

To all GP Colleagues

Implementation of a Single Point of Access on e-Referral (ERS)

We are delighted to share an update on the significant progress and invaluable contribution of our **Women's Health Hubs at BHRUT**. These hubs represent a crucial step forward in delivering more accessible, efficient, and patient-centred care for women across our community.

The dedicated team, consisting of GPs with extended practice and pelvic health physiotherapist working within these hubs are doing great work, streamlining pathways and providing expert care closer to home. Their efforts are directly supporting our commitment to reducing waiting times, delivering one stop care and improving overall patient experience.

To further enhance this service and clarify referral pathways, we are implementing a new referral management model for our Women's Health Hubs. They will now be seeing patients under the following subspecialties, leveraging their expertise to manage conditions effectively:

- **Abnormal Uterine Bleeding:** Including non-hormonal methods (TXA, NSAIDs), LNG-IUS insertion, and other hormonal methods (COC, POP, depo, Nexplanon, non-contraceptive typical progestogens – NET / Provera).
- **Chronic Pelvic Pain:** Offering therapeutic trial of ovarian suppression for 3-6 months with COCP, progestogens, or IUS (Mirena), and performing appropriate imaging (e.g., MRI pelvis).
- **Menopause:** Performing appropriate tests (e.g., bloods), prescribing HRT, and IUS insertion.
- **PCOS:** Providing lifestyle behaviours advice, hormonal treatment, and Metformin.
- **Urogynaecology:** Offering lifestyle advice as well as pelvic health physiotherapy.
- **Vaginal Discharge:** Testing and treating Bacterial Vaginosis (BV) & Thrush, and managing non-infective causes.

We kindly ask all GPs to actively flag patients on their referral forms whom you feel are suitable for referral to the Women Health Hubs, aligning with the subspecialties and

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capabilities outlined above. Your accurate referrals will be instrumental in ensuring patients receive the right care in the right place, ultimately enhancing our collective ability to provide better care by maximising our capacity.

Further to this and to streamline our referral processes and enhance efficiency, we will be transitioning to a single point of access on the e-Referral Service (ERS). To enable this, the current Directory of Service (DoS) for the Women's Health Hub will be closed on the 27th June 2025.

This move to a single point of access on ERS aims to simplify the referral pathway for referrers and ensure a more consistent and efficient flow of patients to the correct services now that the Women's Health Hub has expanded from its original two subspecialties.

We want to assure you that this change will not impact patient care. All patients will continue to receive their appointments as planned. Furthermore, all referrals will continue to be meticulously triaged by our dedicated MDT clinical team. Patients who are suitable for the Women's Health Hub will still be booked for that service appropriately and your assistance flagging these patients will be greatly appreciated.

All referrals should be sent to the following DoS:

- **Service name:** Gynaecology - Advice & Refer Service - Queens Hospital and King George Hospital RF4 – BHRUT. **Service ID: 7986142**

The following DoS will be closing.

- **Service Name:** Gynaecology - Menopause Advice & Refer- ILFORD EXCHANGE HEALTH CENTRE - RF4 – BHRUT. **Service ID: 7998739**
- **Service Name:** Gynaecology - Urogynaecology Advice & Refer - ILFORD EXCHANGE HEALTH CENTRE - RF4 – BHRUT. **Service ID: 7998735**

We appreciate your understanding and cooperation during this transition.

Yours sincerely,

The Gynaecology Department

Barking, Havering and Redbridge University Hospitals NHS Trust

