

The information below shows the planned changes to the NHS e-Referral Service (e-RS) in January 2021. The outage timings are detailed on the [e-RS website](#).

Release 10.1 – January (29th – subject to final testing)

1. Improvements to the advice and guidance functionality

With the use of advice and guidance steadily increasing there has been a renewed focus on its use. The NHS England and Improvement Advice and Guidance Steering Group has worked with clinicians across England to understand how the functionality could be improved.

As a result of this work, this release will introduce a function which will allow provider clinicians to convert an advice and guidance conversation to a referral.

Referrers

Authorisation to convert the advice request will be indicated by the referrer when the request is initiated.

New tick boxes will be displayed under the question: “Do you authorise the provider to convert this advice request into a referral if appropriate?”.

The tick box options are:

“Yes – I will ensure adequate clinical information is supplied”

“No – I only require advice at this time”

NHS e-Referral Service Help Alerts Pannell, Deborah

UBRN: 0000 4914 6009 Patient: **HUNTER, Jenny (Ms)** Gender: Female 32 years (24-Oct-1988)

Advice Request Details

Advice Request Details

Summary Information

Priority: Routine

Service Name: General Dermatology Service - Dermatology - Killinghall Hospital

Specialty: Dermatology

Referred By: PANNELL, Deborah

Referring Organisation: PANNAL ASH PRACTICE
LANCASTER PARK ROAD
HARROGATE
HG2 7SX

Registered Practice

Advice Status: Not Submitted

Add Attachment Add Web Link

Enter advice request details here

Do you authorise the provider to convert this advice request into a referral if appropriate?

Yes - I will ensure adequate clinical information is supplied

No - I only require advice at this time

2000 characters remaining

Send Request

Back Update Person

If referrers provide authorisation, they must ensure the patient is happy to be referred to that provider and that adequate clinical information is provided.

Please review the full change and how this will affect referrer using the link provided below.

Providers

If the provider is authorised to convert the request to a referral, a new option will be available to the provider to proceed with this process.

The screenshot displays the NHS e-Referral Service interface. At the top, the NHS logo and 'e-Referral Service' are visible, along with navigation links for 'Help', 'Alerts', and the user 'Harrington, Russell'. Below this, patient information is shown: 'UBRN: 0000 4914 6009', 'Patient: HUNTER, Jenny (Ms)', 'Gender: Female', and '32 years (24-Oct-1988)'. The main section is titled 'Advice Request Details' and is divided into two columns. The left column contains a sidebar with 'Advice Request Details' and 'Clinical Information' tabs. The right column is titled 'Advice Conversation' and shows a message from 'PANNELL, Deborah (Dr) (Referring Clinician)' dated '11-Nov-2020 10:11'. The message asks for advice on the most appropriate care for a patient, with an attached image of the patient's right cheek. Below the message, a status bar indicates 'Authorised To Convert To A Referral' (highlighted with a yellow box) and 'Advice Status: Provider Response Required'. A text input field for the response is present, with a '2000 characters remaining' indicator. Below the input field, three checkboxes are listed: 'Return to referrer with advice', 'Ask the referrer for further information', and 'Convert this to a referral' (highlighted with a yellow box). A 'Submit' button is located at the bottom right of the response area. At the very bottom of the page, there are 'Cancel', 'Print', and 'Update Person' buttons.

Selecting the new 'Convert this to a referral' tick box will display two further options:

- 'I will refer the patient now'
- 'Request admin team to refer the patient'

The image shows a screenshot of a web form with five radio button options. The first three options are grouped together and have a vertical line to their left. The first option is 'Return to referrer with advice', the second is 'Ask the referrer for further information', and the third is 'Convert this to a referral', which is selected with a blue circle. The last two options are 'I will refer the patient now' and 'Request admin team to refer the patient', both with red square checkboxes.

- Return to referrer with advice
- Ask the referrer for further information
- Convert this to a referral
- I will refer the patient now
- Request admin team to refer the patient

Steps showing how each of these options work are detailed on the link below.

Changes to e-RS extracts

To align with the new advice and guidance processes, both the e-RS AG01 and EBSX02 extracts will be updated to reflect the new actions.

[Review the full details](#) on how all the new A&G changes will impact users.

Future changes to support the advice and guidance improvements

Creation of new Application Programming Interfaces (APIs) will allow provider systems to:

- take an advice and guidance conversation into a patient's hospital record
- manage an advice and guidance conversation from within the provider's own system
- convert an advice and guidance from within the provider's own system

These are planned to be in place by the end of March 2021.

The details of all the changes in this release can be found on the [e-RS website](#).

Kind regards,

NHS e-Referral Service



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