

PROCEDURE INFORMATION DOCUMENT

CDDFT PROCEDURE FOR SENDING ERS REFERRAL LETTERS FOR TRIAGE

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CO DURHAM AND DARLINGTON NHS FOUNDATION TRUST

Central Appointments Department

Procedure Note for: **Sending ERS (Electronic Referral Service) Referral Letters for Triage**

STANDARD:

All ERS referral letters must be sent for triage within 24 hours of printing from the ERS system (apart from the specialities that view on line).

1. All referral letters should be checked to ensure the relevant consultant and appointment details have been completed
2. The letters should be sorted by site and consultant
3. The number of referral letters for each consultant should be logged onto the daily log sheet for each consultant with the date sent
4. A pro-forma should be attached to each batch of referrals for completion by secretary/consultant if any referral letters are not returned. The pro-forma should be completed with the date and number of referral letters sent (appendix 1 A5/A21)
5. A 'Rejection of referral or change of priority of outpatient appointment' form must be included with the batch of referrals for each consultant (appendix 2)
6. The batched referrals must be sent to the agreed site in yellow bags/tamper proof envelopes to each individual consultant/clinician (see procedure A4 for timescales)
7. On return the pro-forma and the referral letters should be date stamped and passed to the relevant clerk for the speciality.
8. For any short notice appointments, ie within 1 week the referral letter should be emailed to the relevant secretary/consultant for immediate triage
9. For any referrals where Consultant's view on line, a copy of the referral should be printed and sent for scanning so that the referral is available in Windip.