



A lifetime of specialist care

## Outpatient Services – Paper Referral Returns Process

Paper Referral Return Process 1 – Royal Brompton & Harefield NHS Foundation Trust

For the period between 1st September 2018 to 30th September 2018

The following outlines the Paper Referral and Return Process (PRRP) for Royal Brompton & Harefield NHS Foundation Trust (RBHT) --- one for routine referrals (Figure 1), and the other for 2WW/RACP/Urgent referrals (Figure 2).

This process will only be adopted between 1st September 2018 and 30th September 2018, after which any GP referrals made outside the E---Referral Service (E---RS) will automatically be rejected, with the referrer being notified of the rejection.

The key sequence of indicators to note are as follows:

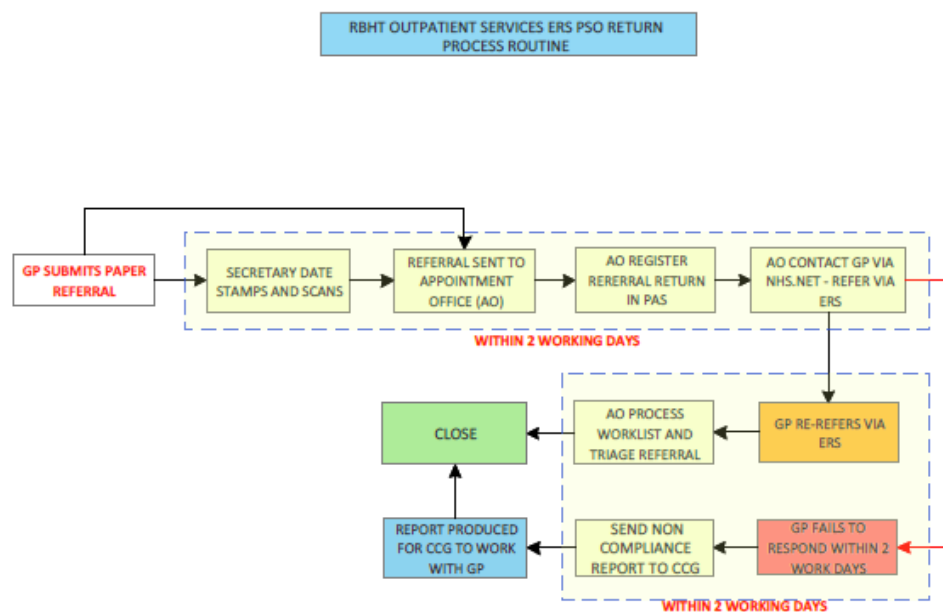
- 1st September 2018 – Paper switch off – RBHT no longer accepts non E---RS GP referrals into services open to primary care
- 1st September – 30th September 2018 – PRRP 1 implementation period
- 30th September 2018 – Cease PRRP, 100% GP referrals to be received via E---RS
- 1st October 2018 – changes to the standard contract and implementation of PRRP 2

## Outpatient Services – Paper Referral Returns Process – Routine Referrals

RBHT will reject routine non E---RS GP referrals and will notify the GP that the referral has not been accepted. The GP will be advised the referral should instead be made via E---RS. This process will take place within two working days of receipt of the referral. Two working days after notifying the GP of the rejected referral, RBHT will check whether this has been subsequently received via E---RS.

Should a referral not be made within this timeframe, RBHT will share this information with the relevant CCG lead for the referring GP practice – this information will be shared with CCGs weekly. The CCG will then be responsible to liaise with the GP practice to understand why the referral has not been subsequently made via E---RS and to support the GP practice in resolution of any issues with making the referral via E---RS (See Fig 1.)

Fig 1.



## Outpatient Services – Paper Referral Returns Process – 2WW/RACP/Urgent Referrals

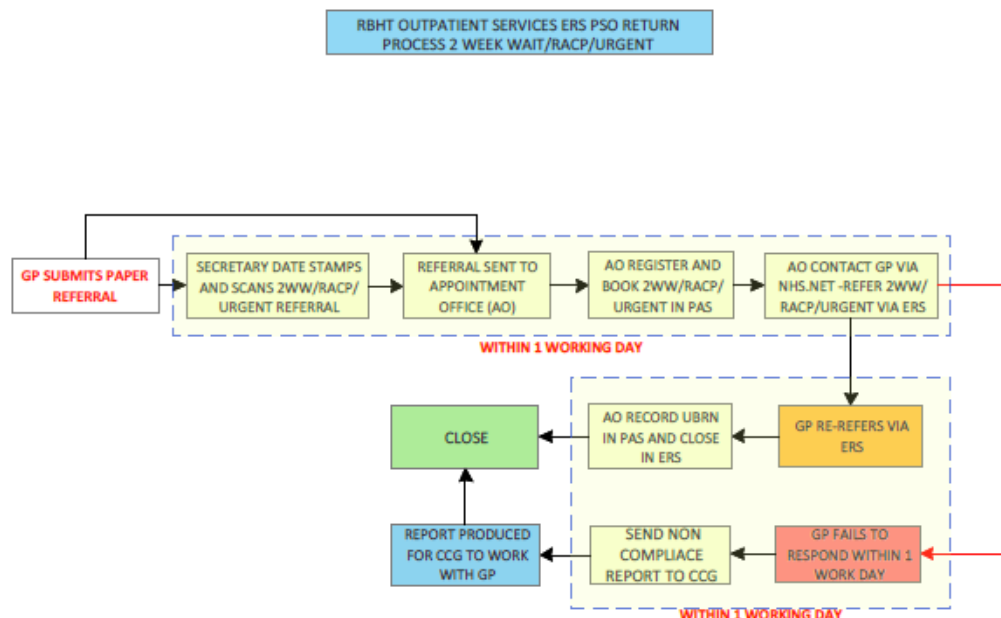
Paper return process for 2WW/Urgent referrals:

RBHT will return book all 2WW /RACP/Urgent non E---RS GP referrals and will notify the GP that the 2WW//RACP/Urgent referral must be raised in ERS within 1 working day.

The GP will be advised of the correct service ID the referral should be made via E---RS. This process will take place within one working day of receipt of the referral.

One working day after notifying the GP of the rejected referral, RBHT will check whether this has been subsequently received via E---RS. Should a referral not be made within this timeframe, RBHT will share this information with the relevant CCG lead for the referring GP practice – this information will be shared with CCGs weekly. The CCG will then be responsible to liaise with the GP practice to understand why the referral has not been subsequently made via E---RS and to support the GP practice in resolution of any issues with making the referral via E---RS (See Fig 2.)

Fig 2.



# Outpatient Services – Paper Referral Returns Process – 1st October 2018

Paper Referral Reject Process 2 --- Royal Brompton & Harefield NHS Foundation Trust

From 1st October 2018 onwards

The following outlines the Paper Referral and Return Process (PRRP) for RBHT for GP referrals of all priority types (2WW /Urgent) from 1st October 2018 onwards. The key sequence of indicators to note are as follows:

- 1st September 2018 – Paper switch off
- 1st September – 30th September 2018 – PRRP 1 implementation period
- 30th September 2018 – Cease PRRP 1, 100% GP referrals to be received via E---RS
- 1st October 2018 – changes to the standard contract and implementation 1st October 2018:  
RBHT will reject all GP referrals received outside of E---RS and will notify the GP that the referral has not been accepted (Figure 3). The GP will be advised the referral should instead be made via E---RS. This process will take place within two working days of receipt of the referral. RBHT will take no further action, the referring GP will be responsible for making the subsequent referral via E---RS.
- 1st October 2018 – national go live date of PSO, 2WW/RACP/Urgent referrals will continue to be booked via the process outlined in Fig 2.

The Trust will review the outlined processes regularly and make amendments where necessary.

