

# Welcome to September 2024 EeRS update

From BSol ICB; Birmingham LOC & Solihull LOC

## 20,000 referrals through EeRS milestone achieved

Please share this newsletter with all practice staff clinical and admin

In Birmingham and Solihull ICB, we have facilitated over 1300 referrals through



### Birmingham and Solihull ICB

Following the successful implementation of EeRS for referrals to Health Harmonie and UHB hospitals [Good Hope, Heartlands, Queen Elizabeth and Solihull] we are excited to be entering the final roll out phases

Referrals including emergency into Sandwell and West Birmingham trust have also started with the completion of access to all users in September Optometrists have had prompt feedback on referrals and referral outcomes since April.

At a recent feedback session optometrists said 'everybody loves its ease of use'

Please make sure you check the **Quick Tips**.

### What's coming next?

Independent Sector Providers [ISPs] will start to be available at the end of September

Remember if your patient's preferred option is not showing you can refer to a provider commissioned by BSol ICB, in the usual way

### Just a reminder

#### UHB

Referrals into UHB (all four sites)

- You will be able to use Cinapsis to send your referral to UHB email inbox.
- This means that all your referrals will be in one place.
- You will be able to select preferred hospital in the pathway, however UHB may triage to a different site.
- You will be able to see that Cinapsis has sent the referral.
- Initially there will be no outcome report from UHB.

### Need help with any aspect of Cinapsis

Click The support logo bottom right of any Cinapsis screen ask your question



Thankyou to all of you who are already making referrals via Cinapsis.

1. If you are a onboarded practice and ready to go but haven't made that first referral because you are not sure what to do, please check the help section [Cinapsis Support](#) Contractors /practice managers should ensure all their optometrists have clinical access including locums. see quick tips
2. If you are a contractor who has expressed an interest and applied already please check your emails for a response from the team at Cinapsis. if you haven't had a response, you can also use the support [Cinapsis Support](#) or the support logo as above
3. A plea to the last remaining practices who are not responding to emails or phone calls . **You know who you are**, unsure please get in touch and we will support you through the process Birmingham LOC at [lan.hadfield@nhs.net](mailto:lan.hadfield@nhs.net) and Solihull [solihull.loc@hotmail.co.uk](mailto:solihull.loc@hotmail.co.uk)

BSOL optometrists are committed to giving patients the best level of care. Help us to continue

- A safe and efficient level of care
- Provide choice to the patient
- Reduce email traffic
- Be a part of the on-going development of the electronic referral functionality as it develops

**Optometrist are health care professionals in their own right and referrals deemed appropriate by the clinician should be sent straight to the Single Point of Access, Hospital or ISP provider directly. This should not be sent to the GP for onward referral unless a clinical reason to do so.**

## FOMO

A plea to the last remaining practices who are not responding to emails or phone calls

**You know who you are**

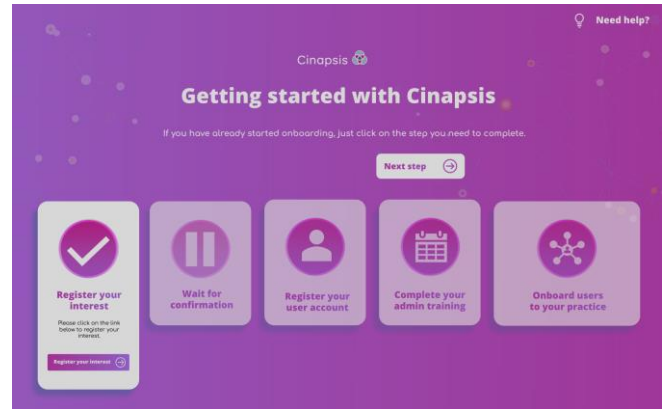
Please ensure that you give your patients the efficient and safe care they deserve when making referrals by signing up to EeRS

**It is very simple**

**Go to your LOC website for sign up instructions**

BSol ICB will look to reduce the overuse of email so sign up now

## Cinapsis is the preferred referral method



Having difficulty sending a referral it may be a firewall setting please check with [Cinapsis Support](#)

## Quick tip

There is no restriction to the number of designated **admin users**. Busy practices should ensure that there is an admin user available each working day.

New optometrists and Locums need access to Cinapsis from their start date.

**HR tip** make a note to give clinical access to Cinapsis at the same time as you enrol an optometrist as a PCSE user.

You can also add registered dispensing opticians and contact lens fitters to be able to refer within their scope of practice

## UHB Patient Communication Enhancements:

As part of UHB's commitment to keep patients informed regarding their referral into hospital they have implemented a new system.

From the 15<sup>th</sup> August 2024, upon receiving an optometry referral, UHB promptly send a text or email to patients, acknowledging the receipt of their referral. This proactive approach is designed to reassure patients about the status of their referral and significantly decrease the number of follow-up queries received.

This proactive approach is designed to reassure patients about the status of their referral and significantly decrease the number of follow-up queries your practice receives. It's a step forward in UHB's commitment to streamline communication and improve patient experience

## Quick tip

In your referral

Please capture the patient's mobile number or, if they prefer email in the alternate contact details box

### Patient Communication Preferences

Patient contact number \*

Alternate contact or carer details (if applicable)

Interpreter required \*

- No  
 Yes