



Living well in Ealing

**NHS**

**Ealing**

**Clinical Commissioning Group**

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Dear Colleagues,

As you know there is a national deadline (1<sup>st</sup> October 2018) to ensure all 1st Outpatient referrals to acute hospitals (including 2WW and Rapid Access Clinics) are booked using the e-Referrals Service. In NWL all acute hospital trusts have agreed to implement this by the 1<sup>st</sup> September with a transition period prior to this. However the cut-off dates are:

- 1<sup>st</sup> September 2018 for all 2WW referrals and
- For all other referrals, the 'Paper Switch-Off' date as per table below

It is therefore critical that all practices review and start adapting their processes now.

There is now a contractual requirement of General Practice to use eRS as well as a contractual requirement of the Acute Trusts.

Given the Acute Trusts in NWL are moving to 'Paper Switch-off (PSO)' at various stages, this communications is to give practices a simple Guide on the local position in Ealing.

We would ask practices to:

1. As of now, strive to book **all your eligible referrals** through the eRS system via RFS dummy slot in line with the current inclusions and exclusions for RFS (**Appendix 1**). Most practices are already doing this so no change for those practices, however if you are not using eRS now to book your appointments in RFS routinely for any reason, this is your opportunity to remind your team of the correct pathways and access training and support via the s1 User group.
2. When you are booking a referral via eRS, please click 'search all' and if an RFS dummy slot appears at the top of the list, please select. If however, a RFS dummy slot does not appear, please book with the preferred provider – e.g. for Rapid Access TIA clinic.

If referrals are sent by email, the Trust is likely to not accept the referral and send it back to the practice via email. **Practices must ensure they are monitoring their email address set up on S1 to send out their referrals as well as their generic email address.**

Chair: Dr Mohini Parmar  
Chief Officer: Mark Easton  
Managing Director: Tessa Sandall

CWHHE is a collaboration between the Central London, West London, Hammersmith & Fulham, Hounslow and Ealing Clinical Commissioning Groups

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3. As soon as **2WWs** or other pathways are ready to go live via RFS, we will let you know. When this happens, these referrals will also need to be sent to RFS via eRS. In the meantime, 2WW will be accepted by the provider up-until 31<sup>st</sup> August 2018, if sent via email. You may get a notification and be asked by the Trust to send all future 2WW referrals via eRS. The CCG will be informed of any practices who continue to refer via email.

**Returned Referrals**

As a practice you will also need to ensure you have systems in place to monitor any returned referrals that have not been processed by the Hospital Provider Trust or by RFS. In general we believe there are three routes that the practice will need to ensure they are monitoring:

1. If you referred via RFS, any returns will come back to the practice using the same route as the practice sent through e.g. emailed to RFS/Trust, returned by email
2. If you referred via eRS, any returns will be on your eRS worklist
3. If you referred via email directly to the provider, these may not be processed and may be sent back to the practice by email to re-refer via eRS. **Practices must ensure they are monitoring their email address set up on S1 to send out their referrals as well as their generic email address.**

From 1<sup>st</sup> October 2018, all referrals to first consultant-led outpatient services will be returned to the practice unless referred through eRS.

We have been advised of the following timelines:

Date	Trust	Pathways
2 <sup>nd</sup> July	The Hillingdon Hospital	All Pathways including 2WW and Rapid Access Clinics
	LNWHT	5 Specialities: <ul style="list-style-type: none"> <li>• Endocrinology</li> <li>• Paediatrics</li> <li>• Dermatology</li> <li>• Urology</li> <li>• Orthopaedics</li> </ul>
1st August	LNHWT	All Pathways including 2WW and Rapid Access Clinics
	Imperial	All Pathways including 2WW and Rapid Access Clinics
	Chelsea and Westminster	All Pathways including 2WW and Rapid Access Clinics
1st September	Royal Brompton and Harefield	All Pathways including 2WW and Rapid Access Clinics
1st October	ALL TRUSTS	ALL PATHWAYS - NO OTHER ROUTE TO REFER OTHER THAN ERS



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If you have any questions, please contact Kamran Bhatti, Ayesha Ahdan or Joao Pedro Murnane-Rocha via the NRM Mailbox on [ealccg.networkmanagers@nhs.net](mailto:ealccg.networkmanagers@nhs.net)

Regards,

Neha Unadkat

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Primary Care  
Ealing CCG