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Frequently Asked Questions
Updated April 2024

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

No, Optometrists should continue to use Swiftqueue as per current set up for Emergency referrals. This pathway is not a part of EeRS.

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

Yes, using the Urgent Medical Retina section of the system. This has been added since we started the project and will replace the current NHS.net email pathways.

Should I use this system for Urgent Suspect Cancer (USC) referrals? (Previously 2 week wait pathway)

No, unless it is considered to fall within Emergency referral as above, Optometrists should refer to the patient's GP within 24 hours as per current set up for USC referrals. This pathway is not a part of EeRS.

Should I use this system to refer my patient to the GP for a systemic condition e.g., for blood pressure monitoring?

No, Optometrists should continue contact the GP's directly via 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 but initially is not part of EeRS.

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

No. All routine/urgent referrals must be sent via EeRS as the CHEC referral pathway will be decommissioned HOWEVER CHEC post op Cataract and South Warks MECS will still use the CHEC portal.

We already use electronic referral via nhs.net email directly to the providers like SpaMedica, CHEC & NewMedica. Can I not just continue to use this?

No. All routine/urgent referrals must be sent via EeRS as the nhs.net email referral pathway will be decommissioned at some stage in the future.

Can I refer Children (Paediatrics) via this system?

Yes, using the Paediatrics area of the system.

I really don't want to join this system, do I have to?

Yes, this will become the only way in our ICB to refer to Ophthalmology and should improve patient care.

Can I refer patients from out of the ICB area via this system?

This referral system is only for patients with a GP within the Coventry, Rugby & Warks ICB. It is hoped in a future phase that other areas will be included but for now, those outside the ICB should be referred via the local protocols. If your practice is outside the ICB area but you refer patients from the ICB area, please apply for registration.

How do I register my practice?
Follow [this link](#)

https://cinapsissurvey.typeform.com/to/NKb4NaTv

How do I register my Optometrist?
Each optometrist needs to be registered by the administrator of the practice that they work in. Training is given after onboardking.

I'm an Optometrist, how do I register?
Once you are added to a practice by the administrator, you will receive an email asking you to register. This takes 30 seconds and you need to be attached to each practice that you work in, please talk to your practice owner/manager.

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 does the referral pathway work?
All Ophthalmology referrals are inputted onto the Cinapsis website by the Optometrist into the appropriate area for the condition they are referring for, by completing an online form or uploading a digital GOS18. These referrals are managed by the booking hub into the ERS system after contact is made with the patient to obtain the patient's choice of hospital/provider. The hospital/provider will then arrange the appointment for the patient.

Can I upload images/video/OCT?
Yes, you can if you would like to and these will be transferred to the hospital/provider.

Is there a Demonstration I can access now?

Cinapsis video demonstrating their system can be found **here** or by clicking this link: https://cinapsissurvey.typeform.com/to/cNhCRPZ5.
(You will need to provide basic information before gaining access to the video).

Frequently Asked Questions
Initial Feb 2024

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.

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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.