


Cinapsis EeRS Update and Frequently Asked Questions

Cinapsis EeRS has now been live for 12 months with over 20,000 patients referred via the System. The programme to implement the new EeRS across the midlands has also won a HSJ Award. As a new system there is continuous development and improvements being implemented to make the system easy to use and to ensure all users benefit from using the system.

From Monday 9th September there will be some changes made to the system. These changes should ensure patients are referred to the correct provider by showing automatically which Single Point of Access service the patient needs to be sent to. The new logic will ensure the following:

- If the patient is under 18 years of age the referring clinician will only see the Referral Support Service regardless of where the patient GP is registered as they are commissioned to process all Paediatric referrals, the only pathway available will be Paediatric referrals (17 or under)



All Paediatrics, All Urgent Suspected Cancer, and Nottingham City Adult - Community Triage & Choice Service

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ACCEPTS referrals for Nottingham City patients ≥ 18 years old, and Urgent Suspected Cancer and Paediatrics referrals for all of Nottingham and Nottinghamshire EXCLUDES emergency referrals and referrals for nAMD.

- If the patient is over 18 and has a registered GP practice in Nottingham City and South, the referring clinician will see the Referral Support Service (as above) with all pathways visible. Nottingham University Hospitals and Sherwood Forest Hospitals will also show for direct referrals for suspected wet Age-related Macular Degeneration.
- If the patient is over 18 and has a registered GP in Nottinghamshire, the referring clinician will still see all four options. Health Haemonie will show all pathways but the Referral Support Service will only show Urgent Suspected Cancer only.
- If the patient does not have a registered GP in Nottingham and Nottinghamshire you will not see an option to refer for elective pathways other than suspected wAMD. For the time being please refer these patients via the patient GP. There is a plan to enable patients outside of Nottingham and Nottinghamshire to be referred in Cinapsis and it is likely that this will be available from Oct/Nov 2025.
- If the patient is not found on the NHS Spine, you will still be able to refer. HOWEVER please do ensure you try to find all patients and have the correct details for patients. Having missing information on the referral does delay patients access to services as they have to be manually processed. Ensure the name of the patient is spelt correctly and is the same as the name given at birth (no shortened names etc).

Clarification points when using Cinapsis

Q. Can Cinapsis send copies of referrals directly?

A. Yes it can and from the 15th September all GP email addresses will be Live in Cinapsis so the referring clinician can select a copy of the referral and triage outcome to be automatically share with primary care. The option to select here will be available. This is beneficial in many ways as the GP also gets to know the outcome of the referral and the eRS UBRN number so can use eRS to look at the patients appointments and which provider they are sent to.

The screenshot shows the Cinapsis interface for a patient named 'XXTESTPATIENT-TEDN, DONOTUSE ID'. The patient's details include DOB: 21 Jul 1990 (Age 35) ID, Gender: Male ID, and NHS Number: 999-053-0858 ID. The patient's address is 'C/O NHS DIGITAL TEST DATA MANAGER, SOLUTION ASSURANCE 1 TREVILAN SQ., BOAR LANE, LEEDS, WEST YORKSHIRE, LS1 6AE ID'. The registered GP practice is 'Y90001 (ICB not listed by NHS) ID'. The provider is 'HealthHarmonie - Community Triage & Choice Service (Adults ≥ 18 yo Nottinghamshire County Patients ONLY) Service: Ophthalmology (18 or over) Pathway: Cataract'.

The form asks 'Select where the completed specialist report should be sent'. The options are:

- ☐ Send to my Cinapsis inbox
- ☒ Send to my requesting organisation / practice inbox: test.patient@nhs.uk
- ☐ Send to the patient's registered GP practice: The patient's registered practice is unknown.
- ☐ Send to another GP practice: Select practice
- ☐ Send to my registered email: carolyn.fox@nhs.net

A red oval highlights the 'Send to my requesting organisation / practice inbox' option.

Q. Do you still need to send copies of referrals/GOS forms/letters to GP Practices if they select Cinapsis to send a copy?

A. No, whilst it is best practice to keep GP's informed they do not need duplicate information. Also there is a risk that GP's may not understand the document is for information only and process another referral, this results in patients receiving multiple appointments and wastes vital clinic capacity.

As not all practices are using Cinapsis and patients who attend an Optometric Practice outside of N&N are still processed via GP's it is important that GP's understand what is for information and what is for action. If your Optometric Practice wishes to continue sending copies of referrals outside of Cinapsis then please ensure it is clear that these are '**for information only**'. It is endorsed by the LOC that practices use Cinapsis for your own efficiency gains.

Q. If a patient has symptoms of multiple conditions should a referral be made for each condition?

A. No, again multiple referrals lead to multiple appointments. All referrals are triaged so the patient can be assigned to the most appropriate sub-specialty at the point of triage where they have multiple conditions. If there is a suspicion of suspected wet Age-related Macular Degeneration then patient must ONLY go via the wAMD pathway.

Q. Which Provider should we sent the patient to?

- A. For suspected wAMD patients should be sent to their local hospital. This can be either Sherwood Forest Hospitals or Nottingham University Hospitals. Sherwood Forest Hospitals offer a wAMD service at both Kings Mill Hospital and Newark Hospital. Nottingham University Hospitals offer a wAMD service at Queen's Medical Centre.
All other referrals are sent via the Single Point of Access who will try and offer all patients informed choice based on the commissioned services available in N&N, the waiting times for each provider and the most suitable provider for their condition.

Q. Can patients still be refered outside of Cinapsis?

- A. There is a plan to stop other referral routes. Once all patients can be process in Cinapsis GP's will no longer process these referrals. This is expected in November 2025. Currently there is a high rate of referrals processed via Cinapsis and it is encouraged to continue using the system. From the 1st October 2025 both the email addresses for wAMD will no longer be monitored as all patients can now be sent in Cinapsis. If a referral is made via this route there will be an automatic response to use Cinapsis. A clinical audit shows patients referred via Cinapsis have more timely access to appointments and treatment than those who are sent manually.

Q. Is there anything Optometric Practices need to do to continue to use Cinapsis?

- A. Yes, it is an annual requirement to update the DSPT. Failure to update this could lead to your Cinapsis account being suspended.