

NHS App integration with Electronic Referral Service – note on ERS referrals to ESNEFT hospitals

From Monday 27 October patients who use the NHS app will see new functionality in the form of being able to manage their Electronic Referrals Service referrals through the app. Until now patients have been able to log into an online system Manage My Referral to amend or cancel their appointments. This change means they can do it all through the same system. The change does not apply to any referrals that are not through ERS.

What this means for ESNEFT patients

Ipswich Hospital

At Ipswich Hospital, referrals are placed into a 'triage' system and patients are contacted directly by our bookings team to arrange their appointment. The change to the NHS app will mean that patients receive a 'dummy' placeholder appointment from this triage system with a message that will read:

*** Important – please read***

Please be advised that you do not need to attend this appointment. This is not an actual appointment but for administration purposes only. You will be contacted by the hospital for your actual appointment. Please do not change or cancel the appointment until the hospital has contacted you.

Your help appreciated

If any patients for Ipswich Hospital contacts you to query this message or is concerned about their referral, please reassure them that their referral has been received and someone from the hospital will be in contact with them.

Colchester Hospital

At Colchester Hospital, patients' appointments are booked directly into the ERS system. They should therefore be able to use the new functionality immediately to manage their appointment.

Many thanks,

Karen Lough

Director of Operations
ESNEFT