

## For your information:

### Defer to Provider - Awaiting Booking/Acceptance Worklist

Please see below some information regarding 'Defer to Provider' for both 2WW and routine referrals to all providers (this is produced by NHS Digital, Managing and Minimising Appointment Slot Issues).

This is to highlight two aspects for your information and attention:

1. The Homerton are now able to view referral information on e-RS for 2WW.
2. The referrer can monitor the status of referrals via the 'Awaiting Booking/Acceptance' worklist, this will show the referral as 'Deferred to Provider' until it is booked.

Please find below a screenshot from one of the GP practices of where you can find this worklist on e-RS.

UBRN	Patient Name	Priority	UBRN Created	Clinical Context	Clinician	Referrer	Appointment	Referral Status	Last Activity
0003	[REDACTED]	Routine	04-Apr-2018	Gynaecology/Infertility	-	[REDACTED]	Wed 30-May-2018	Booked	05-Apr-2018
0003	[REDACTED]	Routine	04-Apr-2018	Gynaecology/Urogynaecology / Prostate	-	[REDACTED]	Mon 04-Jun-2018	Booked	04-Apr-2018
0003	[REDACTED]	Routine	04-Apr-2018	Gynaecology/Not Otherwise Specified	-	[REDACTED]	Tue 12-Jun-2018	Booked	04-Apr-2018
0003	[REDACTED]	Routine	04-Apr-2018	Cardiology/Not Otherwise Specified	-	[REDACTED]	Tue 19-Jun-2018	Booked	04-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Neurology/Epilepsy	-	[REDACTED]	-	Deferred to Provider	05-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Physiotherapy/Not Otherwise Specified	-	[REDACTED]	-	Not Yet Booked	05-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Endocrinology and Metabolic Medicine/Thyroid / Parathyroid	-	[REDACTED]	Mon 09-Jul-2018	Booked	05-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Surgery - Not Otherwise Specified/Hernias	-	[REDACTED]	Fri 25-May-2018	Booked	05-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Orthopaedics/Spine - Back Pain (not Scoliosis/Deform)	-	[REDACTED]	Fri 26-Jun-2018	Booked	05-Apr-2018
0003	[REDACTED]	2 Week Wait	05-Apr-2018	2WW/2WW Lung	-	[REDACTED]	Thu 19-Apr-2018	Booked	05-Apr-2018
0003	[REDACTED]	Routine	05-Apr-2018	Children's & Adolescent Services/Cardiology	-	[REDACTED]	Fri 11-May-2018	Booked	05-Apr-2018

### Using the 'Defer to Provider' function

When a referrer attempts to book an appointment for a patient and there are no slots available, they can defer the responsibility for booking the appointment to the patient's chosen provider using the 'Defer to Provider' button.

*Note: If appointments are available to be booked, but are not suitable or convenient for the patient, then the referral CANNOT be deferred to the provider. Instead, the referrer should discuss alternative providers with the patient. Otherwise the patient will have to wait for suitable appointments to become available.*

Help Alerts (0) Referring Clinician XXX DO NOT USE XXX EBS GP PRACTICE 01 Preferences Log Out

e-Referral Service Patient: XXTESTPATIENT Gender: Female Date of birth: :998 Age: 18 years NHS: 999 **NHS**

Appointment Search

**Referral Information**

Initial Referring Clinician: Commissioning Organisation: XXX DO NOT USE XXX EBS PCT 01 Initial Referring Organisation: XXX DO NOT USE XXX EBS GP PRACTICE 01

Selected Service(s) Filter

Compare Services

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
<input checked="" type="checkbox"/>	0	First outpatient	4.2 Test Service - ASI	Limited Availability		Yes	<b>i</b>	<b>i</b>	XXX DO NOT USE XXX EBS NHS TRUST SITE 01

Appointment Slot Filter

Named Clinician: - [Update Appointments List](#)

**Available Appointments** Diary View: [Day](#) [Week](#) [Month](#)

No appointments are available for the directly bookable services that you have selected.

[Deselect Appointment](#)

Select	Appointment Date/Time	Service Name	Location
<small>No Appointments Available</small>			

[Previous Appointments](#) [Next Appointments](#)

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[Cancel](#) [Service Selection](#) **[Defer to Provider](#)** [Request](#) [Book](#)

Release Info

Once the referrer has selected the 'Defer to Provider' option, the patient must choose which of the services with no slots they would like to be referred to – a referral request can only be deferred to one service. This is done by selecting one of the radio buttons on the 'Deferral Options Details' screen.

From the 'Deferral Options Summary' screen the referrer can confirm the patient's choice of provider and print the new Appointment Request letter. Both this screen and the letter will indicate a date by when the patient should have heard from their chosen provider, and will be based on the priority of the referral:

The date is calculated from the date of deferral, plus:

- 2 working days for 2WW referrals
- 5 working days for Urgent referrals
- 10 working days for Routine referrals

The referrer can monitor the status of their patient's referral via the 'Awaiting Booking/Acceptance' worklist, which will show the referral as 'Deferred to Provider' until it is booked.

Patients will not be sent reminder to book letters while their referral is in a 'Deferred to Provider' state. This helps to alleviate the frustration experienced by patients who have tried to book an appointment, been told that the provider will contact them, and who then receive a letter reminding them to book their appointment.