

How to Request Advice & Guidance

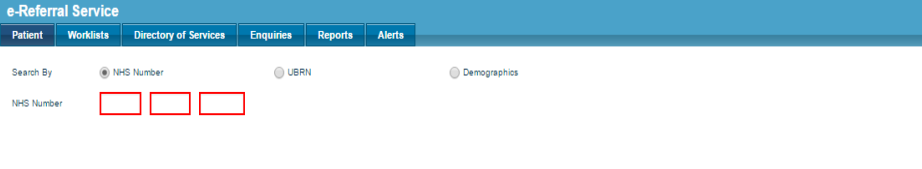
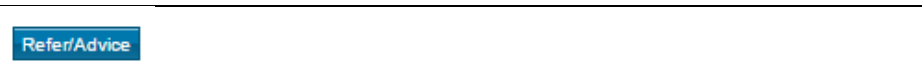
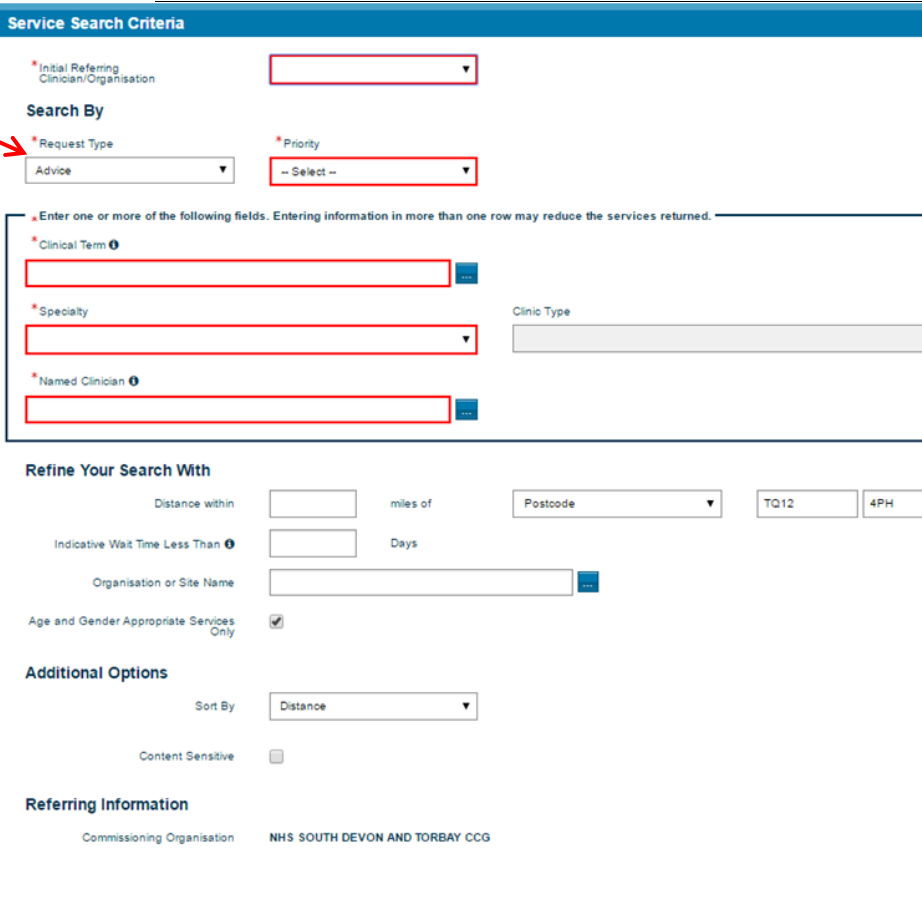

Please see links below for the available Advice and Guidance service on e-Referrals.

A & G Services available at [Torbay & South Devon NHS Foundation Trust](#)

A & G Services available at [Royal Devon & Exeter NHS Foundation Trust](#)

A & G Services available at [Northern Devon Healthcare NHS Trust](#)

Advice & Guidance (A&G) using e-Referrals

1.	Select patient in NHS e-Referral or from your GP clinical system in the usual way	 <p>The screenshot shows the 'e-Referral Service' interface with tabs for Patient, Worklists, Directory of Services, Enquiries, Reports, and Alerts. The 'Patient' tab is active. Search options include NHS Number (selected), UBRN, and Demographics. There are three empty input boxes for the NHS Number.</p>
2.	Select 'Refer /Advice'	 <p>The screenshot shows a blue button labeled 'Refer/Advice'.</p>
3.	Complete 'Service Search Criteria' screen. Select 'Advice' for the Request Type	 <p>The screenshot shows the 'Service Search Criteria' screen. A red arrow points to the 'Request Type' dropdown menu, which is set to 'Advice'. Other fields include 'Initial Referring Clinician/Organisation', 'Search By', 'Priority', 'Clinical Term', 'Specialty', 'Named Clinician', 'Clinic Type', 'Distance within', 'Indicative Wait Time Less Than', 'Organisation or Site Name', 'Age and Gender Appropriate Services Only', 'Additional Options', and 'Referring Information'. The 'Referring Information' shows 'Commissioning Organisation: NHS SOUTH DEVON AND TORBAY CCG'.</p>
4.	Select A&G Service and select 'Request'	 <p>The screenshot shows a row of buttons: 'Cancel', 'Service Selection', 'Defer to Provider', 'Request', and 'Book'.</p>

	<p>Complete Advice Request Details box or attach any relevant document</p>	<p>*Advice Request Details</p> <div style="border: 1px solid red; height: 20px; width: 100%;"></div> <p>Advice Request Attachments</p> <p>The attachment you are adding must NOT be a referral letter as this is a request for Advice and Guidance.</p> <p>Add Attachment</p> <table border="1"> <thead> <tr> <th>File Name</th> <th>File Description</th> </tr> </thead> <tbody> <tr> <td colspan="2">None Found</td> </tr> </tbody> </table>	File Name	File Description	None Found	
File Name	File Description					
None Found						
6.	<p>Select 'Submit'</p>	<p>Don't Submit Submit</p>				
7.	<p>Select 'Close'</p>	<p>Print Update Person Close</p>				
8.	<p>Check Advice & Guidance worklist for responses</p>	<p>Patient Worklists Directory of Services Enquiries Reports Alerts</p> <p>Worklist Type Advice and Guidance 7 Results Found.</p>				
9.	<p>Select UBRN to view Advice Response and action</p>	<p>Print Update Person End Conversation Refer Now</p> <p>End Conversation removes the A&G from the worklist. Refer Now is used when the patient needs to be seen</p>				
10.	<p>Refer Now Select Specialty and Clinic Type</p>	<p>Search By</p> <p>*Request Type Referral *Priority Routine</p> <p>Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.</p> <p>*Clinical Term</p> <p>*Specialty Clinic Type</p> <p>*Named Clinician</p>				
11.	<p>Search Primary Care Menu. Select DRSS Service or a 2ww service if appropriate</p>	<p>Search Primary Care</p>				
12.	<p>Select Appointment Search, Book and Submit.</p>	<p>Cancel Search Criteria Appointment Search Request</p>				
13.	<p>Select Add referral letter. a) If practices are using their GP clinical system (i.e. Systmone, Emis Web) to generate referral letter the document needs to be saved outside of</p>	<p>a)</p> <p>Print Update Person Add Additional Requirements Add Referral Letter Close</p>				

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<p>their clinical system i.e. Desktop/My Docs to attach to NHS e-Referral.</p>	<p>Referral Attachments</p> <p>Add Attachment</p> <table border="1"><thead><tr><th>File Name</th><th>File Description</th></tr></thead><tbody><tr><td colspan="2">None Found</td></tr></tbody></table>	File Name	File Description	None Found	
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<p>b) Please add file description in box i.e. Referral Letter following A&G</p>	<p>b)</p> <table border="1"><thead><tr><th>File Name</th><th>File Description</th></tr></thead><tbody><tr><td>TEST Referral Letter TEST.docx</td><td>Referral Letter following Advice and Guidance</td></tr></tbody></table>	File Name	File Description	TEST Referral Letter TEST.docx	Referral Letter following Advice and Guidance
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