Frequently Asked Questions

**What is EeRS?**

EeRS stands for Electric Eyecare Referral System.

This is shorthand for a secure, electronic system for the two-way transfer of patient and clinical data (including images and OCT scans) between eye care services.

**What are the benefits of EeRS over the current paper GOS 18 referrals via post?**

* Electronic referrals will be faster and more reliable
* Will allow attachment of any relevant images and OCT scans, enhancing quality of referrals
* Will allow direct referral to Ophthalmology, rather than via GP as currently
* Will allow overview for Optometrists of patient’s position in their referral journey
* Will allow feedback for Optometrists on the status of the referral.

**What types of referrals are to be included in EeRS?**

Routine referrals following on from a Sight test (GOS or private).

**What IT equipment is required in my practice?**

The Cinapsis EeRS system operates through your practice computer and uses a website hosted on the cloud (this means no software installation is required). You will require:

* Internet connected computer running Windows 10 (generally 2018 or newer)
* Memory: 4GB or more, Hard drive space: 500Mb or more available, Processor: 1.5Ghz or above.

**What will happen in areas of poor broadband IT connectivity?**

Where broadband is non-existent, this will be an issue. However, if there is simply a temporary breakdown, the aim is for the system to have a ‘holding facility’, which will allow referrals to be stored and sent securely when internet connection is restored.

**Who has been commissioned to provide EeRS in the Midlands?**

Cinapsis

**Who is leading the project and who is responsible for its success?**

NHS England and NHS Improvement are responsible for delivering the National Eye Care Recover and Transformation Programme, of which EeRS is a part.

NHS England Regions have a leading role in EeRS adoption, alongside ICBs.

**What is the role of Coventry and Warwickshire LOC?**

The LOC will

* Support practices with enrolment onto the EeRS
* Help answer any questions or concerns practitioners have on EeRS.

**Who is providing training on how to use the new EeRS platform?**

The commissioned provider, Cinapsis, will be providing online training and familiarisation material for Optometry practices on how to use their EeRS platform.

**Ophthalmology departments have many different IT systems. Will they be able to receive e-communications via EeRS and view images and OCT data easily?**

Ophthalmic departments will be able to view the referral and scans sent on EeRS via a link in ERS which can be transferred on to other systems.

**I work as a locum: will I be able to use the system?**

Locums should have access to EeRS via the Cinapsis system in the practice in which they are working, in the same way as resident Optometrists at the practice.

As currently, practices should welcome and facilitate locums including sharing details of local referral protocols and following up on patients they have referred when they were working in the practice, as part of good clinical governance.

**How do I refer my patient to the GP for a systemic condition e.g., for blood pressure monitoring?**

Optometrists should continue contact the GP’s directly via [nhs.net](http://nhs.net/) email or letter as per current set up for systemic conditions.  It is hoped that this communication pathway will form part of a future EeRS phase.

**In South Warks we already use electronic referral via the CHEC portal. Can I not just continue to use this?**

No.  All routine referrals must be sent via EeRS as the CHEC portal will be decommissioned.

**Can I use this system for urgent referrals? (Wet ARMD, DMO, Vein occlusions)**

Optometrists should continue contact the current service providers directly via [nhs.net](http://nhs.net/) email as per current set up.  It is hoped that this communication pathway will form part of a future EeRS phase.

**Can I use this system for Emergency referrals? (UHCW Eye Emergency/Casualty)**

Optometrists should continue to use Swiftqueue as per current set up.  This pathway is not a part of EeRS.

**Is there a Demonstration I can access now?**

Cinapsis video demonstrating their system can be found [**here**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcinapsissurvey.typeform.com%2Fto%2FcNhCRPZ5&data=05%7C01%7Clucy.jones17%40nhs.net%7C458dc34ecf2b43f770fe08dba237e6a1%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638282133217052451%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6J%2BOUyBHPxGnmFv9Gzd4lXguPleo4p%2FrY1NrCT6wemg%3D&reserved=0) or by clicking this link: [https://cinapsissurvey.typeform.com/to/cNhCRPZ5](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcinapsissurvey.typeform.com%2Fto%2FcNhCRPZ5&data=05%7C01%7Clucy.jones17%40nhs.net%7C458dc34ecf2b43f770fe08dba237e6a1%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638282133217052451%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=6J%2BOUyBHPxGnmFv9Gzd4lXguPleo4p%2FrY1NrCT6wemg%3D&reserved=0).

(You will need to provide basic information before gaining access to the video).