

The Royal Orthopaedic Hospital (ROH) is changing the way that EMERGENCY (red flag) referrals are made to spinal services

We are now using an online referral system called [referapatient](#) which is similar to systems used by other spinal units in the West Midlands. The system will speed up access and ensure accurate information transfer and recording. The benefit to GPs is that a record can be made of the referral, information is auditable and you will only have to give the information once.

I usually make referrals through ERS. Is this different?

This system is for EMERGENCY (red flag) spinal and trauma and orthopaedics. It is for the patients who you refer on an emergency basis via the telephone. Routine referrals and 2 Week wait referrals should continue to come via ERS.

What is the process for referring in an EMERGENCY?

In the first instance, referrers should make a referral via referapatient. This can be followed up with a phone call to 0121 685 4000 to the on-call Spinal Consultant / Spinal Registrar or on-call SHO bleep holder (2621). You will always be able to speak to someone but the on-call team will also ask you to make a referral via referapatient.

How do I access referapatient?

The system is a secure cloud-based web application that is accessed via the internet. Referrers do not need to register or log in. The link is <https://www.referapatient.org/refer-a-patient> and can be added as a quick link to your desktop or GP system

What information do I need to make a referral?

- 1) Your patient's demographic details including 10-digit NHS number
- 2) An nhs.net email address
- 3) Any imaging / diagnostics

How long does it take to make the referral?

A referral takes between 2 and 4 minutes using the online system.

How do I know my referral has been received?

As your referral is processed you will receive a referral receipt as well as details to track your referral. The system will send a text alert when referral is sent, another when read, and another when response has been sent.

If you are concerned you have waited too long for a response you should call the on-call team (as above).

When do I need to start using the system?

[referapatient](#) goes live on 17 June 2019 for our Spinal Services. Trauma and Orthopaedics, sarcoma and bone infection are in development and we will let you know when this goes live.

What if I need more information?

More information on the system can be found at <https://www.bloomsburyhealth.org/referapatient-how-it-works>

Do please let the Trust know if you have any questions, concerns or if you wish to discuss any other matter. We are always happy to receive feedback about the service we offer and hope to continue making improvements to the care of our mutual patients.