

## How to.... Complete Outstanding Referrals

- Please would Practices review this worklist daily.
- Ensure there are no 2WW referrals in this worklist.
- 2WW Proformas should be attached on the same day the UBRN is created

Referral Service

Worklists Directory of Services Enquiries Reports

Worklist Type: Outstanding Referral Letters 5 Results Found. Last Refresh 01-Oct-2015 11:53. Click 'Refresh' to load results. Set as Default Enable Auto Load

Filter Criteria Referrer Show All Clear Refresh Print List

Patient Name	Priority	UBRN Created	Clinical Context	Clinician	Referrer	Letter Due
	Routine	23-Sep-2015	GI and Liver (Medicine and Surgery)Lower GI (medical) excl IBD	-	-	28-Sep-2015
	Routine	23-Sep-2015	Mental Health - Adults of all ages/Not Otherwise Specified	-	-	28-Sep-2015
	Routine	23-Sep-2015	Mental Health - Adults of all ages/Not Otherwise Specified	-	-	28-Sep-2015
	Routine	30-Sep-2015	GI and Liver (Medicine and Surgery)Lower GI (medical) excl IBD	-	-	05-Oct-2015
	Routine	30-Sep-2015	GI and Liver (Medicine and Surgery)Lower GI (medical) excl IBD	-	-	05-Oct-2015

Please select an appointment giving enough time for the referral to be triaged. If the referral letter is not attached by the date and time of the selected dummy appointment the UBRN will disappear from the DRSS e-RS work lists, and DRSS will not receive it. If possible, please always create the UBRN when the referral letter is ready to be attached and choose a dummy date well in advance.

## Incomplete Referrals

These are UBRNs created in the Practice clinical system, that have not gone across to NHS e-Referral for some reason. Either the process has not been completed, or the patient's record has not been saved. Incomplete referrals will show on the Referrer Action Required worklist and/or Patient Activity list.

## What will happen once the incomplete UBRN has been processed?

If the incomplete UBRN is converted into an appointment/advice request, the UBRN will be removed from the Referrer Action Required worklist.

If the incomplete UBRN is cancelled, the UBRN will be removed from the Referrer Action Required worklist and will be displayed on the Enquiries tab under Cancelled UBRN Enquiry, with the option to view the referral history.