and addressed as hospital directories will be removed from REGO by 22nd February 23.59
5. When reviewing a REGO outstanding A&G request (where no reply has been received) or where a response has come back and action is required please consider:
 - a. Undertaking a clinical review to assess whether a response is still required or whether you need to provide additional information
 - b. Submitting a new request via e-RS if advice is still required. Advice & Guidance cases can only be closed by the provider response. If a practice needs to progress the query via e-RS, the existing A&G request should be retracted and a new request submitted on e-RS. To remove an A&G request from REGO, practices can recall items from the Pending tab:
Pending tab → select referral → Recall.
 - c. Closing any outstanding requests that are complete or no longer required
 - d. Where you have a long-standing request (more than 30 days) which has not been responded to, please consider:
 - i) Escalating to the Trust GP liaison service (see contact information below)
 - ii) Closing on REGO and resubmitting on e-RS

Ensure all REGO worklists are fully completed and closed to ZERO by 31 March 2026

6. **Save** in the primary care IT system any records that need to be retained such as responses received
7. **Download and retain** any required records such as REGO worklists as REGO access may not be available after 31st March 2026
8. Update your administration and clinical staff. Review and update your practice policy to ensure that all advice and guidance requests are regularly checked, tracked for responses, and actioned by the practice.

Support and escalation please

- You will see shortly that in EMIS and SystemOne the REGO referral form has been updated to inform you **not to use it or REGO for new A&G requests**. We will also be removing REGO shortcuts from laptops and devices for 31st March 2026
- If no one at the practice can access REGO or you are unsure if you have outstanding worklists to manage, please **contact** REGO Support to restore access. We recommend each practice proactively checks to track any 'open' patients in the system that you need to review to complete.
- For REGO technical support regarding logins or technical issues email: rego.support@necsws.com
- For REGO learning resources on how to track and action existing requests: [Course: REGO](#)
- If you need Trust input on outstanding A&G requests, you may wish to contact the GP Liaison Service:
 - Imperial: gpliaison.imperial@nhs.net
 - Chelsea and Westminster: chelwest.gpqueries@nhs.net
 - London North West: lnwh-tr.primarycarequeries@nhs.net
 - Hillingdon: <https://thh.nhs.uk/referrers> and thh-tr.bookingcentre@nhs.net
- To contact NWL Primary care IT support services please submit a ticket to the self-service portal: frontlineservices.nw.london.nhs.uk/HEAT/
- NHS e-RS national guidance and training materials: [Advice and guidance request management - NHS e-Referral Service - NHS England Digital](#)