

Electronic referral pathway

This document explains how you can refer your patients via the new, electronic referral pathway.

Your referral can be emailed to a dedicated referral inbox. The inbox is managed by a centralised Single Point of Access (SPoA) administrative team, on behalf of local NHS Trusts and Independent Providers. The team will process your referral, confirm patient and GP details, and upload it to the electronic referral system (eRS). You will receive email confirmation when the referral has been submitted to eRS. The GP will also be notified.

This pathway will commence **on 30/10/2023**. It aims to improve referral processing and reduce patient waiting time from point of referral to hospital appointment. It will facilitate further innovations (see FAQs).

It will include the following secondary care providers within North East London: Barts, Barking, Havering and Redbridge and Moorfields as well as other NHS providers and independents.

This service is for North East London patients registered in City and Hackney, Newham, Tower Hamlets and Waltham Forest. Optometrists with patients from Barking & Dagenham, Havering and Redbridge have a different pathway already established.

How do I refer my patients?

Please send your referral form (GOS 18 or equivalent) electronically to:

nelondonicb.eyerefer@nhs.net please note this mailbox is monitored Monday to Friday 8am-6pm

Please **do not use** this pathway for the following:

1. Accident and emergency cases eg: retinal detachments, angle closure glaucoma and suspected stroke: Please refer to the nearest A&E or emergency eye service
2. Suspected wet AMD cases. Please complete this form [here](#) then send to:
 - **For Moorfields**, please email directly to: meh-tr.wetarmd@nhs.net
 - **For Barts and Whipps Cross** email directly bartshealth.amdreferrals@nhs.net
 - **For Barking, Havering and Redbridge University Hospitals NHS Trust**, please email directly to: bhрут.urgenteyecare@nhs.net
3. Primary care pathways (MECs Services/GP input – [see FAQ below.](#))

How should I submit the required referral information?

By Email:	Information required
nelondonicb.eyerefer@nhs.net	Please refer only one patient per email
Email Subject line Please do not include any px identifiable information in the subject line	<ol style="list-style-type: none"> 1. Urgency: Routine/urgent 2. Sub-specialty: Cornea 3. Hospital preference, if expressed: Royal London <p>Note: it is important that informed choice of provider is given where possible and clinical complexity should be considered before suggesting a specific provider. Many providers who do not offer the full range of an ophthalmology department do not always manage patients well with more than one eye or related pathology.</p>
Email body	<ul style="list-style-type: none"> • NHS number, if known • Please do not provide any information in the email body as all essential information (see checklist below) should be captured in the GOS 18 or equivalent proforma
Attachments	<ol style="list-style-type: none"> 1. GOS 18/equivalent referral (essential to submit referral) 2. Other relevant test results e.g. visual fields

FAQs

How will the new SPoA help me and my patients?

- Improve referral processing and reduce patient journey time from point of referral to hospital appointment.
- Facilitate service innovations including centralised triaging, the launch of an advice and guidance service, the provision of targeted optometrist education and referral feedback, and dynamic digital modelling, to improve access to hospital resources.

How do I know my email has been received?

- You will receive an automatic email

How do I know my referral has been submitted to eRS?

- If you have a secure nhs.net address, you will receive an email, confirming submission of your referral, with a clinical summary attached. The GP will be copied in.
- If you do not have a secure nhs.net address, you will receive an email confirming submission of your referral, but we will not be able to attach the clinical summary. The GP will be notified separately.
- Here's a reminder on how to set up an nhs.net account <https://support.nhs.net/knowledge-base/registering-optometrists/>

Do I need to inform the GP?

- Optometrists have a duty to notify the GP when referring a patient, however the **SPoA** will forward the clinical summary, generated by eRS on referral submission, to the GP.
- This will happen irrespective of whether an nhs.net address has been used or not.

How will my patient be notified of their appointment?

- Your patient will receive an 'appointment request letter' as confirmation that their referral has been submitted to eRS.
- Details of the confirmed hospital appointment will be sent out in due course from the hospital.

What happens if there is missing information in the referral?

- In the unlikely event that the GOS 18/equivalent proforma is not attached or essential information necessary to process the referral is missing, we will email you or your practice within 3 days of receiving the referral.
- If required we will chase this up, with a phone call within 7 days of receiving the referral.

Do I use this pathway in the case of a referral also requiring GP input?

- This pathway processes eye referrals only. If you would like your px to have other supplementary tests, e.g., blood tests, in addition to being referred to the Hospital Eye Service (HES), please email the eye referral via this pathway AND also contact the GP separately (stressing that the GP does not need to generate a referral to HES).

Any questions?

- Please contact: nelondonicb.eyeadmin@nhs.net
- Please note this is for administrative queries only- please **do not** use this inbox for referrals.