Welcome to Autumn 2024 EeRS update

From BSol ICB; Birmingham LOC & Solihull LOC

Please share this newsletter with all practice staff, clinical and admin

In Birmingham and Solihull ICB, we have facilitated over 2500 referrals through the Midlands Region EeRS 'Cinapsis Smart Referrals' platform

Birmingham and Solihull ICB

Final roll out phases
ISPs
We have onboarded Midland Eye and NewMedica
Soon to come
Aces
CHEC
Modality
Optegra
Practice Plus group
Ramsay Health Care[Westbourne]
Spa Medica

Business as usual via EeRS
Referrals to Health Harmonie (HH)
Referrals including emergency into Sandwell and West Birmingham (SWB) trust
Referrals to UHB [Good Hope, Heartlands, Solihull Queen Elizabeth]
Please make sure you check the Quick Tips.

What's coming next?
We continue to engage with Birmingham Women's and Children's but for now please send referrals to their email inbox

Just a reminder
HH
- All routine referrals [check exclusions]

SWB
- CLOSER TO HOME Please ensure you have considered local providers first
- If the patient has expressed a **choice** to be referred to BMEC please indicate this at the **top of the referral**

UHB
Referrals into UHB (all four sites)
- Remember UHB has paediatric clinics available
- 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.
- UHB inform patient referral received, please add mobile or email into patient comms box see Quick Tips

Need help with any aspect of Cinapsis

Click The support logo bottom right of any Cinapsis screen

Thankyou to all of you who are already making referrals via Cinapsis.
135 practices already onboarded but only 107 have used the service to make a referral
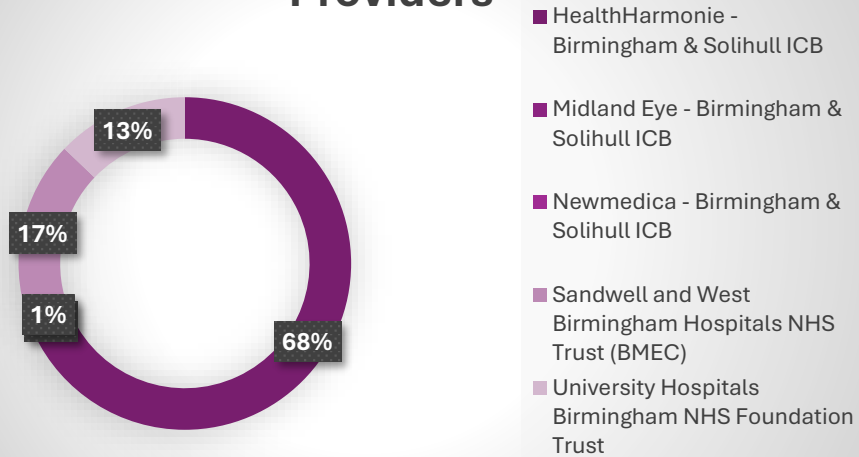
1. If you are a onboarded practice and ready to go, but haven't made that first referral because you are not sure what to do, please check the help section Cinapsis Support or your LOC
2. Contractors /practice managers should ensure all their optometrists have clinical access including locums. see quick tips
3. Onboarded practices should not be using practice or personal email to send referrals, referrals should only be made by Midlands EeRS Cinapsis Smart Referrals
4. If you are a contractor who has expressed an interest and applied already for access to Cinapsis Smart Referrals, 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

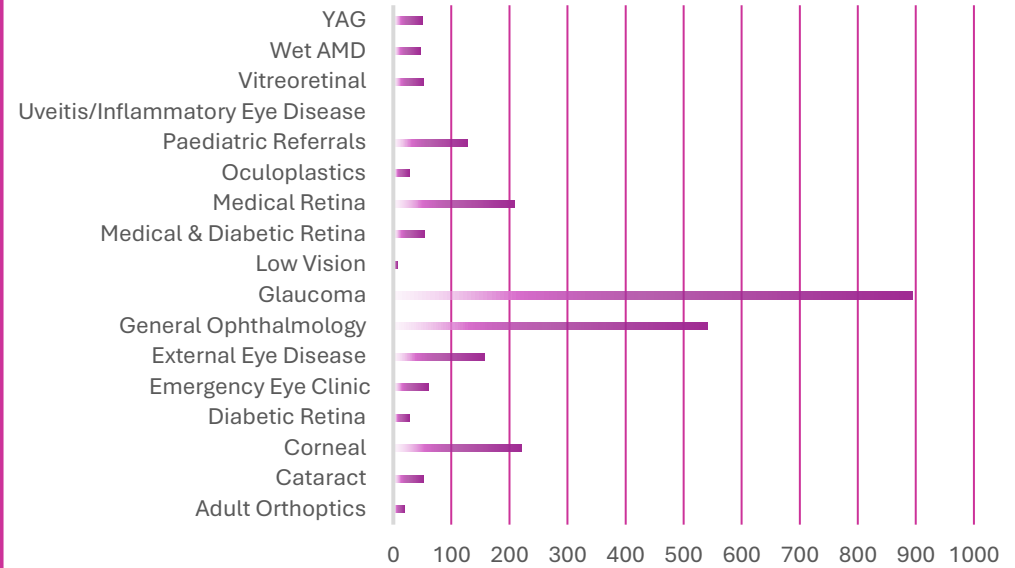BSOL optometrists are committed to giving patients the best level of care. Help us to continue to:
- Provide a safe and efficient level of care
- Provide choice to the patient
- Reduce email traffic
- Be a part of the on-going development of the electronic referral functionality as it develops
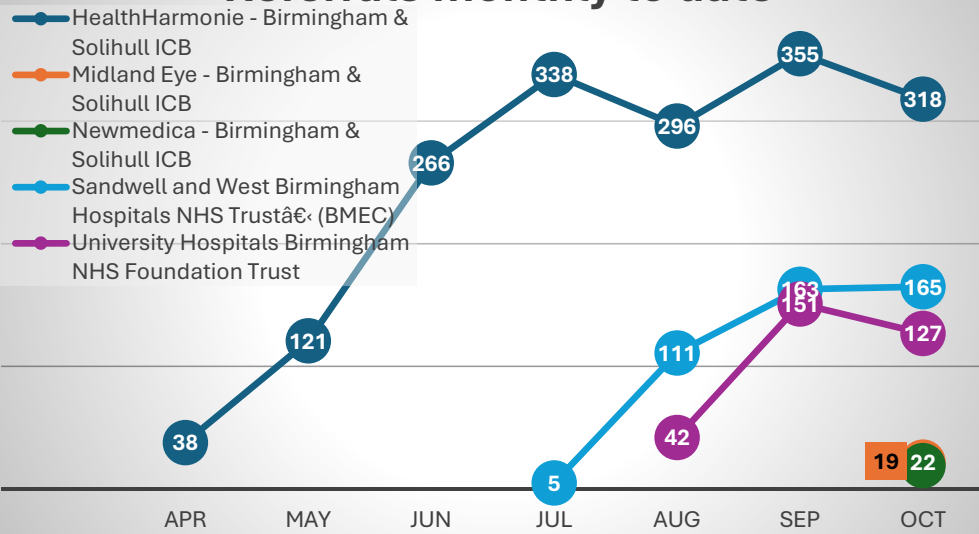
Please look at the overview on the next page

Providers

- HealthHarmonie - Birmingham & Solihull ICB
- Midland Eye - Birmingham & Solihull ICB
- Newmedica - Birmingham & Solihull ICB
- Sandwell and West Birmingham Hospitals NHS Trust (BMEC)
- University Hospitals Birmingham NHS Foundation Trust

13% · 17% · 1% · 68%

Pathway distribution

YAG, Wet AMD, Vitreoretinal, Uveitis/Inflammatory Eye Disease, Paediatric Referrals, Oculoplastics, Medical Retina, Medical & Diabetic Retina, Low Vision, Glaucoma, General Ophthalmology, External Eye Disease, Emergency Eye Clinic, Diabetic Retina, Corneal, Cataract, Adult Orthoptics

0 100 200 300 400 500 600 700 800 900 1000

Referrals monthly to date

- HealthHarmonie - Birmingham & Solihull ICB
- Midland Eye - Birmingham & Solihull ICB
- Newmedica - Birmingham & Solihull ICB
- Sandwell and West Birmingham Hospitals NHS Trust‹ (BMEC)
- University Hospitals Birmingham NHS Foundation Trust

	APR	MAY	JUN	JUL	AUG	SEP	OCT
HealthHarmonie	38	121	266	338	296	355	318
Sandwell (BMEC)				5	111	163	165
University Hospitals					42	151	127
Midland Eye							19
Newmedica							22

	Referral not accepted - Duplicate referral (patient already under our care)	Referral not accepted - Information provided / no referral warranted	Referral not accepted - Patient does not require BMEC Emergency Eye Casualty as not urgent. Please refer to a local provider	Referral not accepted - Refer patient to alternative service	Referral not accepted - Request for additional information/images	Grand Total
HealthHarmonie - Birmingham & Solihull ICB		2			11	13
Sandwell and West Birmingham Hospitals NHS Trust (BMEC)	4	8	4	39	17	72
University Hospitals Birmingham NHS Foundation Trust					2	2
Grand Total	4	10	4	39	30	87

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. Referrals should not be sent to the GP for onward referral unless a clinical reason to do so.

In the absence of a formal Advice and Guidance service you remain responsible for your patient care until a referral is accepted. College Guidance particularly sections C193-C220 may support your decisions.

Cinapsis is the preferred referral method

Feedback

We value your views so please complete the short survey from your LOC
https://forms.office.com/e/e44FDmbTCQ

Contact us at the ICB
nhsbsolicb.plannedcarebsol@nhs.net
with any queries, incident reporting etc
please remember to use Cinapsis support for queries relating to using Cinapsis
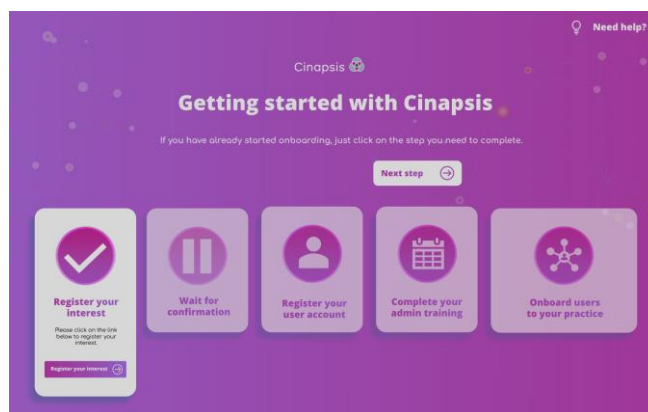
Having difficulty sending a referral it may be a firewall setting please check with Cinapsis Support

Quick tips

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

What to do if you are asked for more information

If your referral outcome is a request for more information and the referral was urgent then you should respond within 48 hours

If the referral was routine you should respond within one week

Sending a reply

Some pathways have an option to send additional clinical information after the case has been completed by the specialist. Where that is enabled, you can add additional files or provide additional information directly in the case in Cinapsis.

Responding where the reply option is not available

If the arrow is not displayed on the report, it means the pathway is not accepting replies. Instead, you can create a new case and add the previous case.

Offering Choice

Where patients have a choice of provider please discuss this before making your referral

For practice owners/managers

Check your practice stats select the analytics tab

The case status will tell you which optometrist has incomplete cases.

On the data tab look at the specialist outcome this will tell you if further information has been requested, check with your optometrist that this has been completed

On the practice in box tab be sure to select the data range you need

Quick tip

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