

How to Track a Referral on NHS e-Referral Service

NHS e-Referral Service enables practices to track their referrals and identify the status of the UBRN. Ensure you are logged onto NHS e-Referral Service.

*This is what you will see Web-based.

1. Click on the Patient Tab

The screenshot shows the NHS e-Referral Service interface. The 'Patient' tab is selected. Below the navigation bar, there are three search options: 'NHS Number' (selected with a radio button), 'UBRN', and 'Demographics'. The 'NHS Number' field is highlighted with a red box. There are 'Clear' and 'Search' buttons on the right.

2. You can search for your patient by using their NHS number, UBRN number or their demographics. Click in the circle next to your preferred method of searching, an orange dot will appear to show you have successfully selected your search option.

This screenshot is identical to the previous one, showing the search options and the 'NHS Number' field highlighted with a red box.

3. Type in your search criteria in the box provided and then click Search

The screenshot shows the patient details for the search criteria entered. The 'NHS Number' field contains '999 007 9300'. Below the search bar, the patient details are displayed in a table format:

Name:	XXTESTPATIENTAAAE, Ebadonoluse (Rev)	Telephone:	Primary Home:	+7999911123	Address:	Test House Test Lane Don't change the postcode Devon TQ12 4PH
NHS Number:	999 007 9300	Telephone:	Secondary Home:	0160666688		
Date of Birth:	03/08/1963					
Age:	52 years					
Gender:	Male					

There are 'Update Person' and 'Refer/Advice' buttons at the bottom of the patient details section.

The patient's demographic details will appear.

4. Below the patient demographics, a list of UBRN's relating to your patient will appear.

This list will include:

- ◆ UBRN's with past appointments
- ◆ UBRN's with future appointments
- ◆ Un-booked UBRN's
- ◆ Defer to Provider
- ◆ Cancelled UBRN's

Patient Activity List - Displaying patient activity within the last 18 months only.

Show All Non-Archived Referrals

Next Refresh: 01-Oct-2015 12:13

[Refresh List](#) [Print List](#) [View Archive](#)

UBRN	Requested Date/Time	Appointment	Referred By	Category	Referral Type	Referral Sent	Clinical Context
002	12-May-2015 14:27	-	-	Cancelled	A & G	-	Dermatology / Not Otherwise Specified
002	18-Sep-2014 13:06	-	-	Cancelled	Referral	-	Urology / Not Otherwise Specified
002	18-Sep-2014 13:01	-	-	Cancelled	Referral	19-Sep-2014 09:00	Children's & Adolescent Services / Other Medical

5. To check that DRSS have successfully received the patient’s referral

You can see which UBRN’s you have sent to DRSS by clicking on the UBRN number - a box will appear if you select Actions and View History you can see what has happened so far with the UBRN.

Once the referral letter has been received and reviewed, DRSS create an onward referral UBRN in order to book an appointment with the patient’s chosen provider. These UBRN’s are linked in NHS e-Referral Service. The Patient Choice Facilitator will create this onward referral UBRN when the referral letter has been attached.

6. To find out where and when a Patient’s has an appointment booked.

When an appointment is booked by DRSS, the patient’s chosen provider’s appointment date and time will show on NHS e-Referral Service. To view this, you need to select the UBRN and click on Actions and View Appointment, selecting the Related Referrals button [Related Referrals](#) at the bottom of the page.

Under the Related Referral Summary, you will see Appointment Details you will be able to see the Service Name and Provider the patient has chosen, and the date and time of the appointment. Also included is any instructions to the patient.

Appointment Summary

[Appointment Details](#)

[Personal Information](#)

[Attachments](#)

[Risk to Others](#)

[Reason for Referral](#)

[Expectation of Referral](#)

[Medication and Medical Devices](#)

[Past Medical History](#)

[Allergies and Adverse Reaction Findings](#)

[Family History](#)

[Social Context](#)

Appointment Details

The patient has not yet defined a Consent to Call Back status. If the patient wants to define a status, update it in Update Person.

UBRN Created Date	Tue 22-Sep-2015 11:33
UBRN	0002 6954 3668
Appointment Date/Time	Tue 10-Nov-2015 01:13
Duration	1 minute
Clinical Term	-
Referrer Alert	This is not a real appointment. Please do not attend
Location	ROYAL DEVON & EXETER HOSPITAL (WONFORD)
Service Name	DRSS-Eastern-Gynaecology-NEW Devon CCG
Organisation Type	NHS Trust
Specialty	Gynaecology
Clinic Type	Not Otherwise Specified
Priority	Routine

[Print](#) [Close](#)