Coventry and Warwickshire ICB (C&W ICB)

Electronic Eye Referral System (EeRS)

Standard Operating Procedure

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Author	Cassie Conway		
Approved by			
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Location			

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1	01/05/2024	Cassie Conway	Draft	First Draft
1.1	03/05/2024	Cassie Conway	Draft	Edited with input from Jo Evans, Jon Belcher and Jackie Kerby
1.2	29/05/24	Cassie Conway	Active	Edited with input from Susan Collins. Replaced . Updated Eye referral pathway

Contents

1. EeRS Overview

EeRS will provide an up-to-date digital platform for non-emergency eyecare Optometrist referrals across the Coventry & Warwickshire footprint, cutting out the GP step where possible and removing the manual (email) processes currently in place. The introduction of EeRS will be concurrent with the introduction of a single point of access, the Ophthalmology Coordination Service (OSC) that will receive optometrist referrals, offer patients a choice of suitable clinics and book patients into clinics through eRS.

We see the opportunity to use the Cinapsis platform to transform local pathways which will bring significant benefits for patients and the system, for example but not limited to:

- Ensuring patients are given a choice of suitable providers/clinics that they can access.
- Providing increased confidence in the referral process by allowing the referring optometrist, practice and patient to track the status of a referral, saving time checking whether referrals have been sent and received, and sending follow-up correspondence if required.
- A quicker and more efficient referral system which integrates with the existing electronic Referral System (eRS) that GPs use to refer into secondary care.
- Allowing the referring practitioner to attach diagnostic imaging and test results to a referral to support diagnosis without the need for additional scans or photos.
- Reduction in the administrative burden and manual processes such as paper or email which may not be secure and carry a risk of error.
- Ensuring patients are seen by the right person, in the right place, first time.
- Provide analytical data on referral patterns.

2. Key Stakeholders

2.1 NHSE Primary Care Team

NHSE undertook a regional procurement process in Autumn 2022, and as a result of this commissioned Cinapsis to provide the digital platform for EeRS across the 11 ICB's within the Midlands region for the period February 2023 – 31st January 2027
The NHSE Midlands Region are working with individual ICB's and optical practices to encourage adoption of EeRS and offer support during its implementation and beyond.

2.2 Monmedical Ltd t/a Cinapsis

Cinapsis are the software company that have been commissioned by NHSE to host the EeRS platform across the Midlands region.

Cinapsis provides Optometry practices with a secure online platform (web and or mobile app) that enables Optometrists to submit requests for advice and guidance and/or referrals directly to acute and community settings. Service providers can then access Cinapsis on the secure platform and are able to review patient clinical and demographic data, and any images or supporting files that may have been submitted by the Optometrist.

2.3 Coventry and Warwickshire Integrated Care Board (C&W ICB)

C&W ICB supports the adoption of EeRS within Coventry and Warwickshire (C&W) and the Midlands region and the project team have worked with NHSE, Cinapsis, new OCS hub and providers to migrate locally commissioned services into EeRS.

Implementation will comprise of 4 phases:
1. Set up of the single point of access service (OCS) – routine and urgent referrals.
2. Phase 1 roll-out: Initial 6 optometry practices go live.
3. Phase 2 roll-out: Optometry practices in South Warwickshire go live.
4. Phase 3 roll-out: Onboarding of all optometry practices

Emergency referrals will continue to be referrer through SWIFTQUEUE as per current practice.

The roll-out of Cinapsis in C&W will not include advice and guidance, additional pathways may be migrated to EeRS during the life of the contract.

2.4 Coventry & Warwickshire Local Optical Committee (C&W LOC)

Coventry & Warwickshire Local Optical Committee (C&W LOC) is the official organisation representing Optometrists, dispensing opticians and optical contractors within the NHS in C&W. It provides advice to C&W ICB, to Optometrists and optical contractors in the area and to the Clinical Care Groups in C&W loc-online.co.uk/coventryandwarwickshire-loc/

2.5 Optometrists

For Optometrists to access the EeRS platform, they must register their interest on the Cinapsis portal EeRS Registration of Interest

Please note: a pre-requirement to access EeRS is the annual completion of the Data Security and Protection Toolkit (DSPT), All organisation that have access to NHS patient data and systems must use the toolkit to provide assurance that they are practising good data security, and that personal information is handled correctly. Please see Appendix A 'Additional Optometrist information' document for further information

2.6 Ophthalmology Coordination Service (OCS) Hub, hosted by South Warwickshire GP Limited

A single point of access that will receive routine and urgent referrals (including Wet AMD). The OCS will provide an admin check of referrals, offer patients choice of suitable clinics and transfer referrals from EeRS to eRS.
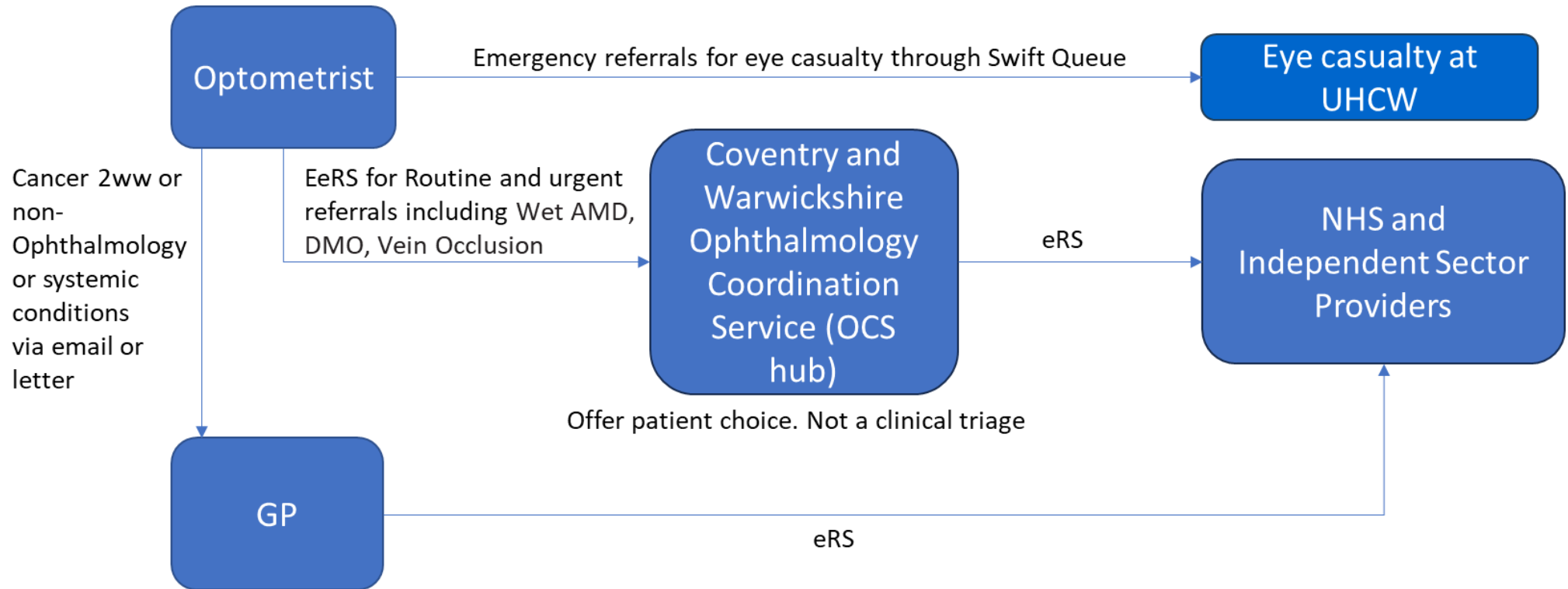
2.7 Acute Trusts and ISP providers

C&W footprint is served by 3 acute trusts and 3 ISPs for ophthalmology services:
- University Hospitals Coventry and Warwickshire NHS Trust (UHCW)
- South Warwickshire University NHS Foundation Trust (SWFT)
- George Eliot Hospital NHS Trust (GEH)
- Community Health and Eyecare Ltd (CHEC)
- SpaMedica Limited
- New Medical Systems Limited (t/a Newmedica)

3. Pathways
3.1 High Level Flow Chart

Optometrist

Emergency referrals for eye casualty through Swift Queue → Eye casualty at UHCW

Cancer 2ww or non-Ophthalmology or systemic conditions via email or letter

EeRS for Routine and urgent referrals including Wet AMD, DMO, Vein Occlusion

Coventry and Warwickshire Ophthalmology Coordination Service (OCS hub)

eRS → NHS and Independent Sector Providers

Offer patient choice. Not a clinical triage

GP

eRS

3.2 Optometry Pathways

3.2.1 Emergency Eye Clinic referrals

Optometrists should follow current pathway through Swift Queue to book a telephone consultation with UHCW's eye casualty:
https://www.swiftqueue.co.uk/timescreen.php?id=$2y$10$WYSxHSzt2Qq8GrwER0YtIOUreIRTPY-WNsZ/cpb9sUt2moaxFzjUEu&rid=1098

UHCW Eye Casualty accepts referrals for emergency and urgent cases from Optometrists in Coventry, Rugby, North Warwickshire, and now the South Warwickshire area. Please be advised that UHCW eye casualty is not a walk-in service. Please advise patients to book a telephone triage appointment via UHCW Eye Casualty Swift Queue or offer TRIAGE NUMBER FOR PATIENTS: 02476964800.

The eye casualty line is open Monday to Friday (9:00am – 1:00pm and 1:30pm – 5:00pm) excluding bank holidays. Saturday reduced hours (9:00am-12:00pm).

3.2.2 Urgent Eye Clinic referrals

Optometrist should use EeRS to make urgent referrals including Wet AMD. Referrals will be received by the OCS hub who will offer patient choice and make an onward referral through eRS.

3.2.3 Routine referrals

For all non-emergency referrals please use the Cinapsis platform when referring.

Guidance on referral pathways can also be found on the LOC website: https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/

4. Using Cinapsis

4.1 Referring Optometrists

4.1.1 Creating a new referral
Please review 'For Referrers' Section on Cinapsis and 'Create a new referral - Cinapsis guide CW v2' sent to you in your 'Go-live' pack.

Referrals through Cinapsis are for <u>patients with GPs in Coventry & Warwickshire only.</u> Please see GP list for Coventry & Warwickshire ICS here:
https://www.happyhealthylives.uk/clientfiles/files/Coventry%20%26%20Warwickshire%20Pri-mary%20Care%20Details.pdf

For patients with GPs out of our area, please refer patient back to the patient's GP.

1. Log into Cinapsis https://app.cinapsis.org/login/auth
2. Once logged on the home page will load with 'Search for the patient' section
   a. If this is not showing, please select 'Start new case' on the top left of page.

3. Find the patient on Cinapsis and/ or confirm their NHS number, **before they leave your practice**
   a. When you create a new referral the Cinapsis system will attempt to find your patient on the 'NHS spine'.
   b. In some instances, patients are registered with a slightly different name on NHS/ GP database to that which they give when attending their eye test at your practice. This can result in you not being able to find your patient on the 'NHS spine' when creating a new referral on Cinapsis.
   c. To avoid this issue, it is best to try to find your patient on Cinapsis by starting the referral whilst the patient in your practice. So that you can ask for alternative names they go by and check DOB if they cannot be found using the details initially provided.
   d. Note: ask patients for a copy of their prescription or NHS app as these will show their NHS number and correct name.

e. Provide the patient with a copy of the Patient Letter. This letter contains contact information for the OCS Hub who patients can contact if they are concerned about their referral.

4. Select the referral condition.
5. Complete the referral form, consent and upload any required images or documents.
6. Send the referral.
7. Your referral will then be in awaiting response
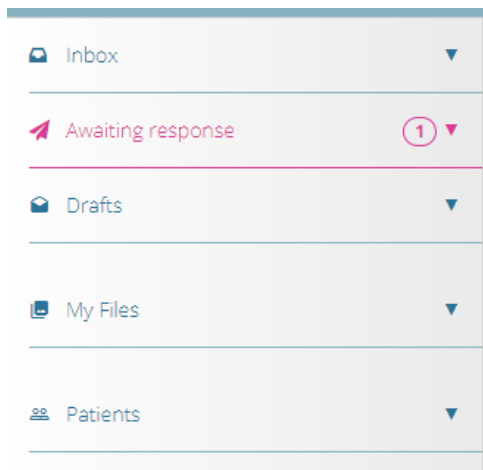
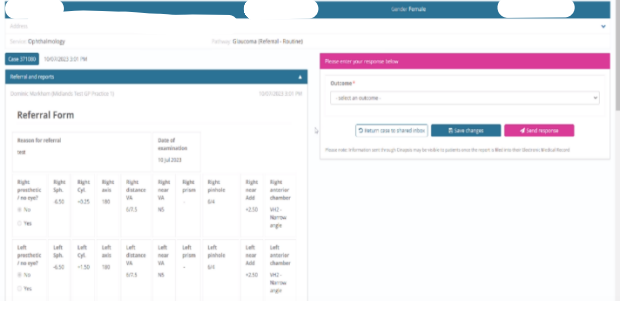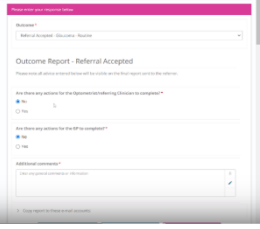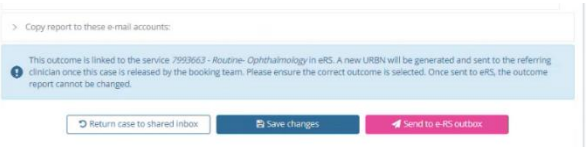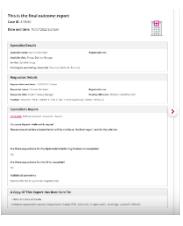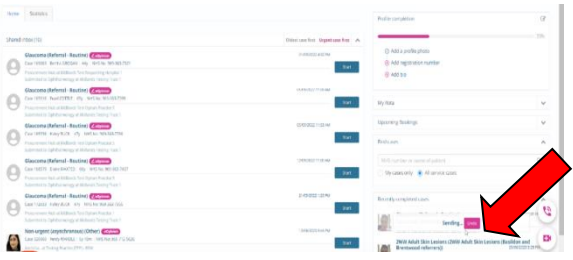8. Please ensure that you are completing all draft referrals within 2 working days.

The referral will be received by the OCS Hub who will call patients to offer a choice of provider. Once the OCS Hub 'accept' the referral they will transfer the referral to eRS to go to the provider. If the OCS Hub rejects the referral for any reason, it will be returned to the Optometrist. Please ensure you are logging into Cinapsis to check your referral has been either 'Accepted' or 'Not Accepted'.

If Not Accepted, you can reply with the additional information requested within the Cinapsis portal.
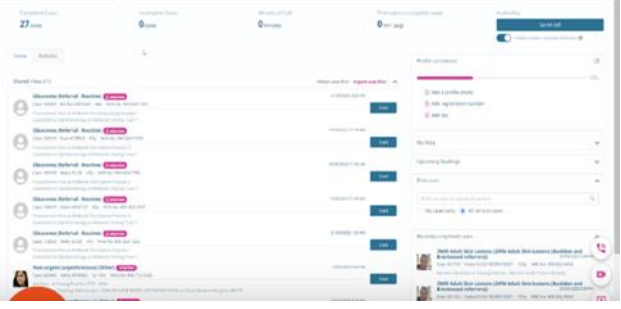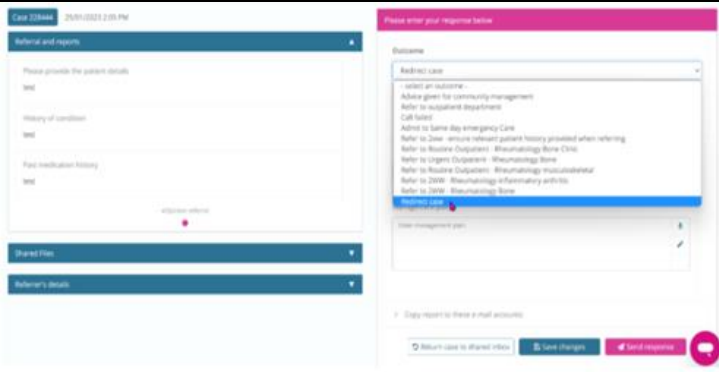
4.2 Instructions for OCS Hub
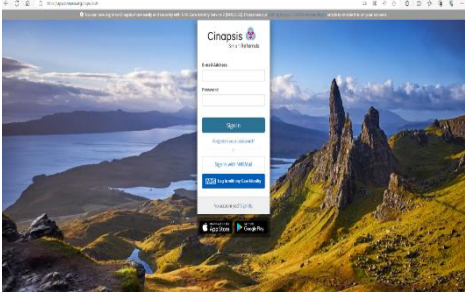### 4.2.1 Logging into Cinapsis via Web application
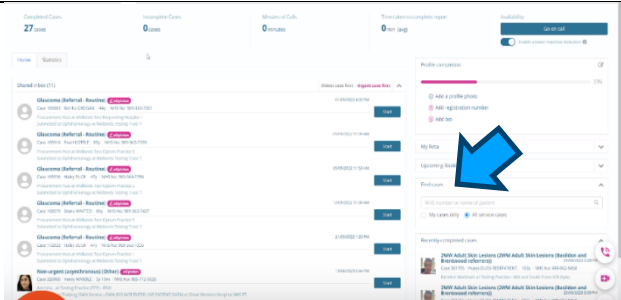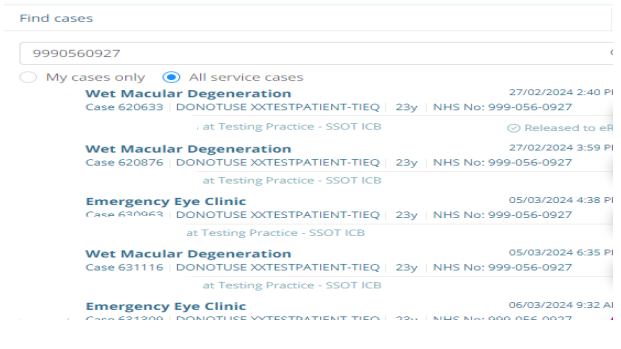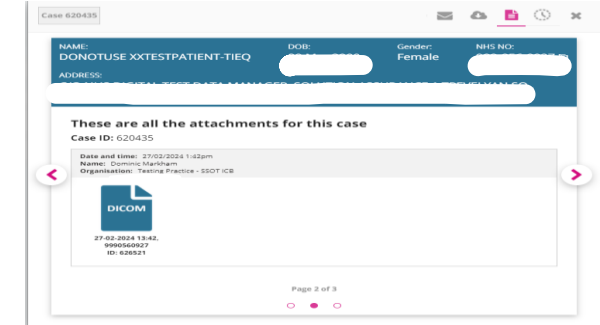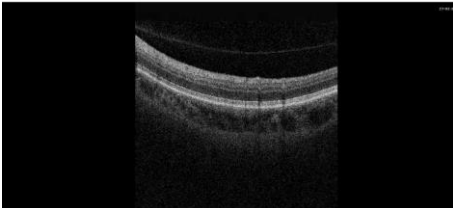
1.	Open web browser and search https://app.cinapsis.org/login Enter "Email & Password" (your username will be your email address) **Note: Specialist users can also download the Cinapsis app from Android/Apple app stores (search "Cinapsis")**	
2.	This will then bring to you the main Cinapsis screen as below. Click **"Start"** as per arrow.	

3.	Triage screen will appear Referral information appears to the left of your screen, which can include images and previous Cinapsis cases completed for this patient. The "outcome" options are to the right of your screen.	
4.	Once reviewed and triaged, move over to the outcome screen and select "**drop down options**" and select the appropriate outcome and add additional comments which is mandatory.	

5.	Optional: Copy in colleagues if required
	
	You then have the option to send to:
	    a. Return case to shared inbox.
	    b. Save Changes
	    c. Send to e-RS / Send	

6.	"Send **Response**" Note: You can press and hold the send button to preview the referral prior to sending (re-confirm the option to send to complete the task – you get 30s to undo)	

7.	You do have a few moments to undo, in case you need to make any changes, as arrowed above, once gone, this will go back to the one of the below:
	    a. Referrer
	    b. Email address if required
	    c. ER-S	

4.2.2 Returning a case to Optometrist if GP Practice is out of area.
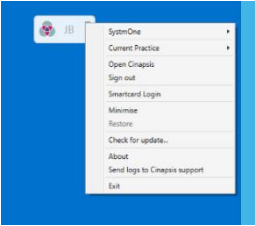
1.	Login into Cinapsis. This will then bring to you the main Cinapsis screen as below. Click **"Start"**	
2.	Opens triage screen. Check GP practice is on the Coventry & Warwickshire approved list below: current list of Coventry & Warwickshire GP Practices	
3.	Left hand side is the referral information that has been sent to you for triaging, this can include images and previous Cinapsis cases completed for this patient If patient is not on the approved list, move over to the outcome screen and select drop down options and select "**Referral not accepted – Patient not registered in a Coventry & Warwickshire Practice."** All out of area patients must be identified and return to the Optom practice within 24 hours of receipt of referral.	
4.	If this is an urgent referral, copy in the Referring Optom practice email to highlight the return.	
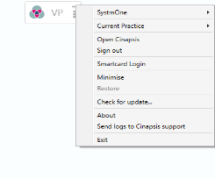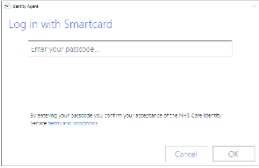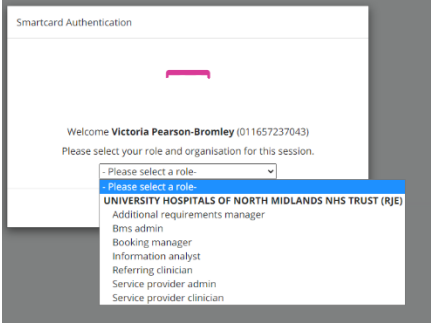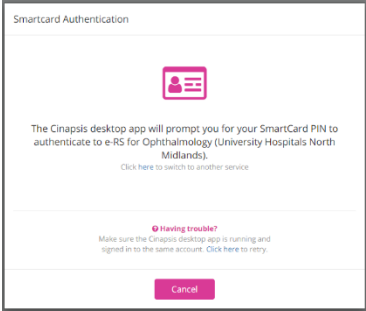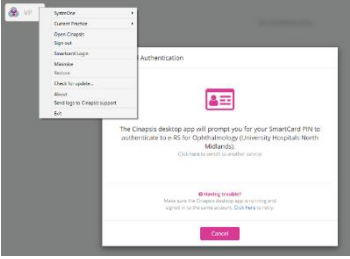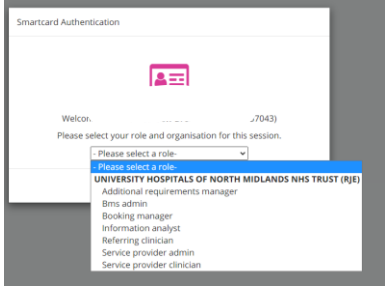
4.2.3 Finding a patient to view historic cases and images

1.	Open web browser and search https://app.cinapsis.org/login Enter your "username (email) & Password"	
2.	This will then bring to you the main Cinapsis screen as below You can search for a patient by entering NHS number in find cases tab, see arrow.	
3.	Enter NHS number and select "**search**" Case will appear below and select "**Case**"	
4.	Select side "**Arrows**" to toggle to next page and select **"Image".**	
5.	Image will then download via Cinapsis for you to view.	
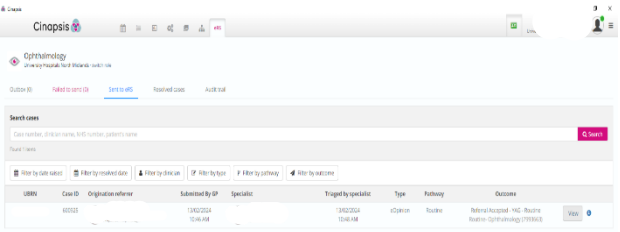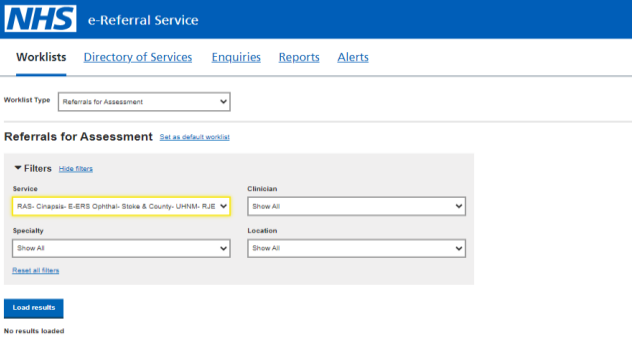
6.	Options available when viewing an OCT file View next attachment by pressing the arrow key for next picture.	Change brightness – Left click and hold over picture Rota Measure – Select where you want to take measurement on image Angle measurements – Select where you want to take measurement on image Scroll through image Play through image
7.	Options available when viewing normal images: • Zoom in and out • Rotate • Download if required • By Clicking the icons circled View next image by pressing the arrow key for next picture.	

4.2.4 Releasing cases to eRS (OSC hub)
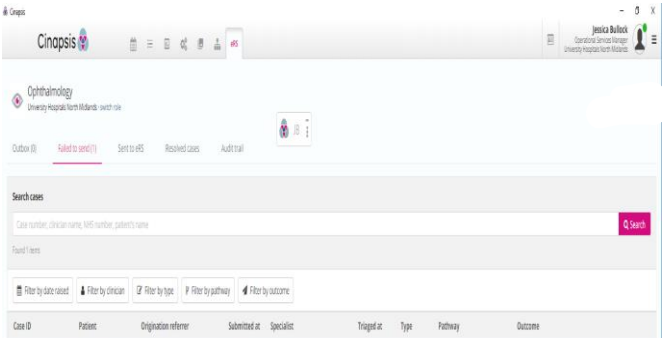
	Instruction	Explanation
1.	Open Cinapsis from the Desktop App, from your desktop (to be installed by local ICT). Login using your designated login and password.	
2.	Once signed into Cinapsis, the floating toolbar will appear	
3.	By clicking the minus symbol, a dropdown menu will appear	
4.	Select "Open Cinapsis"	

5.	Select the minus symbol again on the floating toolbar, followed by "Smartcard Login"	
6.	Once selected, please insert your smartcard and enter pin.	
7.	Then within the main Cinapsis view, select the "smartcard symbol" in top right	
8.	Select role as "referring clinician"	
9.	If the above doesn't appear and you see the adjacent pop up , please follow steps 10 & 11	
10.	Select minus button on the floating bar and select Login Smart card.	
11.	Select role "Referring Clinician".	

4.2.5 Pushing patients from Cinapsis to eRS

1.	From Cinapsis, staff will be required to push patients identified for an appointment after vetting into e-RS. At the top of the toolbar there is an e-RS icon. You will need to insert your smart card to be able to use this function. Click on the '**e-RS**' icon.	
2.	Patients requiring an appointment will be in the '**Outbox**'. Click on the '**Release all Cases to e-RS**' button.	
3.	A box will appear asking for you to define your role – select '**Referring Clinician'.** Then proceed to the ERS system. Patients will appear in e-RS on the '**Review Referrals**' worklist under the Service of: [INSERT list of eRS RAS(s)]	

4.2.6 Managing Cases which fail to send to eRS

	There are a few reasons why patients may not push into e-RS. When this happens, the patient will need to be manually added to [INSERT LOCAL SYSTEM] with the original **sent** date. Reasons why a patient may fail to be pushed into e-RS include:	

- No NHS number e.g. patient from abroad - Address not matched, e.g. homeless - Patient elected not to share details on spine (would results in no match) Any patients' who failed the transfer process from Cinapsis to e-RS will appear in the '**Failed to Send**' tab. If required click on the "i" symbol to view the failure reason	
Download the case and book manually before using manually resolving and then: Select the '**Manually Resolve a Case'** button.	
Add comments how you resolved the patient, including any reference e.g. "Booked directly onto EPR for the 01/01/2023". Select '**Resolve Case**' Process Complete	 NOTE – Ensure you have taken a note of the patient details as the patient will disappear off this worklist.

4.2.7 Rejecting referrals

1. If REJECTING/RETURNING a referral to Opticians, please be clear on what requirements (if asking for additional info) and the rejection reason so the Optometrists are fully aware of what action needs to happen.
2. Complete comments accordingly and SEND RESPONSE.

To return the request to the home page, select return case to shared inbox.

There are some instances where we cannot progress a referral unless the referring optician populates certain things their end, this section supports any known return reasons that need to be returned immediately.

4.2.8 No NHS Number

- Please return referral via Cinapsis to referring optician
- A referral cannot be processed without a valid NHS number as Cinapsis will not transfer the referral to eRS.

4.2.9 Out of area

- Patients should only be referred through EeRS/Cinapsis if registered to a C&W GP practice.
- If a patient is referred and is not registered to a C&W GP practice, the referral will be returned to the Optometrist via Cinapsis with a note to refer the patient via local pathways or back to the patients GP.

4.2.10 Managing transfer to eRS Failures

There are a few reasons why patients may not transfer into eRS. When this happens, the patient will need to be manually added to the providers PAS system with the original received date.

Reasons why a patient may fail to be pushed into eRS

- No NHS number e.g. Patient from abroad.
- Address not matched
- Patient elected not to share details with NHS spine

Any patients who failed the transfer process from Cinapsis to eRS will appear in the **'Failed to send'** tab within Cinapsis.

1. Select the **'Manually resolve a Case'** button.
2. Add comments regarding how you resolved the patient
3. Select **'Resolve Case'**

Note – Ensure you have taken a note of the patient details as the patient will disappear off this worklist within Cinapsis.

5. Cinapsis Support - all users

For help and support with the Cinapsis system

- Log into Cinapsis
- click the 3 horizontal lines in the top right of the screen and select help
- this link will also take you to the help page: https://support.cinapsis.com/hc/en-gb
- Within this Help section, there are several articles, covering many different topics
- You can access
  - the live chat feature,
  - email support support@cinapsis.org
  - or call 02038580124

Should Cinapsis be 'down' please refer to the Business Continuity Plan:

5.1 Business Continuity Plan

Scenario	Steps
Cinapsis cannot be accessed	- Eliminate local IT issues e.g. internet failure (raise to local IT if local failure). If no resolution, - Check Cinapsis Known Issues - Cinapsis pink banner / system status screen - Cinapsis to fix/restore within 24 hours (issue work around in 4 working hours). - If no resolution up to and including **7 days**: **For urgent referrals (Wet AMD/DMO/RVO):** With immediate effect following outage: Complete a GOS 18 form and email urgent referrals to OCS hub using email address: **cwicb.cw-ophthalmologyservice@nhs.net,** The OCS will process referrals onto eRS. **For routine referrals:** Hold referrals within the practice for the first 7 days. Complete a GOS 18 form for each referral. If resolved within 7 days, upload the GOS 18 referral forms onto Cinapsis system once restored using the GOS 18 upload function. **Emergency referrals should continue to be sent via Swift Queue** https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/ - For Cinapsis failure over 7 days: - If issues continue to persist beyond 7 days, Optometrists should email all urgent and routine referrals to the OCS hub using email address: **cwicb.cw-ophthalmologyservice@nhs.net** **Emergency referrals should continue to be sent via Swift Queue** https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/ - Comms issued to referrers as agreed with LOC/ICB (Cinapsis to support if required) - Comms issued once service restored
Failure in eRS interface	Eliminate local IT issues e.g. smartcard permissions, publication status of eRS RAS. If no resolution,

	- Check Known Issues - Cinapsis pink banner / system status screen (section 6)
	- Cinapsis to fix/restore within 24 hours (issue work around in 4 working hours) OR if issue with eRS, OCS Hub and ICB signed up to receive eRS alerts

	- **If failure is with Cinapsis:**
	    o **For urgent conditions**: Immediately manually upload the referral onto eRS and resolve cases in Cinapsis.
	    o **For routine conditions:** Hold the referrals up to 7 days until Cinapsis/eRS interface is restored. If issues persist over 7 days, start manually uploading referrals onto eRS and resolve cases in Cinapsis.

	- **If failure is with eRS:**
	    o ICB/OCS hub to follow national guidance for business continuity for eRS.
	    o **For urgent conditions:** If outage is more than 48 hours, ICB/Hub to liaise with providers for urgent referrals and revert back to email end-points.

Should an issue occur (difficulties logging on) with Cinapsis, in the first instance please contact support@cinapsis.org. For non-technical, non-referral related issues can be escalated to the Elective Care Directorate at the ICB by contacting: cwicb.electivecare@nhs.net.

The OCS hub can be contacted by email **cwicb.cw-ophthalmologyservice@nhs.net** or call **01926 967007.**

6. Onboarding & Training

Please contact your local Cinapsis Administrator to create your Cinapsis account. You'll then receive an email inviting you to complete your account registration via the Cinapsis web app.

It is recommended that you bookmark the Cinapsis web application, app.cinapsis.org, which will make is simpler to locate the application in the future.

ALL STAFF SHOULD undertake the relevant training articles within the Cinapsis knowledge base.

6.1 Optometrists Users

Training for Optometrists users will be completed as part of the onboarding process when signing up to Cinapsis. Optometrists will also have been sent information and hints and tips as part of the optometry practice 'go live' pack.

Referring Optometrists – 9 steps

6.2 OCS staff

Local training will be given by the Service Lead within the OCS hub for any new members. Please also review the SOP below for a summary of the process.

Additional training is also available from the Cinapsis Knowledge base if required. Once signed up to Cinapsis, you can access training by selecting the menu button (shown as 3 lines), following by

help and get started (see direct links below – require you to have access to a Cinapsis user account). Please contact support@cinapsis.com if you need any assistance.

Additional Training:
- **Specialists**: https://support.cinapsis.com/hc/en-gb/sections/7578595164305-Specialist-walk-through-eOpinion
- **Administrators**: https://support.cinapsis.com/hc/en-gb/sections/4512031218193-Service-provider-administrators
- **Booking Team members**: Please follow the SOP, which contains all required information. The following article is also useful: https://support.cinapsis.com/hc/en-gb/articles/19331804304913-Using-eRS-with-Cinapsis-an-overview

7. Business Process Change

7.1 Changes to the DOS/Contractual changes

Providers have been tasked to undertake an initial set up and readiness exercise to ensure Directory of Services (DOS) are assigned correctly and that EeRS referral forms accurately reflect eRS and the DOS. Any substantial changes to the DOS after initial set-up should be agreed with contracting leads at providers and the ICB and communicated to the ICB's Elective Care Team cwicb.electivecare@nhs.net. The ICB will then take steps to inform Cinapsis, and the OCS hub. If necessary, these changes will be reflected on the ICB/LOC websites and within the operational SOPs.

7.2 Changes to Cinapsis Functionality

Changes to the functionality of the cinapsis software will be communicated out to individuals via the Cinapsis app.

The ICB will also be informed of any changes to functionality, the ICB will then disseminate this information to all relevant stakeholders.

7.3 Planned System Down Time

You can subscribe to alerts on up/down time and planned outages here: https://status.cinapsis.org/. A push message will be available to all users in the event of planned downtime.

Please see Business Continuity Plan for further information regarding system down time.

8. Incident reporting

Optometry practices should raise incidents/issues firstly with Cinapsis. Any wider, non-technical issue/concerns should be raised through the generic ICB email address made available for this project: cwicb.electivecare@nhs.net.

Incidences/issues raised during the roll-out will be discussed during the fortnightly EeRS Project Meetings and added to the implementation issue register. Following full roll out and BAU, incidents/issues in the first instance are to be reported directly to Cinapsis support and if not resolved

satisfactorily raised with the ICB and discussed monthly at the regular meetings with the LOC Lead and the ICB's Elective Care Directorate.

Acute trusts and ISPs may also raise issues with the ICB by contacting: cwicb.elective-care@nhs.net and can also raise issues through their regular contract meetings.

9. Role- Based Access Control (RBAC)(Permissions)

Roles within Cinapsis will be allocated based on job role and should be discussed with the Administrator within your organisation.

For all other access requests please direct these to the Elective Care Transformation lead for Eyecare/EeRS within the ICB.

10. Appendix A 'Additional Optometrist information'

10.1 Referring Optometrist

10.1.1 Prepare your Optical Practice for EeRS

ACTION 1 – for practices that have not yet 'onboarded' to the Cinapsis website

- ✓ If you still need to 'onboard' your practice with the Cinapsis EeRS portal, please do so by clicking the following link: EeRS Registration of Interest.

ACTION 2 – for practices that have already onboarded with Cinapsis
- ✓ You currently have only one user account setup for your practice (this was setup during your Registration of interest/ onboarding).
- ✓ Please follow the instructions in the 'Adding new users on Cinapsis' guide, to add additional Optometrist and admin users to your practice Cinapsis account.

- Each Cinapsis user account, including the admin, is for individual use only. Never share account logins or have multiple users using the same account.
- Locums will need to be added as Cinapsis users to each individual practice at which they work by the Cinapsis admin user of each practice.
- Video guide available here: https://support.cinapsis.com/hc/en-gb/articles/6369548755089-Step-2-Add-and-remove-users-or-change-user-permissions-7-min
   - Please note in the above video guide, the trainer refers to adding GPS. The steps are the same for Optometry practices, we shall just be adding Optometrists.
- Further video guides are available in the help section of the Cinapsis website – please use the following link: https://support.cinapsis.com/hc/en-gb/sections/8238413424145-ReferringOptometrists
   - The above link opens a page for 'Referring Optometrists' with 9 steps. The title text for each step is a clickable when the cursor is hovered over.

10.1.2 What will change on Go-live day?

Non-emergency referrals using EeRS online forms or uploaded GOS 18 will be sent via your Cinapsis login and will be sent to the new OCS hub.

10.1.3 What will not change?
Emergency referrals should continue to be sent via Swift Queue https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/

10.1.4 Adding a Locum
The responsibility is on the lead administrator of adding and removing users as appropriate including locums. Please ask them to review how to do this here. A locum can switch role if they have multiple referring organisations on their account.

10.1.5 Out of Area patients
Patients should only be referred through EeRS/Cinapsis if registered to a C&W GP practice.

If a patient is referred and is not registered to a C&W GP practice, the referral will be returned to the Optometrist via Cinapsis with a note to refer the patient via local pathways or back to the patients GP.

10.1.6 Unknown Patients
If a patient presents at an optometry practice and is not registered with a GP, then the eye referral will be printed by the optometrist and handed to the patient to share with their GP once registered. If the patient is registered with a GP, however after investigation they cannot be matched on the spine, the referral will be returned to the GP to add this detail, this action will be undertaken as a last resort only, once Optometrist has questioned the patient appropriately.

If a patient is pushed through with no NHS number to the Ophthalmology Coordination Service by an Optometrist, the referral will be returned to the referring optometrist, as the referral cannot be placed onto eRS.