

21st March 2018

LMC Members

NOTES FROM A PAPER-REFERRALS SWITCH-OFF PLANNING MEETING ON 21ST MARCH 2018

The Plan. All generally going well.

- The 'soft' switch-off of GP paper referrals to a first consultant-led outpatient appointment will take place on 3rd April 2018. From that date until the hard launch it is only routine paper referrals that will be returned for the practice to resubmit on e-RS. Note that 'paper' in this case includes e-mailed and faxed referrals.
- There will be weekly feedback sent to all practices after the soft launch.
- The intention, if all goes well, is to go to a 'hard' switch-off on 4th June 2018 but if the LMC feels that there should be a slip in that date we can insist on it. I am putting in the newsletter a request for practices to let the LMC know in good time if they are having problems. The decision will be made in mid-May in order to give adequate time for the message to reach practices and to be acted on.
- Meanwhile there is a programme of weekly information releases. (Since issuing these releases there have been 241 'hits' on the website so these communications are clearly being noted.) Here is the latest. Hard copies of the rest of the releases are available should you wish to see them.

NHS e-Referral Service (e-RS)

Paper switch off

at Gloucestershire Hospitals NHS Foundation Trust

4 JUNE Paper referrals switch off

Want to build confidence in the use of e-RS?

National Training Materials can be found on the e-RS Paper Switch Off webpage. These include:

- Access to e-learning module video demonstration
- Best practice guidelines
- Information on using the named clinician function
- Advice & Guidance documentation

User Guides - Available on request via e-mail at training.scwcsu@nhs.net (please specify which system you use and the e-RS guide required)

If you have any questions please contact: ghn-tr.paperswitchoff@nhs.net

If you or your practice would benefit from bespoke training we can now offer:

- Face to face sessions
- Telephone support for queries
- ½ hour dial in sessions to help with multiple queries
- Trainer to be available during the first week of paper switch off

For all your training needs or further information on e-RS Paper Switch Off please [click here](#) or go to CCG live

If you would like to arrange any of the above training please contact: SCW Training Team:
Tel: 0300 123 5678 E-mail training.scwcsu@nhs.net

Gloucestershire Hospitals NHS Foundation Trust Gloucestershire Clinical Commissioning Group Gloucestershire Local Medical Committee

Other points.

- One practice (Cam and Uley Family Practice) has technical IT difficulties that will need to be corrected.
- Only 12 practices have so far requested the advertised training, and several of them only made contact for fear they were missing out on something. After discussion they realised that they needed no training. Nevertheless, the training team remains ready to help anyone.
- In answer to questions raised:
 - e-RS does recognise 'Urgent' as well as 'Two-Week-wait' and 'Routine'.

- The hospital trust does not recognise the term 'Hot Clinics' but assumes that it means 'Same Day Appointments'. Those cannot be handled by e-RS so are a recognised exception, as are those patients without an NHS number.
- Most specialties will have Advice and Guidance facilities set up within two years and the direction of travel is ultimately to have it available for all specialties.
- The Trust recognises that it is their responsibility to keep the directory of services up to date. In the unlikely event of a service being available but not on the DoS the Trust would accept emailed referrals.
- The Trust accepts that a recovery plan needs to be in place should any part of the system fail and will be including it in the SOPs now being written.
- It will be up to practices to brief incoming GPs about the system in the first instance.
- An FAQs list will be produced.

Date of Next Meeting. Thursday 19th April 09:00 to 10:30.

Mike Forster

M J D FORSTER
Lay Secretary