

An aerial photograph of a group of people standing on a paved area marked with a white grid pattern. The image is partially obscured by a large magenta rectangle on the left side, which contains the main headline text.

Deliver fully integrated eReferrals with SynApps

Call up digital referrals alongside patient records and electronic appointments for complete traceability

The NHS eReferrals initiative, part of broader Government ambitions for a paperless health service, is designed to streamline patient handovers from primary to secondary care, while providing clearer traceability of progress along the clinical pathway.

Yet for many Trusts, there has remained a weak link: electronic referrals from GPs have not been connected to hospital or community clinic systems. For referrals information to flow through secondary care, staff have had to re-input information manually into their bookings and patient records systems. This process risks undermining many of the intended benefits of eReferrals.

SynApps eReferrals Gateway

SynApps eReferrals Gateway solution provides easy integration of electronic patient referrals into Trust's existing booking and records systems using the NHS's native NHS e-Referral Service (e-RS) application interface (API). It does this irrespective of the brand of target system – Alfresco, Documentum, EPR or PAS etc - or the kinds of records it holds.

This means that, with very little disruption, Trusts can make electronic referrals an integral, joined-up part of their wider patient management, scheduling and post-treatment payment settlement activities, ensuring greater efficiency, accuracy and continuity of referrals management.

As well as smoothing the flow of patient intake, and keeping a tighter rein on consultation and treatment targets, this integrated end-to-end digital care pathway capability presents the opportunity for clinicians and healthcare administrators to securely view the latest status of eReferrals and related notes concurrently, whatever their location.

We have developed our eReferrals Gateway solution hand in hand with Sandwell and West Birmingham Hospitals NHS Trust, ensuring that it fulfils the everyday needs of acute as well as non-emergency hospitals.

Key features & benefits

- Supports **automatic real-time capture of eReferrals** and associated metadata and documents for immediate and ongoing access within existing patient/medical records.
- **Solves the electronic referrals disconnect in secondary care**, so that multiple parties can access a copy of all associated documentation concurrently.
- **Removes the need for manual re-entry** of eReferrals information into hospital systems, and the associated potential for errors or delays.
- **Uses the native NHS e-Referral Service (e-RS) API** to capture eReferrals directly into hospitals' preferred systems without robotic 'screen-scraping'.
- Connecting eReferrals directly into existing electronic patient record systems or vendor-neutral archives **drives additional ROI** from those systems.
- **Improved content availability, search-ability and traceability:** the ability to call up referral details and notes alongside patient records or bookings makes lighter work of appointment administration and patient follow-up.
- **Eliminates risk** linked to referrals and associated notes going astray, or NHS consultation/treatment targets being missed.
- **Helps accelerate clinical pathways** as Trusts look to clear pandemic-related backlogs.
- **Accelerates the payment/reimbursement process** post-treatment.
- **Is more secure and compliant**, because hospital administrators are not printing out the referrals.
- **Avoids the need for notes to be scanned later**, as everything is managed electronically from the outset.

SynApps: independent experts you can trust

SynApps specialises in delivering EPR-ECM system integration across the NHS, where we have decades of experience of solving content and data access problems for hospitals and community healthcare providers.

Today, more than 20 trusts up and down the country rely on SynApps to transform access to and management of patient records. In fact, many of our solutions have been built and refined with direct input from NHS trusts.

Crucially, we don't apply a one-size-fits-all approach. We are an independent consultancy and systems integrator. We assess every situation uniquely and bring the right combination of technologies and services to bear to transform patient information access in each case.

We can help put together the business case, too – accelerating the transformation decision process. And, because all of the solutions we work with are cloud-friendly – removing the need for additional hardware and storage systems – we can often roll out new solutions within weeks rather than months.

End-to-end eReferrals integration in action: Sandwell & West Birmingham NHS Trust

Sandwell and West Birmingham Hospitals NHS Trust is one of two major UK trusts already deploying the SynApps eReferrals Gateway to accelerate clinical care pathways.

Sandwell, which has eliminated paper from its sites in recent years and embraced electronic patient records, seized the opportunity to automatically upload referrals to its EPR system, so that consultants can triage them directly and move them to clinics.

“We are very ambitious in our vision and plans and we're now in the top quartile among NHS Trusts for advanced digital operations. With SynApps' support we're storming ahead, and we're keen to help light the way for others who want to learn more about what we've done.”

Liam Kennedy, Deputy Chief Operating Officer at Sandwell and West Birmingham Hospitals NHS Trust

To discuss end-to-end eReferrals integration in your Trust, contact us and book a 1:1 today.
www.synapps-solutions.com