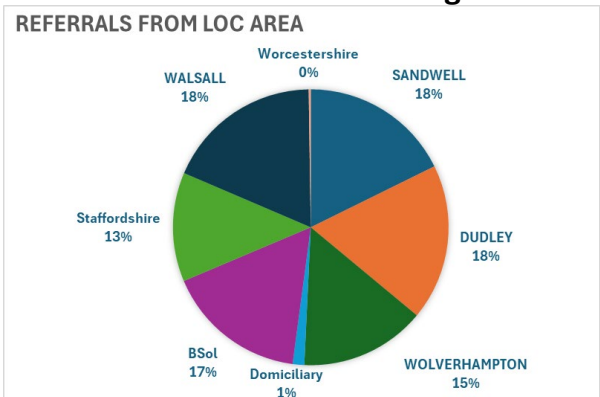


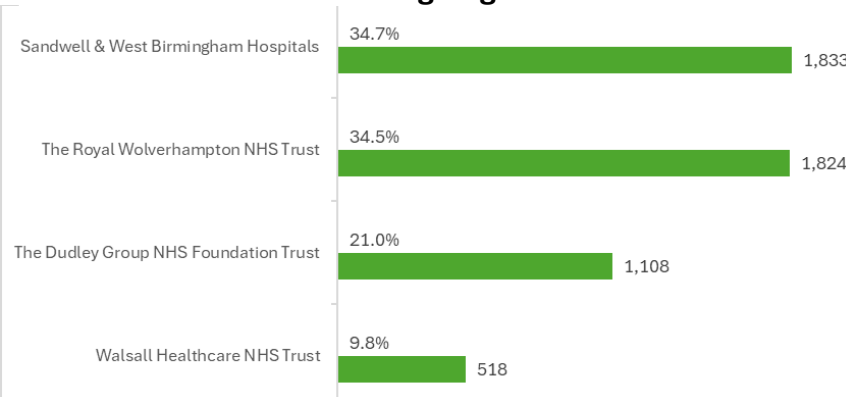
The Big Numbers for the first 3 months of 2025:

- **5283** referrals were sent via Cinapsis EeRS in the Black Country (Up 27% from the previous quarter)
- **243** Practices sent their referrals via Cinapsis (up 8%)

Where are the referrals coming from?



Where are all the referrals going to?



Important News from Russells Hall Hospital

- A General Referrals Pathway is now turned on.
- The A&G Pathway has now been closed for new referrals – please use “General” for queries
- The YAG Pathway is being turned on shortly. In the meantime refer YAG requests via “General”

Rejected & Returned Referrals Advise

The LOCs are receiving reports from practices about referrals being returned or rejected. Those causing greatest concerns are Trust requests to refer to a more local provider and Trust requests for additional information that would usually fall outside the remit of the GOS Sight Test (e.g. Images or OCT Scans).

LOC Advise:

- If you are not referring a patient to their nearest Trust, include the reason on the referral. E.g. Patient has specifically requested this Trust as nearest to family, or similar reasons.
- If you are referring for conditions that could potentially benefit from images or OCT scans, e.g. Macular or Glaucoma referrals, state on the referral if you do not have or are unable to provide that test information.

Out of area referrals

If you are referring patients out of the Black Country on EeRS please ensure you follow the local protocols for that area. For example in BSol use the Single Point of Access service. Further information is available on the LOC websites for other areas.

Free CPD on referrals and referral pathways is rolling out, with the first planned in Walsall shortly. Please check with your LOC for further information

Not Yet Signed up For EeRS on Cinapsis?

Sign up is very easy and there is a vast amount of online training and help on how to use the service. Practices should sign up to use the EeRS system **now** by onboarding your practice at

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

For more information about EeRS and online versions of all forms and links please go to our regional website EeRS page www.loc-online.co.uk/heartofwestmidlandsoc/eers/