

# NHS e-Referral Service – Advice and Guidance

Help Alerts (9)

**e-Referral Service** Patient: XXXXXXXX, XXXXX (Ms) Gender: Female Date of birth: XX/XX/XXXX Age: XX years NHS: XXX XXX XXXX

**Service Search Criteria**

Search By:

\* Request Type  \* Priority

\* Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

\* Clinical Term

\* Speciality  Clinic Type

\* Named Clinician

**Refine Your Search With**

Distance within  miles of

Indicative Wait Time less Than  Days

Organisation or Site Name

**Advice Requestor screens**

## NHS e-Referral Service – Advice and Guidance

Help Alerts (9)

e-Referral Service Patient: XXXXXXXX, XXXXX (Ms) Gender: Female Date of birth: XX/XX/XXXX Age: XX years NHS: XXX,XXX,XXXX

Advice Request Details – 0002 8374 5414

Advice Request Details	Summary Information
	<p>Priority Urgent ▼</p> <p>Named Clinician Dr Smith</p> <p>Service Name Endocrinology Service- Birmingham Treatment Centre at City Hospital-ROO</p> <p>Speciality Endocrinology and Metabolic Medicine</p> <p>Referer Alert We offer an advice and guidance service with a 1-2 business day turnaround</p> <p>Referred By Dr Miller</p> <p>Referring Organisation NAME Outpatient NAME STREET TOWN LS1 4HY Tel: 0113 496 1234</p> <p>Registered Practice NAME STREET TOWN LS1 4HY Tel: 0113 496 1234</p>

Add attachment – Attachments (0)

Enter advice request details here

2000 characters remaining

Send Request

Attachments can be added directly to Advice Request

Enter Advice Request in the text box

New Advice and Guidance Multi-way conversation screen

Back Update Person

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Help Alerts (0)

e-Referral Service Patient: XXXXXXXX, XXXXX (Ms) Gender: Female Date of birth: XX/XX/XXXX Age: XX years NHS: XXX XXX XXXX

Advice Request Details – 0002 8374 5414

Advice Request Details Summary Information Advice Status: Not Submitted

Priority  
Urgent ▼

Named Clinician  
Dr Smith

Service Name  
Endocrinology Service-  
Birmingham Treatment  
Centre at City Hospital-ROO

Speciality  
Endocrinology and  
Metabolic Medicine

Referrer Alert  
We offer an advice and  
guidance service with a 1-2  
business day turnaround

Referred By  
Dr Miller

Referring Organisation  
NAME Outpatient  
NAME  
STREET  
TOWN  
LS1 4HY  
TW: 0113 496 1234

Registered Practice  
NAME  
STREET  
TOWN  
LS1 4HY  
TW: 0113 496 1234

Add attachment Add web link

Many thanks for your advice - this 72 year old lady is well in herself, however bloods recently showed a suppressed TSH. Looking at her previous results the TSH has been suppressed for some time and the free T4 is normal at 17 pmol/l. There are no discrete lumps in the neck to feel.

[TestResults.doc](#) Patients test results X Remove

[CurrentMedication.doc](#) Patients current medication X Remove

1715 characters remaining

Send Request

Advice Requestor screens

Back Print ▼ Update Person

Select 'Send Request' to  
Submit Advice Request

Further information and more detailed user guides available here: <https://www.digital.nhs.uk/e-Referral-Service/Future-Service/Enhanced-advice-and-guidance>

# NHS e-Referral Service – Advice and Guidance

Accessing Advice & Guidance Replies.

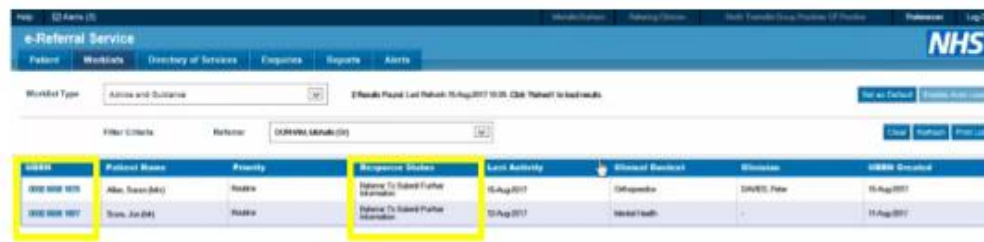
1. Open the NHS e-Referral Service (choose and book) and navigate to 'Worklists'.



2. On the Worklist Type open the drop-down menu and select Advice and Guidance



3. A worklist will load detailing the Response status. Click on the UBRN (Unique Booking Reference Number) to load the Advice and Guidance query.



UBRN	Referral Reason	Priority	Response Status	Last Activity	Specialist	Specialist	UBRN Created
UBRN 1000 1000	Alan, Susan (M)	Health	Referral To Shared Pathway Information	10-Aug-2017	Chaperone	UNRES. PAID	10-Aug-2017
UBRN 1000 1001	Sue, Julie (M)	Health	Referral To Shared Pathway Information	10-Aug-2017	MediHealth	-	10-Aug-2017