



# EeRS

## Electronic Eyecare Referral Service

# EeRS – the Electronic Eyecare Referral Service

## What is EeRS?

It is the new Electronic Eyecare Referral Service  
Making all referrals Electronic

## What will it do?

- It will allow all referrals to be streamlined.
- Reduce the risk of lost referrals through the current paper and email system.
- No missing data on referrals.
- Allow Optical practices to see where their patients referral is in the process.

## What is it's purpose?

- To have a single referral system for all referrals, that are easy to manage.
- The allow the Optical Practice to follow the complete journey of the referral from processing, to triaging and to end point.

# EeRS – the Electronic Eyecare Referral Service

## System?

The EeRS system that will be used for EeRS is called Cinapsis.

It will be used across the whole midlands area (11 ICBs) and is already successful in Peterborough and Cambridgeshire

## When?

Rollout is happening in stages.  
The Black Country is in Wave 1  
Go Live should be End of Sept 23

## How?

A video of how the system will work is available: Register to view it here:

<https://cinapsissurvey.typeform.com/to/cNhCRPZ5>

Web based portal - No software required for Optoms Templates will be based on referral pathways that are simple to use and give prompts for what should be included e.g. fields on a glaucoma referral

# EeRS Benefits for Optoms - Cinapsis



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- To be used for **ALL** referrals (unless patient is being seen in an enhanced service e.g. CUES)
- Can transfer images and full OCT files
- Cinapsis App can be used on phones/tablets – to upload pics



- Links to NHS Spine to find Px data
  - This is why DSPT is needed

- Emails GP and PX copy of referral

- The referral will be visible for the whole process.



- One login per Optom – Multiple sites

- Proformas for all referral through EeRS

- Fully interoperable with Opticabase and Optinet PMS
  - Optix and iClarity in progress – other integrations will be available

# LOCs - Optometry Practice Checklist



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## Validate Practice Lists

- **Check existing lists** (ensure practices are current and operational)
- **Check each practice has DSPT** (this can be checked via <https://www.dsptoolkit.nhs.uk/OrganisationSearch>)

## Check Practices have Digital Operating Environment

- **LOCs issue a short survey via MS forms**
  - Identify Optoms unable to access Cinapsis via the internet.
  - ICB & Midlands Programme PM can support risk management

## Collating Pending License Release

- **LOC Leads to collate list of Practices ready to receive the Cinapsis EeRS Registration of Interest link** (ensure the email contact is validated)
- **Data Protection Policy (DPP) can be shared in advance with Practices for review/sign off** (if approved by the ICB)
- **DPP can be uploaded to Cinapsis by Practices during the registration of interest process** (or can be managed afterward if the DPP is not approved in advance)

## License Release and Onboarding

- **LOC Leads share EeRS Registration of Interest link** (approx. 1 month before ICB go live – communication with link shared with LOC via Cinapsis Teams)
  - Communication can be added to LOC website and used in LOC email to Optoms
  - Practices follow instructions to activate their account and to undertake training (Cinapsis will be on hand to assist Practices through the process)

Note: Risk of delay at this stage with DPP completion/DSPT compliance. Any support in mitigating this risk in advance will contribute to the local success of the solution

# How to prepare

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1. Check your IT meets the minimum requirements ([Complete this EeRS survey to check](#))
2. Check your Governance is up to date – Up to date DSPT (done via QIO)
3. Contact your LOC If your practice is unable to meet the IT or Governance
4. Ensure your LOC has your up to date contact information for your practice
5. Update your Privacy Notice, if required, by adding or amending:

**“It may also be necessary, where the latest technology allows us to do so, to use your information and health data to facilitate digital consultations and diagnoses. We will always do this with your security in mind.”**

Further information will be added to your LOC website and Newsletters



# Process Summary

## SP Engagement, Build & Testing

### LOC Preparation

- Validate Data
- DSPT Readiness
- Gauge Digital Readiness
- Share DPP\*

\*Subject to DPP being advance approved for local use by ICB

### Commence Onboarding

- LOC Share Registration of interest (email & website)

[LINK: Optom Onboarding Guide](#)

Cinapsis can support with template comms, so process can be started early

Sites can register without DSPT or DPP, but will not be set live until completed

### Onboarding Commences

- Approx. 1 month before planned go live

Sites "stacked" until Go Live

LOC Leads given access to a practice tracker on project commencement

Cinapsis will chase outstanding tasks – joint approach is always beneficial

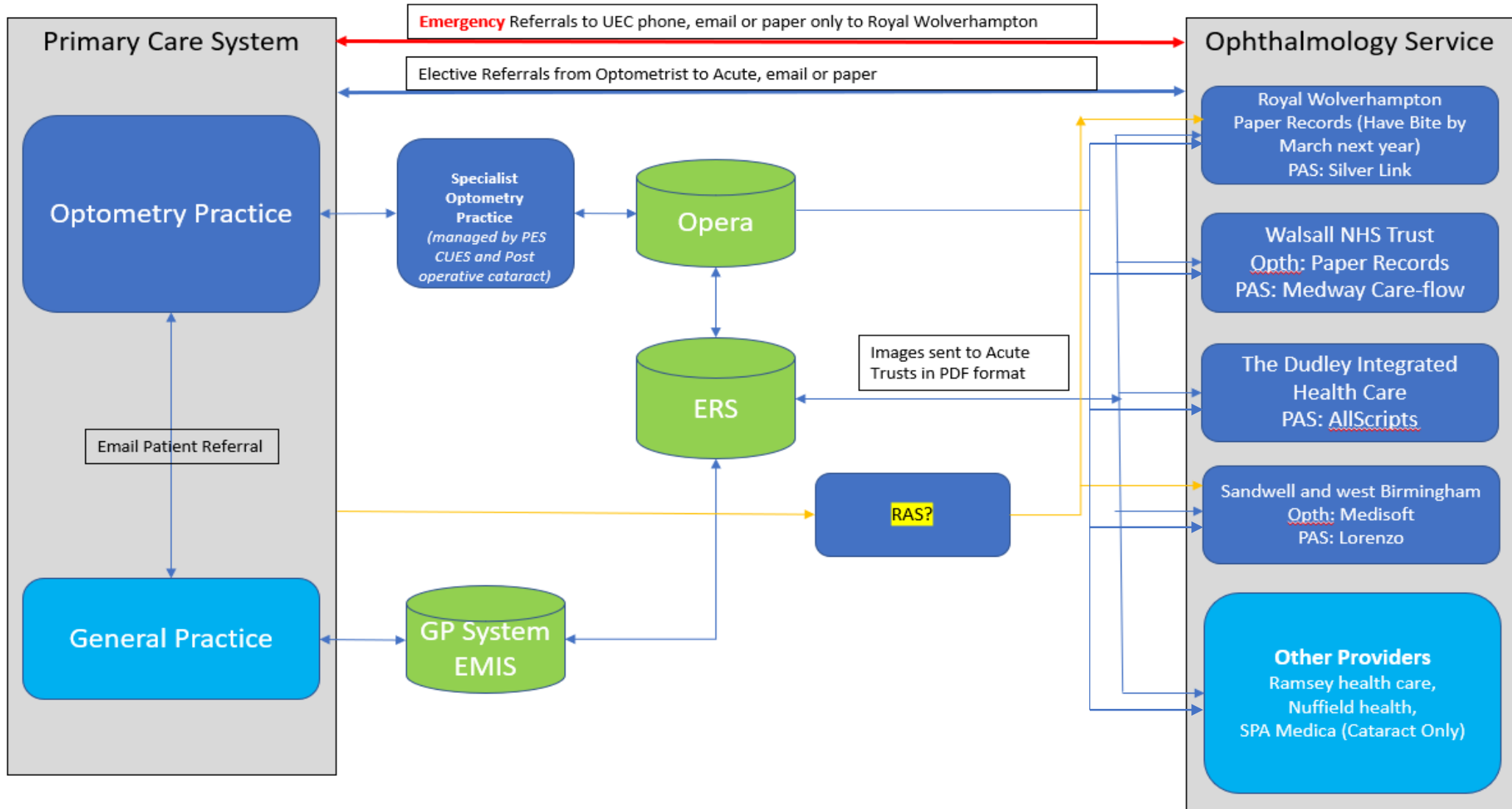
### Go Live

Cinapsis will inform sites they are live

Joined up comms planning with ICB, LOC and Cinapsis



# Referral Data Flows



# EeRS

Electronic Eyecare  
Referral Service

Any Questions?

