

## 2WW REFERRALS FOR REVIEW WORKLIST – NHS E-REFERRALS

This tip sheet is guidance on how to manually action 2ww Referrals for Review in the respect of updating eRS and Epic.

Once 2ww referral is triaged within Epic, depending on the outcome of that triage please ensure that:

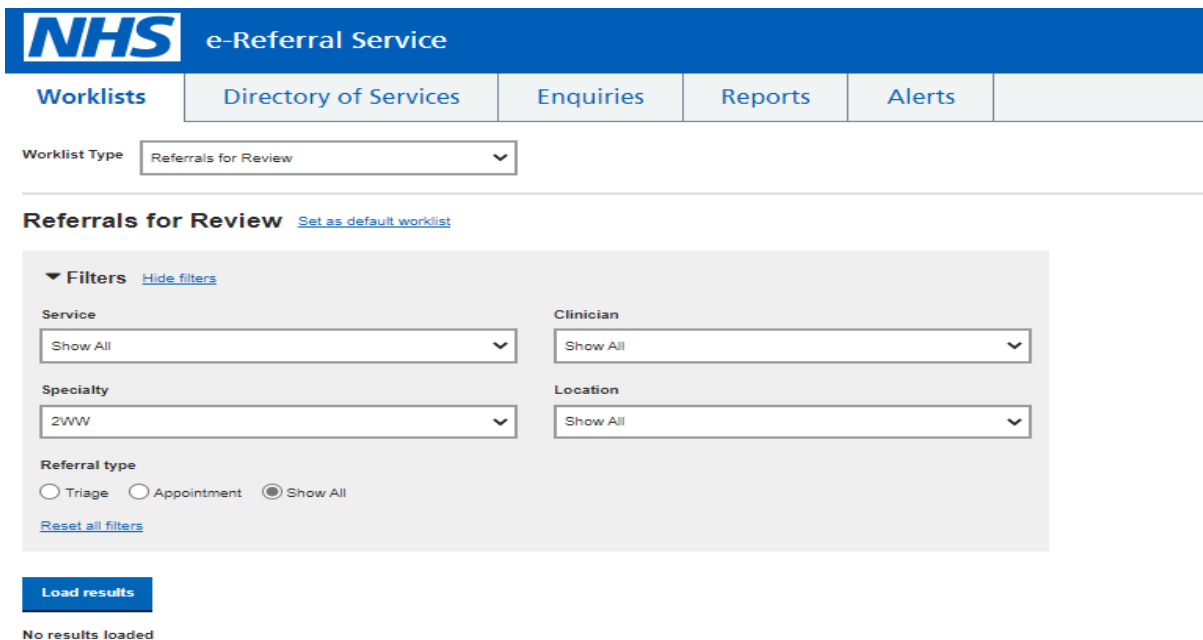
If 2ww referral is being redirected back to GP due to:

1. Suspected Cancer pathway guidelines (NICE NG12) are not met
2. Relevant Blood results and investigation results are not provided.
3. The referral is inappropriate or incomplete with insufficient information to proceed on the suspected cancer pathway – You must update eRS and Epic manually asap to this effect.

**PLEASE NOTE: It is the responsibility of the Booking Clerk to subsequently make contact with the patient to advise them that the referral requires more information from their GP and to follow up with their GP if they have any concerns.**

**N.B. If we have been unable to contact the patient this should be annotated in the comments back to the GP.**

1. Load 'Referrals for Review' Worklist in eRS and filter to your relevant 2ww specialities and load results, this will bring up all of the 2ww referrals on the worklist. Alternatively you can search for individual patient under 'Enquires' – select 'Patient enquiry'



The screenshot shows the NHS e-Referral Service interface. At the top, there is a blue header with the NHS logo and the text 'e-Referral Service'. Below the header is a navigation bar with tabs for 'Worklists', 'Directory of Services', 'Enquiries', 'Reports', and 'Alerts'. The 'Worklists' tab is active, and a dropdown menu shows 'Referrals for Review' selected. Below the navigation bar, there is a section titled 'Referrals for Review' with a link to 'Set as default worklist'. Underneath, there is a 'Filters' section with a 'Hide filters' link. The filters include:
 

- Service:** A dropdown menu with 'Show All' selected.
- Specialty:** A dropdown menu with '2WW' selected.
- Referral type:** Radio buttons for 'Triage', 'Appointment', and 'Show All' (which is selected).
- Clinician:** A dropdown menu with 'Show All' selected.
- Location:** A dropdown menu with 'Show All' selected.

 At the bottom of the filters section, there is a 'Reset all filters' link. Below the filters is a blue 'Load results' button. At the very bottom, it says 'No results loaded'.

2. Select UBRN the following screen will appear: Select 'Record Triage Outcome'

**Review Referral Summary**

UBRN: 0003 8050 4900 Patient: Gender: Female

**Clinical Information**

UBRN Information

Appointment Date/Time	-	Referral Created Date	11-Mar-2022 10:50
Priority	2 week wait	Clinical Information First Submitted	22-Feb-2022 16:38
Clinical Context	ZWW/ZWW Skin	Clinical Information Last Updated	11-Mar-2022 10:50
Named Clinician	-	Referral By	BALLARD, Martin (Dr)
Location	FRIMLEY PARK HOSPITAL	Referring Organisation	DOWNING STREET GROUP PRACTICE
Service Name	JWW - Skin Suspected Cancer (RAS Triage service Frimley Health NHS Foundation Trust RCSI)	Registered Practice	DOWNING STREET GROUP PRACTICE

**Attachments**

File Name	File Description	Added By	Date/Time Added
-	Planned care referral form for acute ref	-	27-Feb-2022 16:38
-	Form - miscellaneous form Cr M Ball.jpg	-	27-Feb-2022 16:38
-	NHS e-Referral UBRN 000380504900 for ref	-	22-Feb-2022 16:38
-	-	-	11-Mar-2022 10:50

Recorded by: [User]

Buttons: Cancel, Print, **Record Triage Outcome**

3. You will now need to go into relevant patient referral in Epic: Edit referral and select 'Triage' In order that you have both screens Epic and eRS up at the same time.

**Triage Decision**

Buttons: Accept, Return, Redirect, Info Request

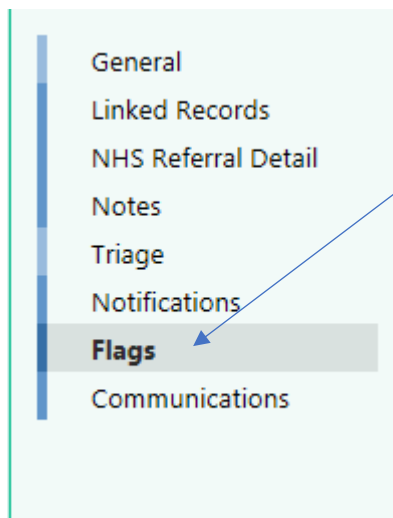
Comments: [Text area with icons]

**REFERRAL TRIAGED TO RETURN TO REFERRER**

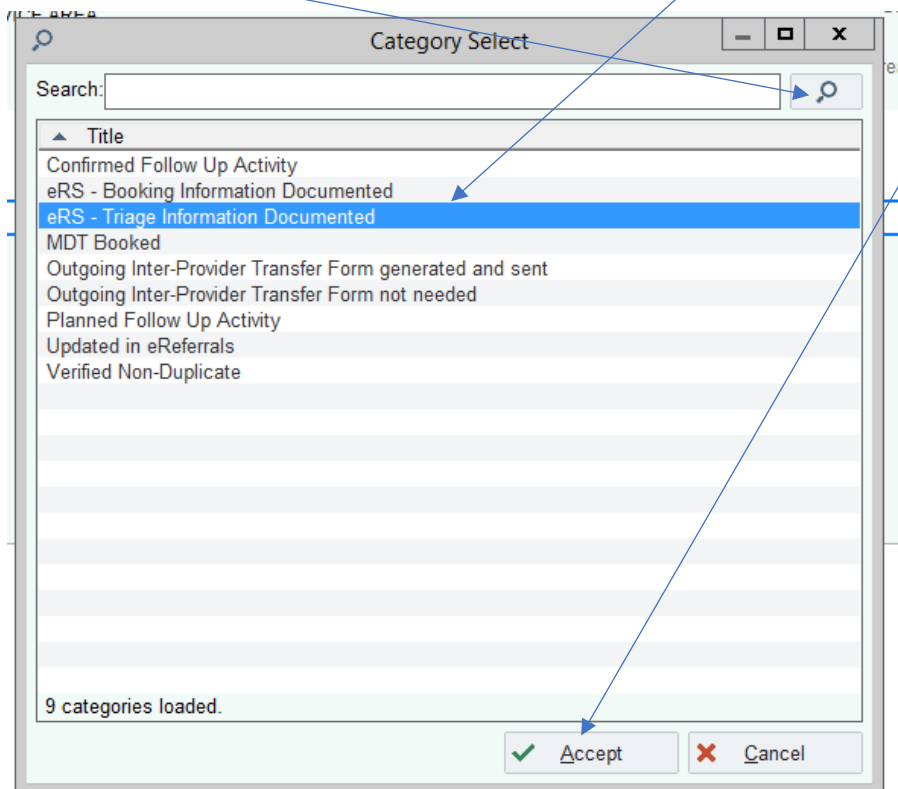
If the referral has been triaged to 'Return' you must select Triage Outcome as 'Return to referrer with Advice' and copy & paste any comments from the comments box in Epic into the relevant comments box in eRS – 'Submit and Review next' as per below screen shot:

This will return the referral back to the GP practice for action on their worklist, it will also take you back to the next patient for actioning on the Referrals for Review worklist (eRS).

4. You now need to go back into Epic and select 'flags' within the relevant referral.



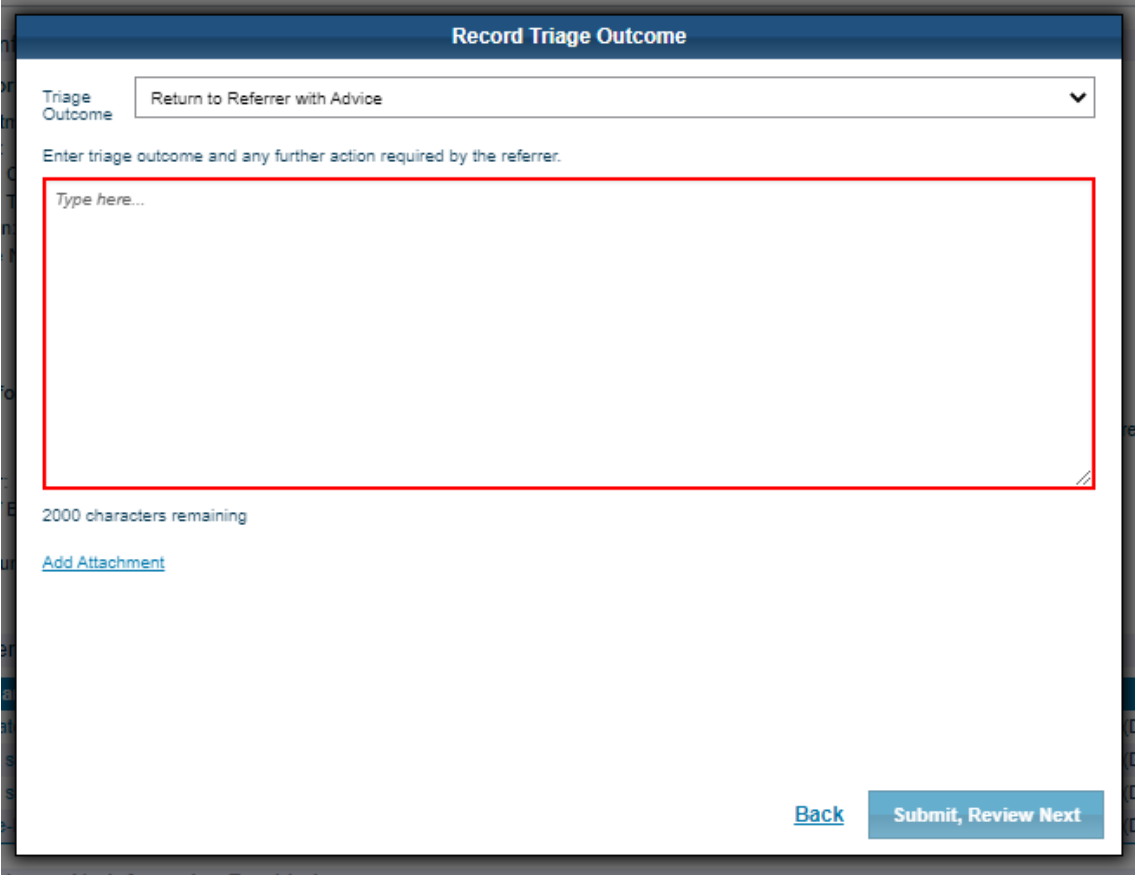
Click on the dropdown box and select 'eRS – Triage information Documented' and 'accept'



This is now complete.

### TRIAGED AND OUTPATIENT APPOINTMENT BOOKED

1. Please follow steps 1 and 2 as above
3. If the referral has been triaged 'Accept' and an outpatient appointment booked you must update eRS to this effect – select 'Return to Referrer with Advice' – add all appointment details into the comments box – 'Submit & Review Next'



**Record Triage Outcome**

Triage Outcome: Return to Referrer with Advice

Enter triage outcome and any further action required by the referrer.

Type here...

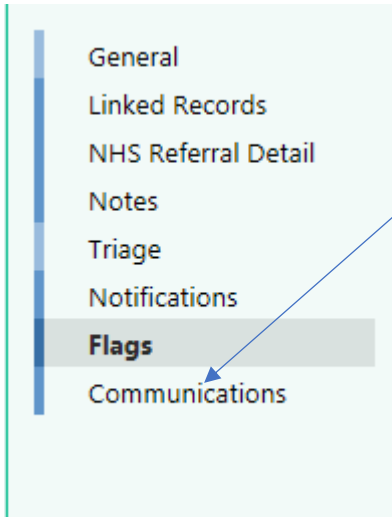
2000 characters remaining

[Add Attachment](#)

[Back](#) [Submit, Review Next](#)

This will then update the GP with appointment details and also take you back to the next patient for actioning on the Referrals for Review worklist (eRS).

4. You now need to go back into Epic and select 'flags' within the relevant referral



Click on the dropdown box and select 'eRS – Booking information Documented' and 'accept'

