



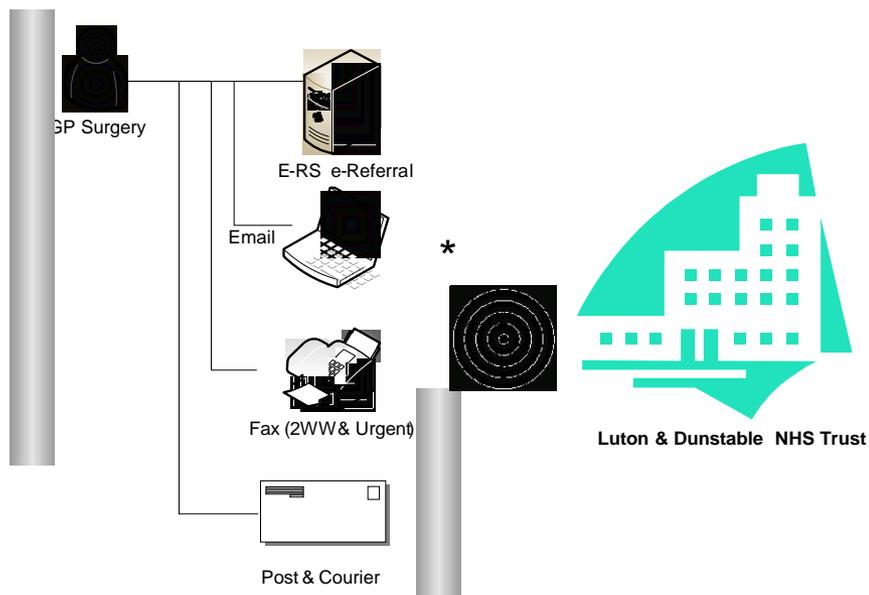
e-RS and Paper Switch Off (PSO)

- **What is e-RS?**
 - e-RS is the NHS' electronic patient referral service used to refer patients to hospital and clinic appointments.
- **What is Paper Switch Off (PSO)?**
 - PSO is the national programme, driven by NHS England, to cease the use of paper referrals to consultant led 1st outpatient appointments. Trusts will not be paid for any paper referrals received from 1 October 2018 and Luton & Dunstable Hospital must achieve PSO by 1 June 2018.
- **What happens when a patient is referred electronically using e-RS?**
 - Patients will have the ability to evaluate the availability of appointments for all Trusts on their shortlist.
 - Appointment dates are booked as soon as the patient decides, or whoever is doing the booking decides.
- **What happens if there are no appointments?**
 - On occasion and for some services, patients may not be able to secure an appointment at the time of attempting to book for a number of reasons such as IT system malfunction, service capacity etc. If this happens, practices/ patients should always choose to '**Defer to Provider**' - these are known as Appointment Slot Issues (**ASIs**).
- **If the patient/ practice gets an ASI, what happens next?**
 - The ASI will appear on the Trust's ASI Worklist and this is monitored **Monday to Friday from 9am – 5pm**.
 - Referrals will be sent to the relevant consultant team for vetting and the patient will be booked accordingly.
 - If the referral is for a **cancer pathway** (2 week wait), the Trust's Booking Office will contact the patient directly, **within 24 to maximum 48 hours**, with an appointment date and time.
 - For **routine services**, patients should expect to hear from the Trust by letter advising them we have received their referral.
 - Patients and practices can continue to track the progress of the referral and its status via the View History function in e-RS.

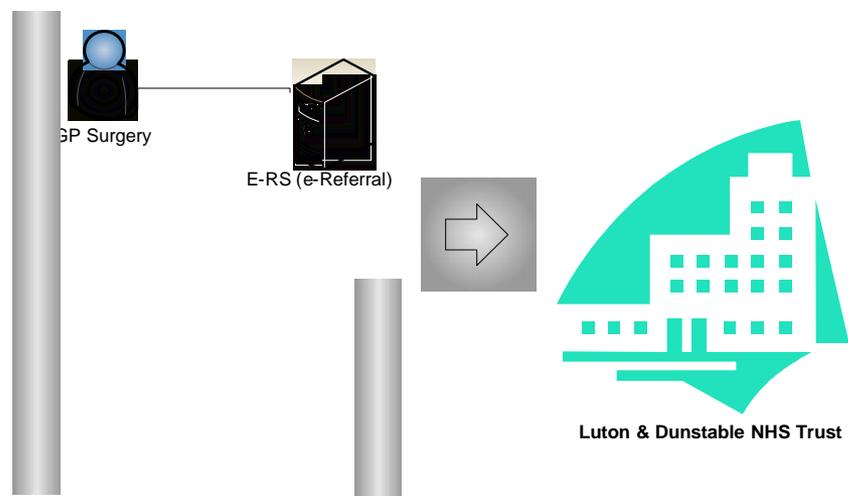
In order to support the transition to 100% utilisation of e-RS by all GP practices referring into secondary care a timeline to switch off for

- FAX
- Email for 2WW
- Post & Courier needs to be agreed.

Referral Process from GPs to L & D Hospital CURRENT PROCESS

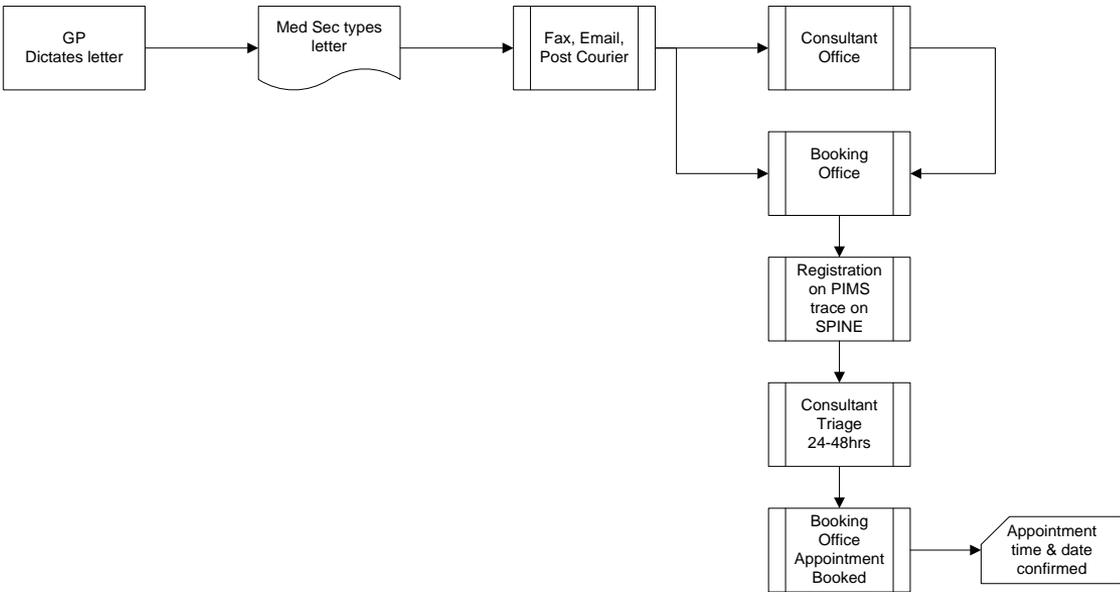


Referral Process from GPs to L & D Hospital NEW PROCESS



The review of the process and timeline for e-referrals (via e-RS) and other methods demonstrates that e-RS is more efficient and appointment dates and times are issued immediately.
A review of other referral sources in Luton & Dunstable Hospital highlights the areas for potential delays and risks to referral loss.

Other Referrals Timeline



e-Referral Timeline via e-RS

