

Referring & Booking into TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7:

1. Search for a patient

In the patient tab on the referring clinician role search by NHS Number by selecting the NHS Number radio button & enter the patient NHSN into the given fields.

Hit “search” to search against the PDS & then “refer/advice” to proceed with the appointment booking.

NHS e-Referral Service

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McGraw, Bradley ▾

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Search By ★ NHS Number UBRN Demographics

NHS Number

★ [Clear](#) [Search](#)

Name: XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs) Telephone: Mobile: 0256595422 Address: St George's Hospital, Blackshaw Road
 NHS Number: 999 007 2922 Email: Primary Home: test@stgeorges.nhs.uk LONDON
 Date of Birth: 21/04/1980
 Age: 41 years
 Gender: Female

Hydrala Person ★ [Refer/Advice](#)

Patient Activity List - Displaying patient activity within the last 18 months only.

Show All Non-Archived Referrals

Last Refresh: 22-Mar-2022 14:28

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UBRN	Requested Date/Time	Appointment	Referred By	Category	Referral Type	Clinical Information Last Updated	Clinical Context
0003 8180 9815	15-Mar-2022 14:34	-	MCGRAW, Bradley	Unbooked	Referral	15-Mar-2022 14:50	2WW/2WWW Haematology
0003 8169 6734	14-Mar-2022 12:20	23-Mar-2022 13:30	MCGRAW, Bradley	Future	Referral	14-Mar-2022 12:21	2WWW/2WWW Lower GI
0003 8169 3248	14-Mar-2022 12:02	-	MCGRAW, Bradley	Cancelled	Referral	14-Mar-2022 12:02	2WWW/2WWW Skin
0003 8168 8502	14-Mar-2022 11:39	-	MCGRAW, Bradley	Cancelled	Referral	14-Mar-2022 11:40	2WWW/2WWW Urology
0003 7345 4069	19-Oct-2021 15:46	-	STG-ERSTESTCARD-AB, Stg-erste stcard-ab	Cancelled	Referral	19-Oct-2021 15:46	2WWW/2WWW Gynaecology
0003 6959 3293	12-Aug-2021 14:52	-	STG-ERSTESTCARD-AB, Stg-erste stcard-ab	Cancelled	Referral	12-Aug-2021 14:53	Gynaecology/Not Otherwise Specified
0003 6921 1665	05-Aug-2021 15:34	-	STG-ERSTESTCARD-AB, Stg-erste stcard-ab	Cancelled	Referral	05-Aug-2021 15:35	Gynaecology/Not Otherwise Specified

2. Set the type of referral & search for services

To begin the booking process you must enter at least one of the following mandatory search criteria. You can use one or any combination of these three search criteria to find the polypharmacy service(s)

- a. Set the request type to either referral for an appointment booking or advice for A&G
- b. Select a priority between routine or urgent
- c. Clinical Term – click the ellipsis next to the clinical term filed to search by clinical term. Enter the appropriate clinical term and select the search button. Select term from the results; click the add button & then click the done button
or
- d. Specialty & Clinic type – Our clinical pharmacology service(s) can be found under the **Specialty General Medicine** on the drop down list & also **General medicine** on the **clinic type** drop down list.

Or/and

- e. Named Clinician – Polypharmacy can be found by the name of our lead clinical pharmacologist **Daniel Burrage** under this field

Once the mandatory fields have been completed select the **Search All** button to search for services.

UBRN: 0003 8225 5194

Patient: XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs)

Gender: Female

41 years (21-Apr-1980)

Service Search Criteria

Search By

* Request Type

Referral

* Priority

Routine



* Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

Clinical Term

Specialty

General Medicine

Clinic Type

General Medicine



Named Clinician



Refine Your Search With

Distance within

miles of

Postcode

SW17

OGT

Indicative Wait Time Less Than

Days

Organisation or Site Name

Age and Gender Appropriate Services Only



Additional Options

Sort By

Distance

Referring information

Initial Referring Clinician/Organisation

MCGRAW, Bradley / ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

Commissioning Organisation

SOUTH WEST LONDON HEALTH & CARE PARTNERSHIP (STP)



3. Pick the service that you require

Note - St George's currently only has a telephone/video appointment type available for Polypharmacy, so the service will show "Telephone/video" in the location field on the service selection screen. You can also use the Group by filter at the top left of the search results to group by organisations.

Tick the box next to our polypharmacy service and either select **request** or **appointment search** at the bottom right of the screen. Appointment search will show you a list of available appointments in secondary care that can be booked into, while request will keep the appointment request on the referrer worklist until patient or practice administrator book an appointment through eRS.

1. Option 1: Request an appointment – the request will remain on the referrer worklists in an unbooked state until practice admin or patient books an appointment through eRS
2. Option 2, preferred – search for appointments

Standard service selection results:

Patient: ▶ XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs) Gender: Female 41 years (21-Apr-1980)

Service Selection

Service Search Criteria

Displaying 99 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

Group By: None

Compare Services

▼ (Results returned: 99)

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
<input checked="" type="checkbox"/>	0	Telephone/Video	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	8 Days	10 weeks	Yes		i	Telephone/Video
<input type="checkbox"/>	3	First outpatient	Adult General Medicine @ Croydon University Hospital-RJ6	10 Days	10 weeks	Yes		i	CROYDON UNIVERSITY HOSPITAL
<input type="checkbox"/>	3	First outpatient	Lipid Clinic (Kingston Consultants) @ Queen Mary's Hospital - RJ7	Limited Availability	10 weeks	Yes	i	i	ST GEORGES AT QUEEN MARY'S HOSPITAL
<input type="checkbox"/>	3	First outpatient	Renal Medicine Service @ Croydon University Hospital-RJ6	Limited Availability	10 weeks	Yes		i	CROYDON UNIVERSITY HOSPITAL
<input type="checkbox"/>	5	Assessment Service	Assessment Service (CAS) - Chronic Fatigue (Sutton) - DO NOT ATTEND THIS ASSESSMENT APPOINTMENT	10 Days	21 weeks	Yes	i	i	SUTTON HOSPITAL
<input type="checkbox"/>	5	First outpatient	General Medicine, St Thomas' site-General Medicine-Guy's & St Thomas'-RJ1	Limited Availability	21 weeks	Yes	i	i	ST THOMAS' HOSPITAL
<input type="checkbox"/>	5	First outpatient	Post ICU Recovery Clinic Service - Guy's & St Thomas' NHS Trust - RJ1	Limited Availability	21 weeks	Yes	i	i	ST THOMAS' HOSPITAL
<input type="checkbox"/>	5	First outpatient	Toxicology (Poisoning) Clinic- St Thomas's Site - Guy's & St Thomas' - RJ1	Limited Availability	21 weeks	Yes	i	i	ST THOMAS' HOSPITAL
<input type="checkbox"/>	6	First outpatient	Acute General Medicine - General Medicine Dept - UCLH - RRV	14 Days	23 weeks	Yes		i	UNIVERSITY COLLEGE HOSPITAL
<input type="checkbox"/>	6	First outpatient	Clinical Pharmacology and General Medicine - General Medicine Dept - UCLH - RRV	56 Days	23 weeks	Yes		i	UNIVERSITY COLLEGE HOSPITAL
Send for Triage	6	Triage Service	GeneralMedicine Adult general TRIAGE St Mary's Imperial NHS Trust RYJ	N/A	27 weeks	N/A	i	i	ST MARY'S HOSPITAL (HQ)
<input type="checkbox"/>	6	First outpatient	General Medicine, Guy's site-General Medicine-Guy's & St Thomas'-RJ1	Limited Availability	21 weeks	Yes	i	i	GUY'S HOSPITAL
<input type="checkbox"/>	9	First outpatient	General Medicine - Ealing Hospital - R1K	Limited Availability		Yes		i	EALING HOSPITAL
Send for Triage	12	Triage Service	CHMS Referral Support Service Crawley	N/A		N/A	i	i	GP SERVICES-CRAWLEY HUB
Send for Triage	12	Triage Service	CHMS Referral Support Service Horsham	N/A		N/A	i	i	GP SERVICES - HORSHAM AND MID SUSSEX HUB
<input type="checkbox"/>	12	First outpatient	General Medicine - Northwick Park Hospital - R1K	Limited Availability		Yes		i	NORTHWICK PARK HOSPITAL
Send for Triage	13	Triage Service	Referral Support Service East Surrey CCG - TRAINED PRACTICES ONLY	N/A		N/A	i	i	TANDRIDGE DISTRICT COUNCIL OFFICES
<input type="checkbox"/>	15	First outpatient	General Medicine (Dr Kavitha Lakshmiopathy)-Dorking Healthcare-NNE02	9 Days	15 weeks	Yes		i	DORKING GENERAL HOSPITAL
<input type="checkbox"/>	15	First outpatient	General Medicine (Dr Puneet Kakar)-Dorking Healthcare-NNE02	Limited Availability	15 weeks	Yes		i	DORKING GENERAL HOSPITAL
<input type="checkbox"/>	15	First outpatient	General Medicine (Dr Sunil Zachariah)-Dorking Healthcare-NNE02	51 Days	15 weeks	Yes		i	DORKING GENERAL HOSPITAL

Cancel Search Criteria Appointment Search Request



Service selection using the **Group by, organisation** option

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McGraw, Bradley ▾

Patient: ▾ [XXTESTPATIENTKAPMTEST, Nic-donotuse Testing \(Mrs\)](#)
Gender: Female
41 years (21-Apr-1980)

Service Selection

▶ Service Search Criteria

Displaying 99 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

Group By: Organisation ▾ Compare Services

▾ ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST (Results returned: 2)

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait ⓪	Indicative Treatment Wait ⓪	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
<input checked="" type="checkbox"/>	0	Telephone/Video	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	8 Days	19 weeks	Yes		i	Telephone/Video
<input type="checkbox"/>	3	First outpatient	Lipid Clinic (Kingston Consultants) @ Queen Mary's Hospital - RJ7	Limited Availability	19 weeks	Yes	i	i	ST GEORGES AT QUEEN MARY'S HOSPITAL

▸ CROYDON HEALTH SERVICES NHS TRUST (Results returned: 2)

▸ EPSOM AND ST HELIER UNIVERSITY HOSPITALS NHS TRUST (Results returned: 1)

▸ GUY'S AND ST THOMAS' NHS FOUNDATION TRUST (Results returned: 4)

▸ IMPERIAL COLLEGE HEALTHCARE NHS TRUST (Results returned: 1)

▸ UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST (Results returned: 2)

▸ LONDON NORTH WEST UNIVERSITY HEALTHCARE NHS TRUST (Results returned: 2)

▸ NHS SURREY HEARTLANDS CCG (Results returned: 1)

▸ DORKING HEALTHCARE LIMITED (DHC) (Results returned: 3)

▸ ASHFORD AND ST PETER'S HOSPITALS NHS FOUNDATION TRUST (Results returned: 1)

▸ DARTFORD AND GRAVESHAM NHS TRUST (Results returned: 1)

▸ THE PRINCESS ALEXANDRA HOSPITAL NHS TRUST (Results returned: 1)

▸ MID AND SOUTH ESSEX NHS FOUNDATION TRUST (Results returned: 4)

▸ UNIVERSITY HOSPITALS SUSSEX NHS FOUNDATION TRUST (Results returned: 1)

▸ NHS WEST SUSSEX CCG (Results returned: 5)

▸ MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST (Results returned: 1)

▸ BEDFORD HOSPITAL NHS TRUST (Results returned: 1)

▸ CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST (Results returned: 2)

▸ EAST SUFFOLK AND NORTH ESSEX NHS FOUNDATION TRUST (Results returned: 3)

Cancel
Search Criteria
Appointment Search
Request



4. Check the Review Referral criteria

Once you've verified that your referral meets all these criteria select **Continue with selected services** to continue.

Review Referral Criteria					
Please check that the following referral criteria meet the requirements of your patient. If not de-select the service.					
Select	Service Name	Referrer Alert	Exclusions	Conditions Treated	Suggested Investigation
<input checked="" type="checkbox"/>	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7		Patients with predominant single organ disease that would be better managed by an organ-based speciality	Polypharmacy (8 or more medicines), multimorbidity, adverse drug reactions, drug-drug or drug-disease interactions, patient concerns about their medicines, problems with adherence, personalised medicine	Serum biochemistry including magnesium, fasting lipids and glucose, HbA1c, urine albumin:creatinine ratio, full blood count Other investigations on an individual patient basis



5. Option 2, preferred – search for appointments

- Defer to provider if no slots available
- Request an appointment – request will not be passed to secondary care until an appointment is booked
- Book appointment – preferred

Select an appointment from the list of available appointments & select **Book**. Check the appointment details and then select **Submit**

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Patient: ▼ XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs)
 Gender: Female
41 years (21-Apr-1980)

Appointment Search

Referral Information

Initial Referring Clinician: MCGRAW, Bradley
 Commissioning Organisation: SOUTH WEST LONDON HEALTH & CARE PARTNERSHIP (STP)
Initial Referring Organisation: ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

Selected Service(s) Filter

Compare Services

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait Ⓢ	Indicative Treatment Wait Ⓢ	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
<input checked="" type="checkbox"/>	0	Telephone/Video	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	8 Days	19 weeks	Yes		i	Telephone/Video

Appointment Slot Filter

Priority: Routine Named Clinician: -
Update Appointments List

Available Appointments Diary View: Day Week Month

Select one of the following slots for the directly bookable services that you have selected.

Deselect Appointment

Select	Appointment Date/Time	Service Name	Location
<input checked="" type="radio"/>	14:10 Wed 30-Mar-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	14:50 Wed 30-Mar-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	15:30 Wed 30-Mar-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	13:30 Wed 06-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	14:10 Wed 06-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	14:50 Wed 06-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	15:30 Wed 06-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	13:30 Wed 20-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	14:10 Wed 20-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	14:50 Wed 20-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	15:30 Wed 20-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video
<input type="radio"/>	13:30 Wed 27-Apr-2022	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	Telephone/Video

Previous Appointments
Next Appointments

Cancel
Service Selection
Defer to Provider
Request
Book



UBRN: 0003 8225 5194

Patient: ▶ XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs)

Gender: Female

41 years (21-Apr-1980)

Check these details before you submit

UBRN	0003 8225 5194
Appointment Date/Time	Wed 30-Mar-2022 14:10
Duration	40 minutes
Clinical Term	-
Specialty	General Medicine
Clinic Type	General Medicine
Allocated Clinician	Baker, Emma
Service Name	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7
Organisation Type	NHS Trust
Priority	Routine
<input checked="" type="checkbox"/> Referral Letter Outstanding, will add at a later time	

[Submit](#)[< Back](#)

6. Add referral letter

At the Appointment summary screen (or request summary screen if not booking) there is a button to **Add referral letter**. Click this button to upload & attach any referral letters or documentation onto the eRS request.

Select **Add attachment** on the Add Referral Letter screen to browse files & add documentation to the request. Once all documents have been added select **submit** at the bottom right of the screen.

UBRN: 0003 8225 5194

Patient: XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs)

Gender: Female

41 years (21-Apr-1980)

Appointment Summary

[Appointment Details](#)

Appointment details

The appointment has been booked successfully

UBRN Created Date Tue 22-Mar-2022 15:09

UBRN 0003 8225 5194

Appointment Date/Time Wed 30-Mar-2022 14:10

Duration 40 minutes

Clinical Term -

Note to Patient This is a Telephone/Video appointment - Please see the appointment instructions below for further details.

Service Name TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7

Specialty General Medicine

Clinic Type General Medicine

Allocated Clinician BAKER, Emma (Professor)

Priority Routine

Appointment Instructions This is a Telephone appointment. Please do not physically attend this appointment at St George's University Hospitals NHS Foundation Trust.

You will be required to present for a telephone consultation on the date and time stated above.

If you find that you are unable to hold your appointment at this time, please let us know immediately by contacting us on the above telephone number. This means the appointment slot will not be wasted as we can offer it to someone else. We can then also arrange another time with you.

Please note, if you fail to attend your appointment, a new appointment will not automatically be given and you may need to return to your GP to be referred again with a new referral letter.

Unless we contact you again, please ensure that you are available at the time mentioned above.

Where do I go to attend my appointment?

You will attend by telephone. More detailed instructions will be sent from the Trust by post.

[Print](#) [Update Person](#) [Add Additional Requirements](#) [Add Referral Letter](#) [Close](#)



UBRN: 0003 8225 5194

Patient: ▾ XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs)

Gender: Female

41 years (21-Apr-1980)

Add Referral Letter

Referred By

Name	MCGRAW, Bradley (Mr)
Organisation Name	ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST
Organisation Address	ST GEORGE'S HOSPITAL BLACKSHAW ROAD TOOTING LONDON England SW17 0QT
Organisation Phone	020 8672 1255
Priority	Routine

Referral Attachments

Add Attachment



File Name	File Description	Remove
None Found		

Cancel Submit

