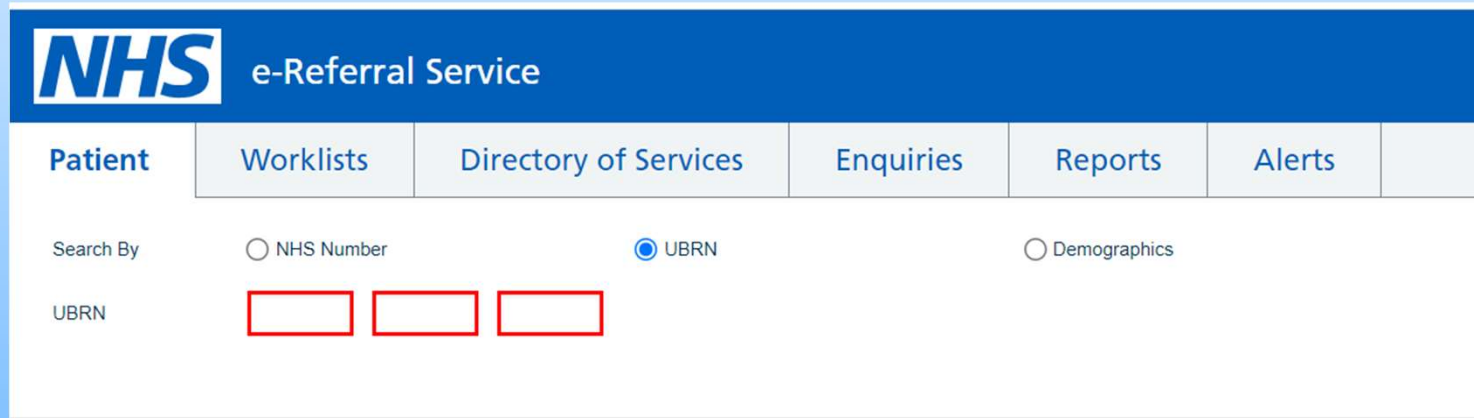


How to.... Cancel a referral request / UBRN



The screenshot shows the NHS e-Referral Service interface. At the top left is the NHS logo. To its right is the text "e-Referral Service". Below this is a navigation bar with several tabs: "Patient", "Worklists", "Directory of Services", "Enquiries", "Reports", and "Alerts". The "Patient" tab is currently selected. Below the navigation bar, there is a "Search By" section with three radio button options: "NHS Number", "UBRN", and "Demographics". The "UBRN" option is selected. Below the "Search By" section, there is a label "UBRN" followed by three empty text input boxes, each outlined in red.

Select the patient tab to allow a search using the UBRN

How to.... Cancel a referral request / UBRN - continued



Devon

Clinical Commissioning Group

[< Go back to patient search](#)

Referral summary

Referral history

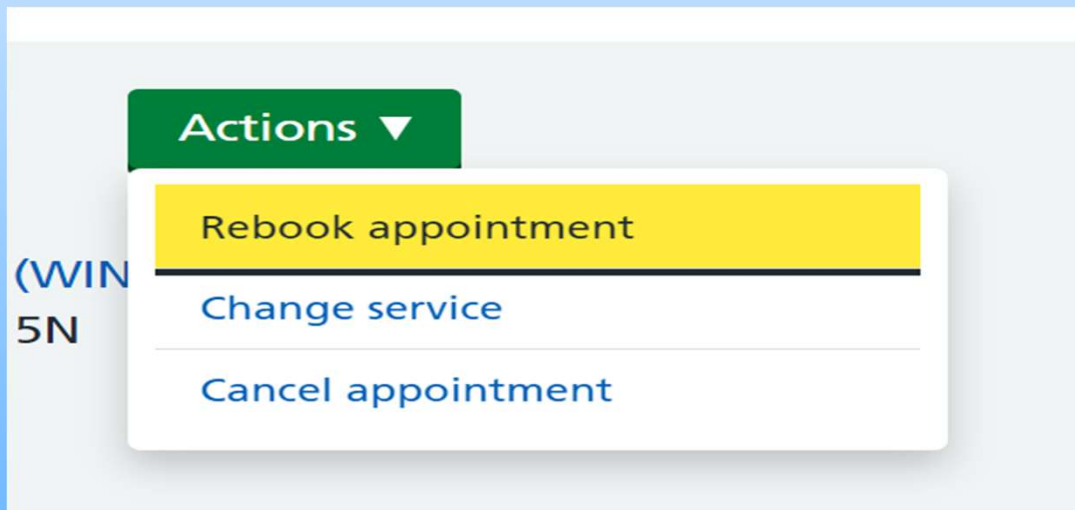
BOOKED

Actions ▼

Service:	DEVON REFERRAL SUPPORT SERVICES (WINDSOR HOUSE-PLYMOUTH) DRSS-Western-ENT-(PCT)-Devon CCG-15N
Appointment date:	Friday 1 April 2022
Appointment time:	01:14
Appointment instructions:	THIS IS NOT A REAL APPOINTMENT - PLEASE DO NOT ATTEND.

On the Referral summary page, select the dropdown from the green 'Actions' box

How to.... Cancel a referral request / UBRN - continued



Three options will be shown.
Select 'Cancel appointment'

How to.... Cancel a referral request / UBRN - continued

Specialty	Ear, Nose & Throat
Clinic Type	Ear
Priority	Routine
Appointment Instructions	THIS IS NOT A REAL APPOINTMENT - PLEASE DO NOT ATTEND. You will be contacted by the hospital / clinic OR the referring clinician, this could be your GP, or another healthcare professional. Please do not change or cancel this dummy appointment.
* Reason	<input type="text" value=""/>
Cancel Appointment Request	<input type="checkbox"/>
Reason for Cancellation Comments	<input type="text" value=""/>

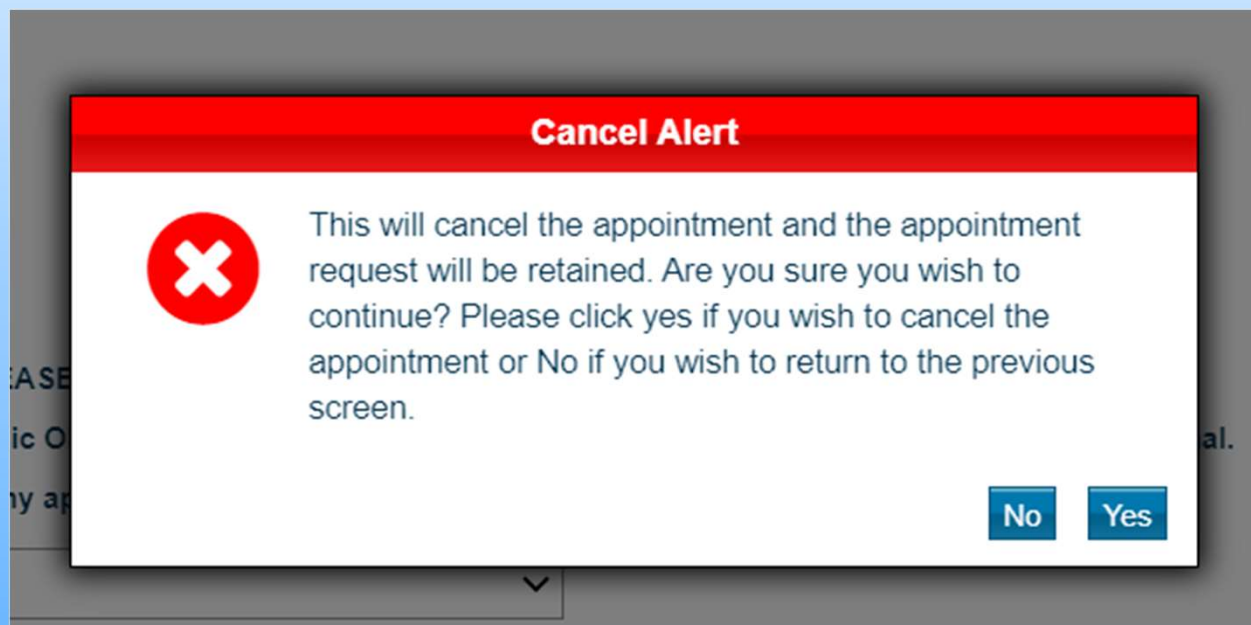
Select the reason for cancellation from the dropdown list and add comments in the 'Reason for Cancellation Comments' box

Note: some cancellation reasons will cancel the UBRN request (i.e. 'Patient intends to go private', referral no longer required, and Referral raised in error'). All other reasons will allow you to rebook using this UBRN.

All un-booked UBRNs will need to be actioned

* Reason	<input type="text" value="Patient on holiday"/>
Cancel Appointment Request	<input type="checkbox"/>
Reason for Cancellation Comments	<input type="text" value=""/>

How to.... Cancel a referral request / UBRN - continued



The Cancel Alert is to confirm you wish to cancel the appointment and the request (UBRN).

Click 'Yes'

How to.... Cancel a referral request / UBRN - continued

Cancel Appointment Request

Appointment Details
Clinical Information

Appointment details

The appointment and the appointment request have been cancelled.

UBRN Created Date	Wed 26-Jan-2022 10:56
UBRN	0003 7879 5649
Appointment Date/Time	Fri 01-Apr-2022 01:14
Duration	1 minute
Clinical Term	-
Location	DEVON REFERRAL SUPPORT SERVICES (WINDSOR HOUSE-PLYMOUTH)
Service Name	DRSS-Western-ENT-(PCT)-Devon CCG-15N
Organisation Type	Primary Care Trust PCT

Print Update Person Close

Click 'Close' on Cancel confirmation page to end task.