



Patient Guide to the NHS e-Referral Service

15 February 2018 / Brad McGraw

Patient Scheduling Website

This presentation includes the following topics. Please select a section below to continue.

- Key features of the patient booking website
- Logging in
- Booking an appointment
- Changing an appointment
- Cancelling an appointment
- What if... "No appointments are available?"
- Cancelling a referral



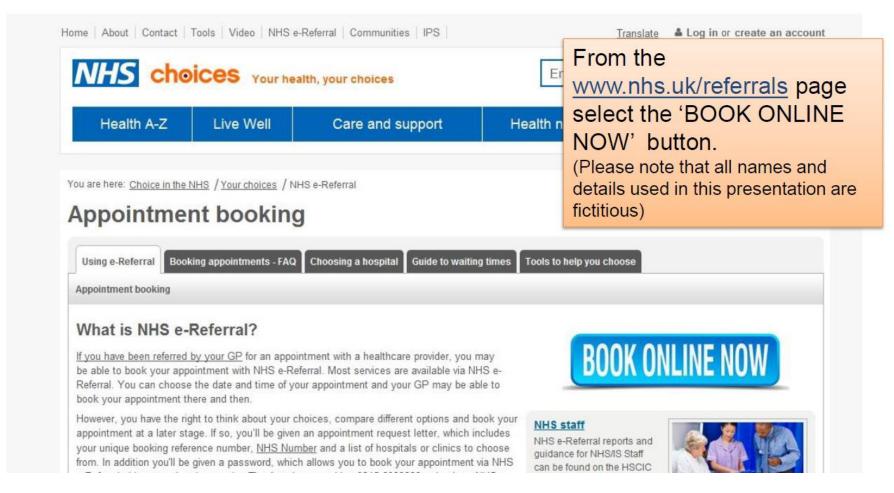
Key features of the Patient Booking website

The Patient Booking Website is known as the NHS e-Referral Service

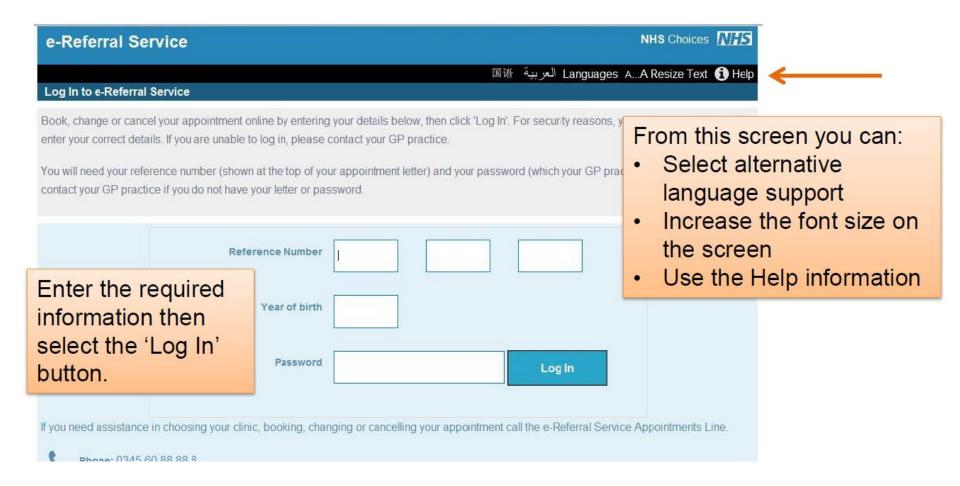
- t is available 24 hours a day, 365 days a year
- It is a secure booking website, that meets national and international standards for holding and transferring information electronically.
- You can make, change, or cancel your appointments
- Allows you to change your password
- Select alternative language support
- Lets you increase the font size on the screen
- Has a Help function to support patients



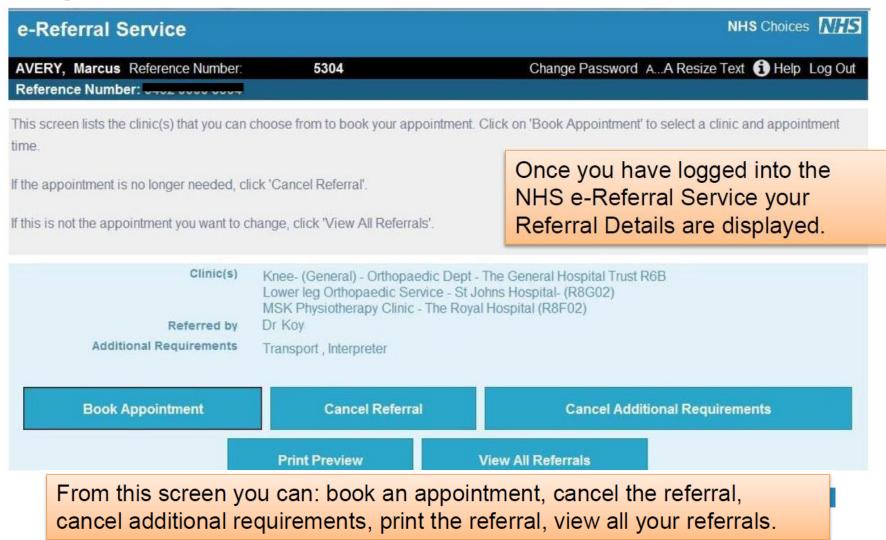
Logging into the NHS e-Referral Service Patient Booking website

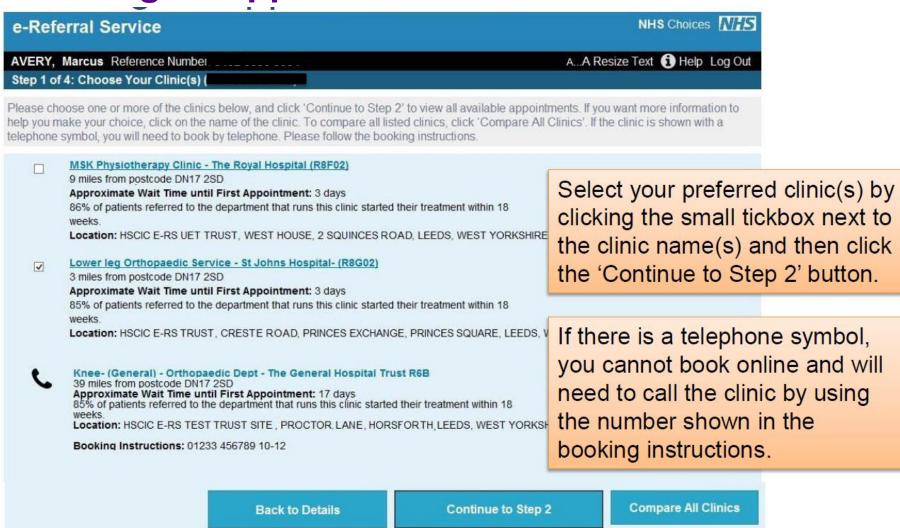


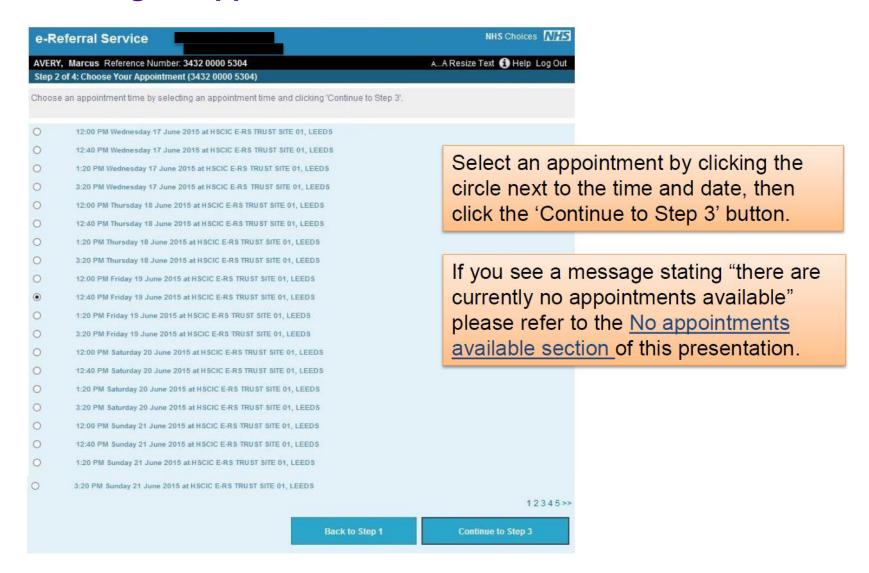
Logging into the NHS e-Referral Service Patient Booking website

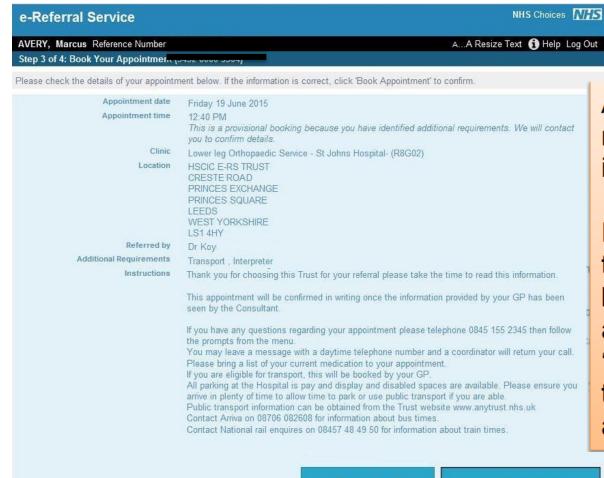


Options Available







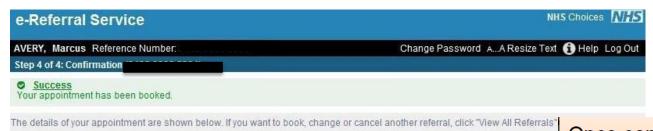


A summary of the requested appointment is shown.

It is important to click the 'Book Appointment' button to confirm this appointment or click the 'Back to Step 2' button to select a different appointment.

Back to Step 2

Book Appointment



Appointment date Friday 19 June 2015 Appointment time 12:40 PM This is a provisional booking because you have identified additional requirements. you to confirm details. Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) Location HSCIC E-RS TRUST PRINCES EXCHANGE PRINCES SQUARE LEEDS WEST YORKSHIRE LS1 4HY Referred by Dr Koy Additional Requirements Transport , Interpreter Instructions Thank you for choosing this Trust for your referral please take the time to read th This appointment will be confirmed in writing once the information provided by your G seen by the Consultant. If you have any questions regarding your appointment please telephone 0845 155 23 the prompts from the menu. You may leave a message with a daytime telephone number and a coordinator will re-Please bring a list of your current medication to your appointment. If you are eligible for transport, this will be booked by your GP. All parking at the Hospital is pay and display and disabled spaces are available. Plea you arrive in plenty of time to allow time to park or use public transport if you are able. Public transport information can be obtained from the Trust website www.anytrust.nh. Contact Arriva on 08706 082608 for information about bus times. Contact National rail enquires on 08457 48 49 50 for information about train times. Cancel Additional Requirements **Print Preview** View All Referrals

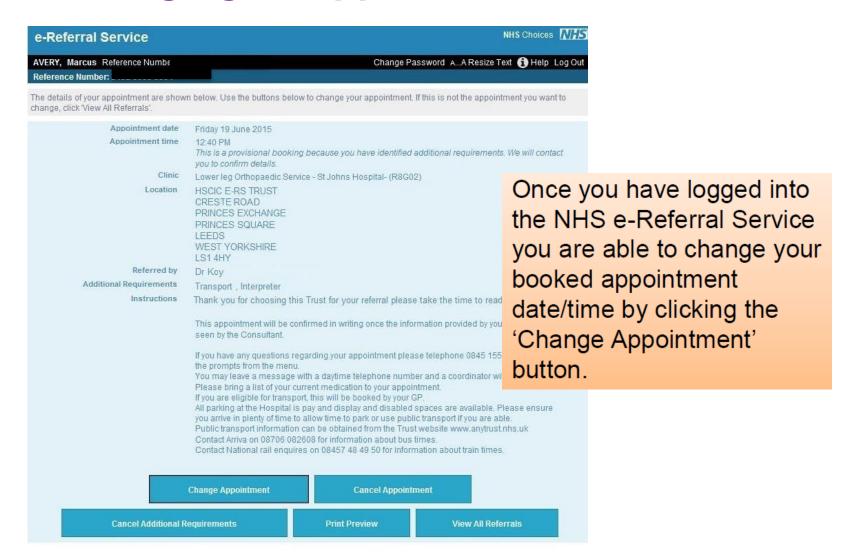
Once confirmed, the booking confirmation screen will appear with a green booking confirmation message.

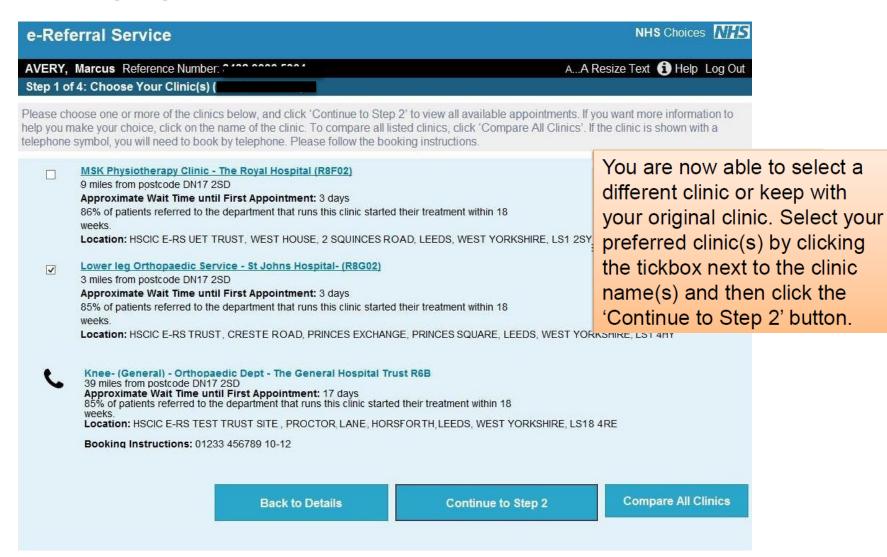
From this screen you can:

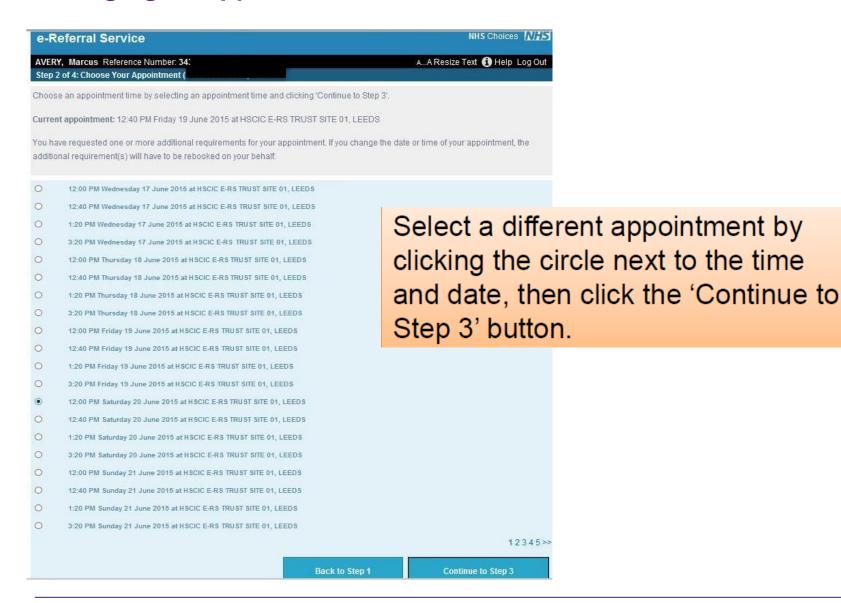
- Change your password
- Increase the font size on the screen
- View the Help information
- Cancel any Additional Requirements
- Print the appointment details
- View all your referrals
- Log Out of NHS e-Referral
 Service (from the log out option at
 the bottom or top right of the screen)

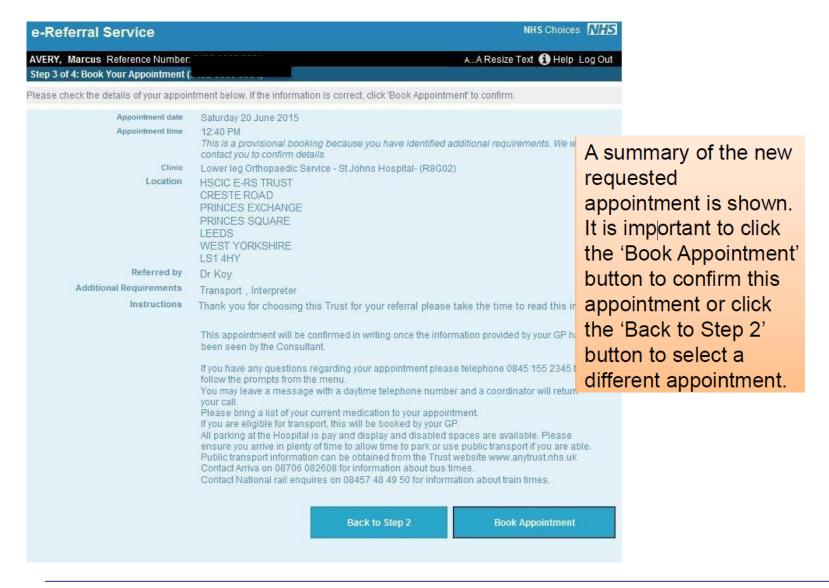
Cancel Additional Requirements Print Preview View All Referrals

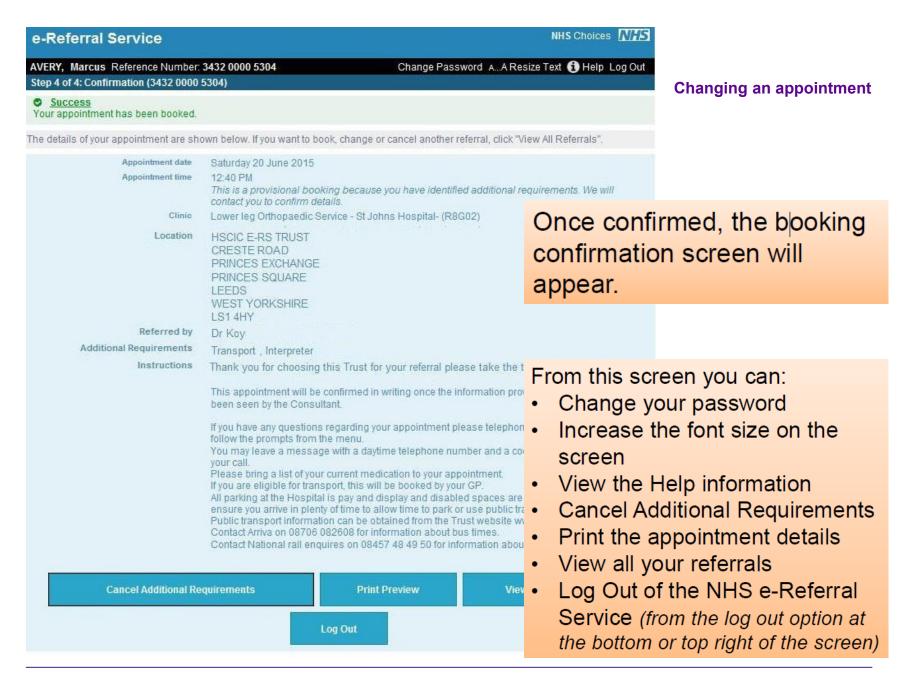
Log Out



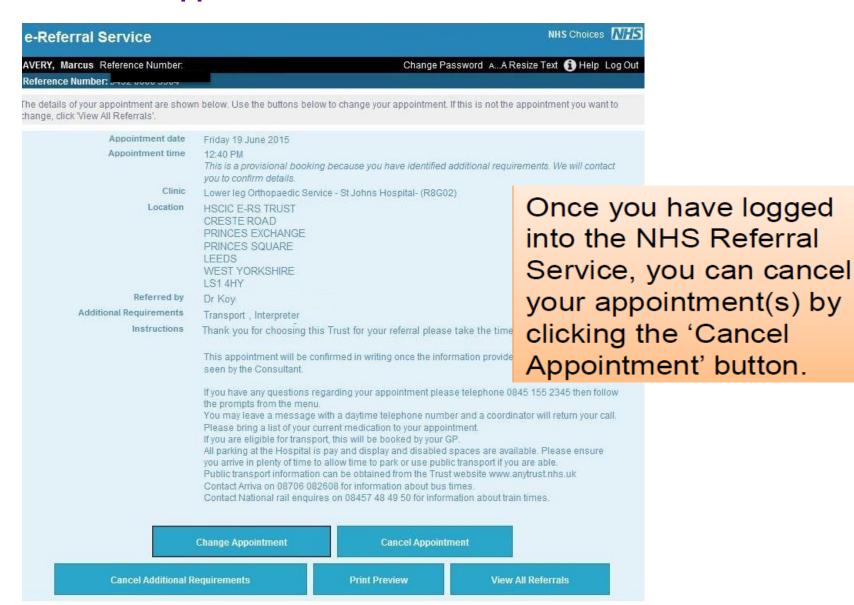








Cancel an appointment



Cancelling an appointment

Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.

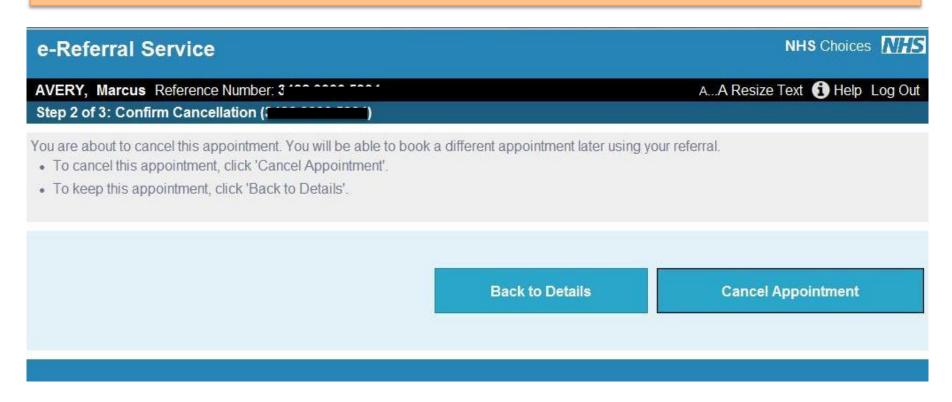
e-Re	eferral Service	NHS Choices
	Y, Marcus Reference Number:	AA Resize Text (1) Help Log Ou
If you w	ant to cancel your appointment, please select a reason fro	m the options below and click 'Continue to Step 2'.
0	I intend to go private	
0	Other	
0	I am on holiday	
0	l am ill	
0	I am busy	
•	I no longer require an appointment	
		Back to Details Continue to Step 2

Cancelling an appointment

You will be asked to confirm the appointment cancellation.

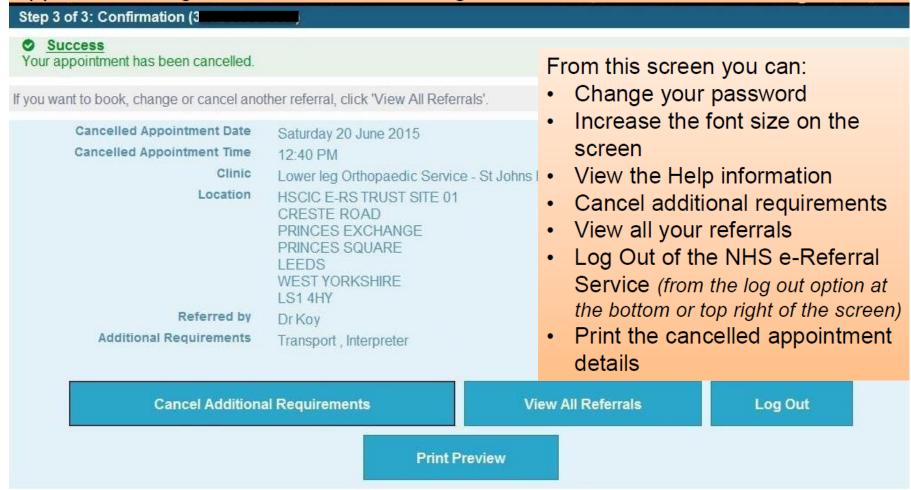
Clicking 'Back to Details' will return you to the screen which displays your appointment details.

Clicking 'Cancel Appointment' will cancel the appointment.



Cancelling an appointment

When you confirm that the appointment is to be cancelled, the Confirmation screen appears with a green cancellation message.



No appointments available



Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a lelephone symbol, you will need to book by telephone. Please follow the booking instructions.



No appointments available

e-Referral Service AVERY, Marcus Reference Number: \(\) Step 2 of 4: Choose Your Appointment A Warning There are currently no appointments available.

A warning message appears in yellow at the top of the screen if there are no appointments available for the clinic that you have chosen.

You may:

- Choose alternative clinics and try again by clicking 'Back to Step 1'.
- Request that your chosen clinic contacts you to arrange an appointment by clicking 'Continue to Step 3'.
- Log out and try again later.

If you need assistance in choosing your clinic, booking, changing or cancelling your appointment



Phone: 0345 60 88 88 8



Textphone: 0345 8 50 22 50

Appointments Line opening hours are: weekdays 8am to 8pm, weekends and bank holidays

You can either:

Go 'Back to Step 1' to return to the shortlist and select another clinic (if available) or 'Continue to Step 3' which will send your details to your chosen clinic.

Back to Step 1

Continue to Step 3

Selecting a preferred clinic

Select your preferred clinic by clicking the circle next to your choice. You can add any comments that may be helpful to the clinic (as per the example below).

Click 'Forward to Clinic'.

different selection. Your chosen clinic will need to contact you by 23 June 2015 to book your future appointment. If there are any days or times when you cannot be contacted, please indicate these in the comments box below. Select 'Forward to Clinic' to submit your request.

E-Learning Knee Service - Prince George Hospital - R6B01

9 miles from postcode DN17 2SD

Approximate Wait Time until First Appointment: 3 days

86% of patients referred to the department that runs this clinic started their treatment within 18 weeks

Location: HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE, LS1 2SY

Appointment Specific Comments

(1000 characters maximum)

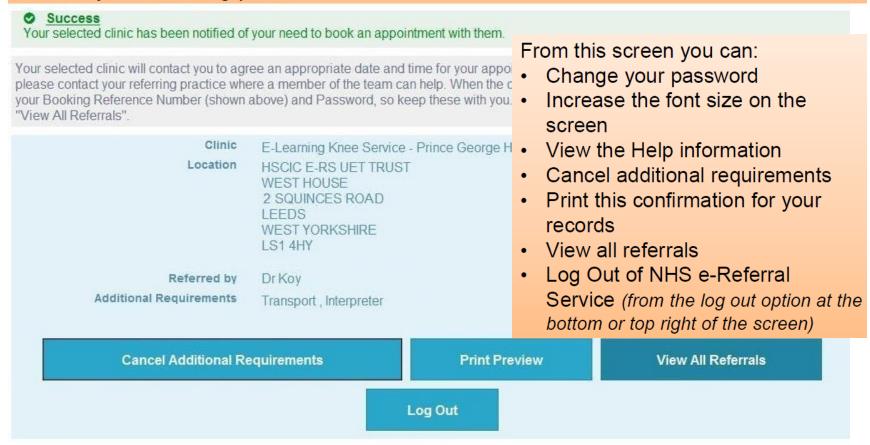
Please call after 5pm.

Back to Step 1

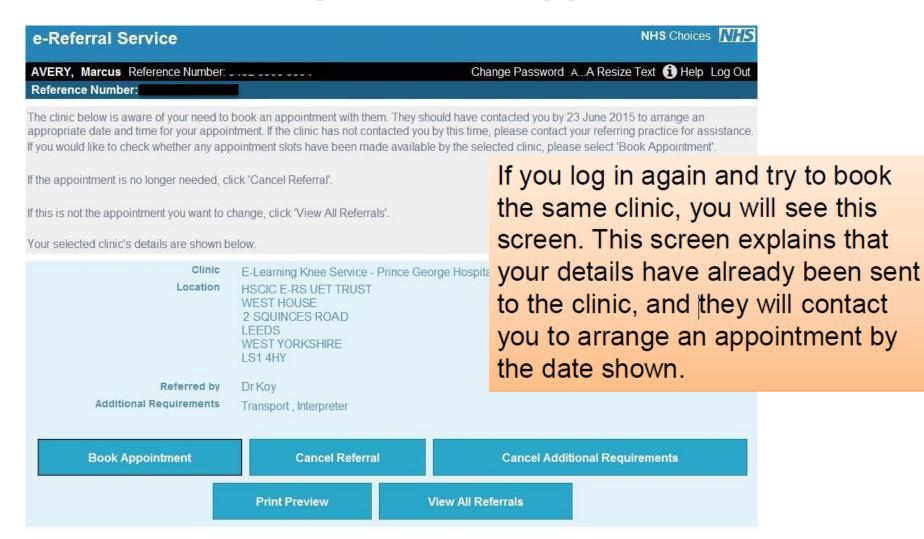
Forward to Clinic

Selecting a preferred clinic

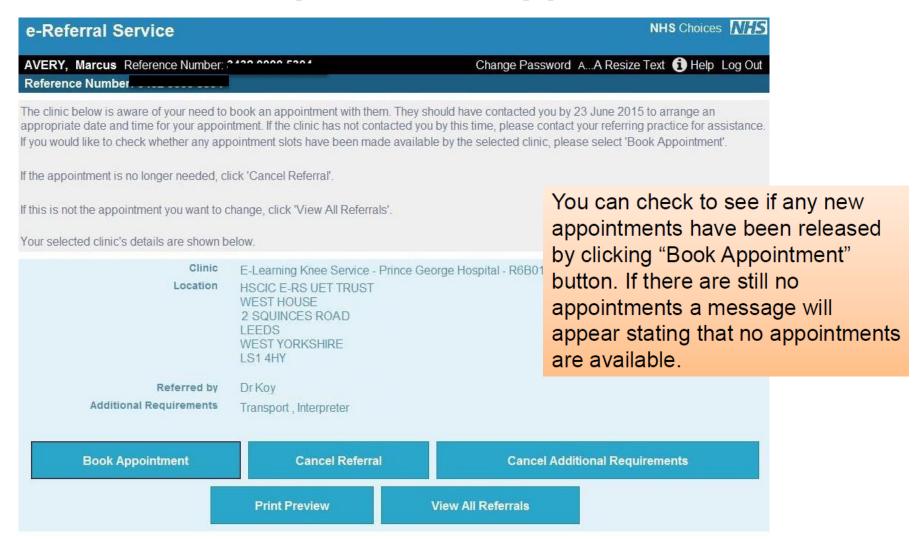
This confirmation screen will appear. Detailed here is the date by when the clinic should contacted you. If you have not heard from the clinic by this date, please contact your referring practice.



Further attempt to book appointment



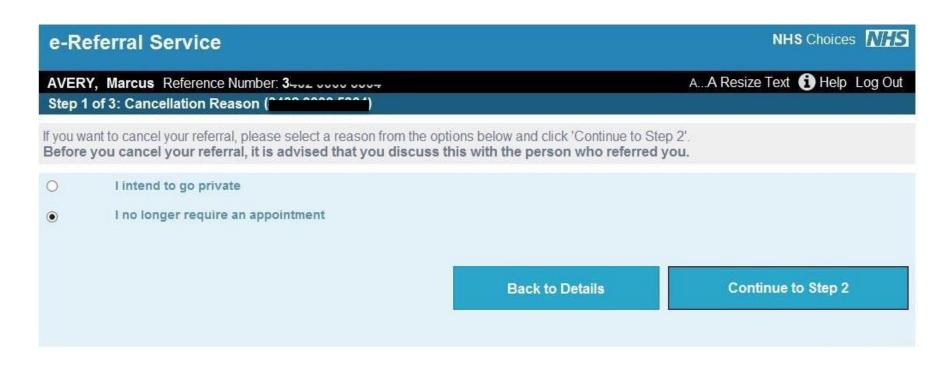
Further attempt to book appointment



Once you have logged into the NHS e-Referral Service your Referral Details are displayed. From here you have the option to Cancel Referral.

AVERY, Marcus Reference Number 3702 0000 4 Change Password A...A Resize Text 1 Help Log Out Reference Number: This screen lists the clinic(s) that you can choose from to book your appointment. Click on 'Book Appointment' to select a clinic and appointment time. If the appointment is no longer needed, click 'Cancel Referral'. If this is not the appointment you want to change, click 'View All Referrals'. Clinic(s) Knee- (General) - Orthopaedic Dept - The General Hospital Trust R6B Lower leg Orthopaedic Service - St Johns Hospital- (R8G02) MSK Physiotherapy Clinic - The Royal Hospital (R8F02) Dr Kov Referred by Additional Requirements Transport Interpreter **Book Appointment** Cancel Referral **Cancel Additional Requirements Print Preview** View All Referrals

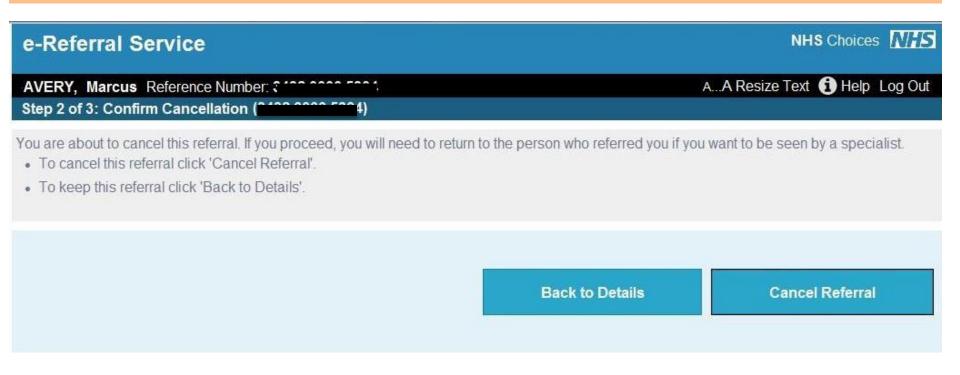
Select a cancellation reason by clicking the circle next to the appropriate reason and then click the 'Continue to Step 2' button.



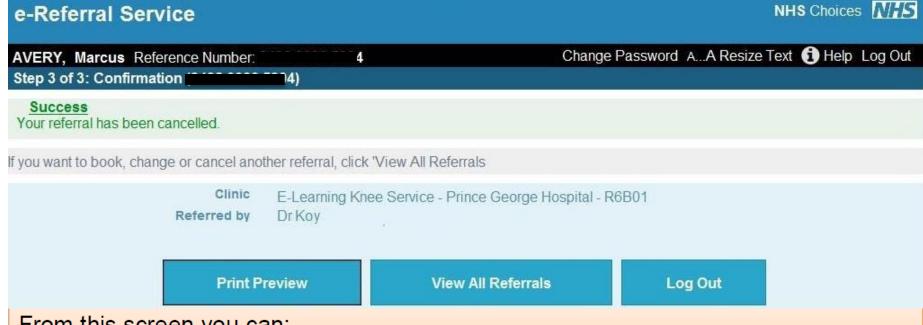
You will be asked to confirm the referral cancellation.

Clicking 'Back to Details' will return you to the screen which displays your appointment details.

Clicking 'Cancel Referral' will cancel the referral.



When you confirm that the request is to be cancelled, the Confirmation screen appears with a green cancellation message.



- From this screen you can:
- Change your password
- View the Help information
- Increase the font size on the screen
- View all referrals

- Print this confirmation for your records
- Log Out of NHS e-Referral Service (from the log out option at the bottom or top right of the screen)