

Electronic Eyecare Referral System Newsletter

3rd Edition

Implementation Update

The initial benefits realisation report shows the following:

70% of adult routine referrals are being sent via EeRS, (1,100 referrals per month)

56% of children's referrals are being sent via EeRS (80, referrals per month)

Please remember patients referred via EeRS are accessing services up to 21 days sooner due to the direct nature of the referral. Also, each direct referral is releasing 5 minutes of GP administration time which can be used to answer patient calls.

Moving to one source of referrals

The programme is developing a plan to close previous referral routes, i.e. GOS sent to GP's and emails sent to providers.

- The LOC are working with the few remaining practices to onboard with the use of EeRS to refer, there are just 7 left to onboard with 5 of those currently completing the onboarding process.
- The programme team are working with Cinapsis to develop robust cross commissioning to enable referrals for all patients registered with a GP practice within the Midlands to be generated in EeRS.

Once the above are complete the old referral routes will no longer be available.

- GP's will no longer process GOS referrals sent to them
- The AMD email addresses will not be monitored.

There will be a confirmed date of this change in due course, and this will be communicated to all practice managers.

AMD Referrals

The number of AMD referrals sent directly via EeRS remains low. Around 30% are coming directly via EeRS, 30% via the NHS.net email addresses and the remaining 40% are coming in via a GOS referral to the GP.

AMD is an urgent care pathway where patients should be referred directly to the Acute providers. Sending a GOS form to the GP where AMD is indicated as a reason for referral has never been an appropriate referral route.

A study has shown that patients receive appointments and subsequently treatment within the NICE recommendation of 14 days when referred via EeRS.

Email referrals received treatment within 16 days which is just outside the recommended timeframe. GOS referrals via the GP receive treatment within 24 days.

Please can we ask all practices use EeRS where available or email ONLY if the practice is not signed up to use EeRS.

Provider Selection update

Cinapsis have now made the updates to the system to make it easier to select the correct single point of access (SPoA) based on the patients registered GP: GP name and ICB are both on the Information Banner. There is a look up macro to see which service to use where it is unclear. The narrative for each provider has also been updated based on Optometrists feedback that the previous names were confusing.

Selecting the wrong SPoA can cause delays in patients accessing services or even accessing the incorrect community service.

Further developments are in the discussion phase with Cinapsis. It is hoped Cinapsis can develop a logic that only shows Optometrists the commissioned providers for the patient once the details are entered. Removing the need for Optometrist to navigate the choice of provider.

Patients not been offered choice

There have been reported issues lately regarding patients not being offered a choice of provider. This was an issue with a new member of staff undertaking the initial triage of the referral. The member of staff has now received appropriate training and as a failsafe the administration team have been reminded to try and contact all patients to offer informed choice based on all providers available and the latest waiting times.