Changes to GOS Referrals
in September 2023

Cinapsis SmartReferrals

Your new Electronic Eyecare Referral Service (EeRS)

What is happening?

A new EeRS system is being implemented for GOS referrals in place of the GOS18 forms. It will be used across the entire Midlands region.

When?

Expected to go live late September 2023 in the Black Country, Birmingham and Solihull.
Pilot schemes are underway in Shropshire and Staffordshire.

Why?

- Enables direct referrals to Eye Clinics (not via GP).
- No lost referrals or missing data.
- Images including OCTs can be attached.
- A streamlined EeRS for all to use.
- Easy to manage & includes outcome letters.
- Oversight of patient position in referral process.
- Emails GP & patient a copy of referral.

How?

- A web-based portal provided by Cinapsis.
- No software required.
- Register to view it here: **CINAPSIS Demo**
- One Login per optometrist used on multiple sites.
- Templates will be based on referral pathways that are simple to use and give prompts for what should be included e.g. IOPs on a glaucoma referral.

You should prepare to onboard now by:

1. **Completing the onboarding Support Questionnaire sent out by your LOC. Or go to: EeRS Support**
   It is imperative you complete the support questionnaire to ensure you can sign up.
2. **Checking your IT meets the minimum requirements:**
   It is expected that this system will work with most modern computers, although you may need to ensure you have installed the latest updates. Please check the detailed requirements in the **Support Questionnaire**
3. **Check your practice data protection status is up to date - Your DSPT must be to 22/23 Standards.**
   DSPT is easiest for you to keep up to date via the Quality in Optometry (QIO) portal used for GOS compliance. If you have any problems with this or would like assistance, please let us know via the **Support Questionnaire.**
4. **Ensure your LOC has up to date contact information of your practice EeRS lead.**
   Your LOC will be distributing the links to sign up for Cinapsis, so it is crucial we have every practice's email contact. The sign-up link will also be on the LOC websites in time for the Launch.
5. **Telling your Optometrist(s) about it.** Tell them to watch out for further information from their LOC.

Questions & Answers

What if I don't sign up: There is currently no intention to remove paper referrals. However, paper referrals may take longer to reach the referral destination and will not provide the reassurance for you and the patient that the referral has been accepted.

Will Optometrists need an individual login or will there be one per practice? Optometrists will need their own individual login, managed at practice level by administrators - a locum can be added to multiple practices at once.

Will it link to my Practice Management System? Cinapsis is already interoperable with Opticabase and Optinet. Optix and iClarity integration are in progress. Please ask your PMS provider to contact product@cinapsis.com to ensure compatibility.

How will I know how to use it? There will be various training support tools available. Launch events with training provided by your LOC will be available. Watch out for information from your LOC or check their website.

Do I need an NHS.net account in order to sign up to Cinapsis? No. If you have a nhs.net email, it can receive a pdf outcome letter, but if not, you will receive a link to the letter and you log into Cinapsis to see it.

Don't forget to check your LOC website for the latest updates at: EeRS (loc-online.co.uk)