



Humber and North Yorkshire
Health and Care Partnership



**Humber and
North Yorkshire**
Integrated Care Board (ICB)

Referral Support Service Gateway & e-RS Booking Help Guide April 2025



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Useful Contacts & links

Referral Support Service

0300 303 8676 or hnyicb.voy.rsservice@nhs.net
[RSS website](#)

e-Referral Service

Referrer homepage - [Select your login method](#)
Support website - [Referrers - NHS England Digital](#)

York & Scarborough Trust

For referral issues or Directory of Service enquiries please contact the Clinic Managers on 01904 721926 or yhs-tr.clinicmanagerspatientaccess@nhs.net

For appointment queries - Contact Centre number: 01904 726400

Accenda / Gateway

Helpdesk: support@accenda.co.uk / 0161 274 9730

[Build & Book Gateway training video](#)

Training support

Accenda host **lunchtime drop-in training sessions** for Gateway via Microsoft Teams every weekday at lunchtime. These take place daily at 12:15 – 12:45. Simply attend using [this link](#).

Accenda also offer the option of a **dedicated training session** at a time that suits you; this can be booked online using [this link](#).



Urgent Suspected Cancer

USC Brain – pre-shortlisted for Hull

There is no USC Brain Cancer Service at York & Scarborough Teaching Hospitals. The nearest service providers are Leeds Teaching Hospitals NHS Trust (0113 2432 799) or Hull and East Yorkshire Hospitals NHS Trusts (01482 875 875). Please ensure a USC Brain referral proforma is completed (**Hull only**) and attached to allow onward referral to secondary care

- The required USC referral proforma for Hull can be located here [ERS Referral Forms | Hull University Teaching Hospitals NHS Trust \(hey.nhs.uk\)](#)
 - Book into the following clinic on e-RS (USC Brain Neurology- Hull University Teaching Hospitals)
- Guidance on how to refer to **Leeds** can be located here [Brain Tumours \(leedsth.nhs.uk\)](#)

USC Cancer of Unknown Primary – pre-shortlisted for York Hospital

- Complete pathway questionnaire
 - Service available at York Hospital only
 - ***USC* Malignancy of Unknown Origin (MUO) (York) - York & Scarborough Hospitals – has dates and time available**

USC Lower GI

- Complete USC pathway questionnaire
- FIT result is **required** to process the referral, unless selecting one of the following where a FIT is requested. A referral can be made without the result attached
 - Palpable Anorectal Mass or ulceration
 - Abdominal Mass (request FIT but do not delay referral)
 - NEW IDA and >60 (request FIT but do not delay referral)
- Please see Gateway or [RSS website](#) for criteria information
- **York Hospital, Harrogate Hospital, Leeds LGI, Scarborough Hospital, Bridlington Hospital – All RAS clinics**

USC Lung - pre-shortlisted for York or Scarborough Hospital

- Complete pathway questionnaire
 - **Service available at York or Scarborough Hospital – All RAS clinics**



Urgent & Routine first outpatient pathways

Allergy

Allergy

No local service – available services include Castle Hill Hospital (16+ age)

Patients can also be seen at St James, Leeds (Treats all Clinical Immunological and Allergic disorder conditions) – please see Immunology section of this guide

RAS Clinic

Cardiology

There are no requirements for the following clinic types. All can be booked to General Cardiology services: **York Hospital, Malton community Hospital, Scarborough general Hospital, Bridlington hospital- all RAS clinics**

Arrhythmia

Hypertension

Ischaemic Heart Disease

Not Otherwise Specified

Valve Disorders

Heart Failure – **pre-shortlisted for York Hospital** [NHS Vale of York Clinical Commissioning Group - Heart Failure](#)

York Hospital only

- Complete Integrated Pathway Questionnaire on Gateway
 - Requires ECG and BNP result attached
 - If BNP over 2000 urgent referral required (can still send as urgent if BNP below if GP concerned)
- No proforma needed for Scarborough registered patients unless patient wishes to be seen in York then attach York proforma as an attachment (If no proforma they can still be sent to general cardiology – Scarborough, Bridlington and Malton)
- **Can be booked direct to RAS clinic without contacting patient**

Rapid Access Chest Pain – **pre-shortlisted**

- Urgent pathway only
- Complete Integrated questionnaire on Gateway
 - Requires ECG to be less than 4 weeks old
 - Patient's aged 30+
 - If <30, please submit an A&G via e-RS for further consideration. If agreement to see patient is obtained, please refer via Gateway as normal and de-select age restrictions on Gateway booking screen
- **York Hospital, Scarborough Hospital, Bridlington Hospital – All RAS clinics**
- For Leeds border patients, a Leeds Teaching Hospital proforma is required



Congenital Heart Disease

- No York & Scarborough Trust service (System will bring up general local clinics which do not deal with this issue)
 - Available services include Castle Hill Hospital (Hull) or Leeds General Infirmary (Both RAS clinics)

Cardiology Genetics

- No York & Scarborough Trust service (System will bring up general local clinics)
 - Available services include LGI (*Inherited Cardiac Conditions* service) (RAS Clinic)

Lipid

- There is no service, see Endocrinology for this pathway

Dietetics Weight Management

Tier 2 – pre-shortlisted

- Requires attached Tier 2 proforma
 - Criteria:
 - As per the information on the proforma to be eligible for the service, the individual must satisfy ALL the following criteria:
 - Age ≥ 18 years
 - Diagnosed with Diabetes (any type) AND / OR Hypertension
 - Latest BMI ≥ 30 (or ≥ 27.5 if from Black, Asian and ethnic minority backgrounds) BMI must be within last 24 months.
- and MUST NOT have any of the following characteristics:
- Moderate or severe frailty
 - Currently pregnant
 - Have an active eating disorder
 - Bariatric surgery in the last two years
 - A weight management programme is considered to pose greater risk of harm than benefit for this individual
- Can be booked direct to clinic without contacting patient.

Tier 3 – pre-shortlisted

- VOY service only (only available to VOY GP practices)
- The service is available to patients aged 18 years of age and over, who are registered with a Vale of York CCG GP practice, have a BMI of 35 or over, AND who have maximised primary care and community conservative management
- Requires 3 BMI results
- Patients with a BMI ≥ 50 will be automatically eligible to access the service.



- See website for more information: [NHS Vale of York Clinical Commissioning Group - Tier 3 Obesity Management Service](#)
- SR patients being referred for Tier 3 is done via the Humber direct not through e-RS.
- **Can be booked direct to clinic without contacting patient**

Diagnostic Endoscopy

Gastroscopy – **pre-shortlisted**

- Complete Integrated questionnaire on Gateway
- Routine pathway only – or consider a 2WW Upper GI referral if criteria is met
 - Service available at York or Scarborough Hospital only
- **Can be booked direct to clinic without contacting patient**

Diagnostic Physiological Measurement

Audiology

- Hearing assessment prior to referral to ENT
 - Exclusions to general audiology clinic: Unilateral Tinnitus, asymmetric hearing loss, sudden onset of hearing loss (for less than 3 months), obvious infection - refer directly to the ENT Service
- **York Hospital, Malton Hospital, Selby war Memorial, Whitby Hospital, Scarborough Hospital, Thirsk Health Centre – All RAS clinics**
 - There is a specialised York clinic on e-RS for patients with Dementia (autoroute override if standard audiology clinics shortlisted)
 - There is a specialised York tinnitus clinic under this pathway which deals with Long standing bilateral tinnitus only
 - For Scarborough registered patients there is a specialised clinic for Tinnitus at Spring Hill House which deals with *Long Standing Bilateral Tinnitus* only
- Patient requesting batteries for their hearing aids do not require a referral to the hospital:
 - Please contact Audiology directly on 01904 726741 and select option 1 for the postal service. Alternatively, you can email them at yhs-tr.hearingaid.repairs@nhs.net and they will be able to post them out to the patient.

Endocrinology and Metabolic medicine

There are no requirements for the following clinic types.

- General Endocrine services: **York Hospital, Scarborough Hospital, Selby War Memorial, Bridlington Hospital - all RAS clinic**
 - Adrenal Disorders
 - Gynaecological Endocrinology
 - Not Otherwise Specified
 - Pituitary & Hypothalamic
 - Thyroid/Parathyroid



- Metabolic Disorder Clinic: **Service available at York or Scarborough Hospital only**
 - Lipid Disorders - [Familial Hypercholesterolaemia](#)
 - Metabolic Bone Disorders

Immunology

- There are no local services for the following speciality's – available services include Castle Hill hospital / St James in Leeds (Treats all Clinical Immunological and Allergic disorder conditions) - **All RAS clinics**
 - Autoimmune Disease
 - Immunodeficiency
 - Not Otherwise Specified

Infectious diseases

- No local service – see e-RS for clinics and Directory of Services on e-Referral Service for conditions treated and exclusions.

Nephrology – pre-shortlisted

Hypertension

Nephrology - **York Hospital, Malton Hospital, Selby War Memorial, Scarborough Hospital – Direct Booking available**

Renal Diabetes

- There are no local services for this Clinic type (change clinic type to Nephrology to book to general clinic)
- There is a joint Diabetes / Renal clinic at York (Change to Diabetic Medicine / Clinic Renal Diabetes – RAS clinic)

Pain Management

- Integrated Chronic Pain questionnaire to completed for York Hospital (**Spinal and non-spinal clinics - All RAS**) – **pre-shortlisted**
- If referring for non-chronic pain, York registered patients can be referred to York Hospital, Pinderfields Hospital and Seacroft Leeds (Seacroft do not accept referrals from York and Harrogate registered patients without an approved IFR for treatment against Leeds Criteria)



- Allergy
- Asthma
- COPD
- Cystic Fibrosis
- Interstitial Lung Disease
- Occupational Lung Disease
- Tuberculosis

- Not Otherwise Specified – For Long Covid clinic - requires GP Proforma & Patient Questionnaire as hardcopy attachments (**York Hospital only RAS clinic**) – **pre-shortlisted**
- Pulmonary Rehabilitation referrals are sent via the AHP pathway to respiratory physiotherapy along with the Pulmonary Rehabilitation proforma which can be found on the website: [NHS Vale of York Clinical Commissioning Group - Respiratory](#)
- Home oxygen is not referred through gateway please see link on how to refer [NHS Vale of York Clinical Commissioning Group - Home Oxygen](#)



Surgery Not Otherwise Specified

Hernia (York Hospital, Malton Community Hospital, Scarborough General Hospital, Bridlington Hospital, Selby War Memorial- all RAS clinics – no Direct Booking available)

- Hernia repair for cosmetic reasons or for asymptomatic or minimally symptomatic hernias in adults is NOT routinely commissioned
 - VBC Check required
- Repair of suspected femoral hernias, inguinal hernias in women, or any irreducible hernias is commissioned and should be referred urgently due to the increased risk of incarceration/strangulation
 - These hernia referrals DO NOT require a PAT code
 - Required to be processed as urgent

Lumps and bumps: (York Hospital, Malton community Hospital, Scarborough general Hospital, Bridlington hospital- All RAS clinics)

- Large Lipomas requires PAT code / IFR if does not meet criteria for PAT
- Sebaceous Cysts requires PAT code/ IFR if does not meet criteria for PAT
- Consultation any hospital, surgery would be at York Scarborough or Bridlington Hospital

Endocrine Surgery

- There is no local service – please see Endocrinology section of this guide

Urology

Malton is the one stop clinic for the York/Scarborough area. Initial appointment will be here. Patient will be there for a couple of hours, have any tests done at the time and get results. Follow up appointments may be done at York or Scarborough Hospital. (All RAS clinics)

Circumcision

- Requires a PAT otherwise, funding will ONLY be considered where criteria are met.
- Humber and North Yorkshire ICB does **NOT** routinely commission male circumcision for cultural or religious reasons; the procedure will only be considered where medically necessary.
- Humber and North Yorkshire ICB routinely commission circumcision IF there is evidence of one of the following clinical indications:
 - Lichen sclerosus (chronic inflammation leading to a rigid fibrous foreskin) in males aged 9 years and over
 - Potentially malignant lesions of the prepuce or those causing diagnostic uncertainty
 - Congenital abnormalities with functional impairment
 - Distal scarring of the preputial orifice (a short course of topical corticosteroids might help with mild scarring)
 - Painful erections secondary to a tight foreskin
 - Recurrent bouts of infection (balanitis/balanoposthitis)



- Redundant prepuce, phimosis (inability to retract the foreskin due to a narrow prepuce ring) sufficient to cause ballooning of the foreskin on micturition; and paraphimosis (inability to pull forward a retracted foreskin)
- Traumatic injury eg zipper damage
- Congenital urological abnormalities when skin is required for grafting

(In) Continence

- Female Urinary Problems (Malton) Triage Service -
 - All females with continence issues and associated lower urinary symptoms
- Male Lower Urinary Symptoms (Malton) Triage Service
 - Men > 40 years with lower urinary tract symptoms
 - If <40 years book to general urology clinic
- Can offer The James Cook hospital as a choice:
 - Functional urology is female clinic
 - General urology is male clinic

Erectile Dysfunction/Andrology

- One stop ED service; Erectile dysfunction all causes: primary ED, diabetic, pelvic surgery Peyronies disease Premature Ejaculation Low testosterone/ primary hypogonadism (if low FSH and LH and secondary hypogonadism then refer to endocrinology)

Haematuria (not 2WW)

- VISIBLE HAEMATURIA - Referral Criteria: Painless; after one-episode WHATEVER age Painful; Over 40 years old male and female
- NON-VISIBLE HAEMATURIA - NB risk of cancer <3% Referral Criteria: Refer all Remember non-visible haematuria is normal with a UTI, therefore only refer if it fulfils the criteria for UTI
- If clinic doesn't appear due to patients age, please book to general urology clinic.

Male Infertility

- Normally processed through via Partners GP
- If the issue is the male change to Gynaecology/infertility and send to Seacroft hospital

Not Otherwise Specified (NOS)

- Chronic Scrotal Pain
- UTI
- Circumcision Requires a PAT
- Exclusions to clinic:
 - Cases of suspected cancer should be referred under the 2-week rule. General paediatric urology - please refer to Paediatric Urology Service Erectile Dysfunction - Refer to the Andrology Service Visible & non visible Haematuria - Refer to the Haematuria Service Raised PSA - Refer to the PSA Service Lower Urinary tract infections - Refer to the Male LUTS Service Females with continence issues- Refer to the Female Urinary Service

Prostate

- Process to the NOS clinic type this will bring up two options depending on age book to either:
 - Male Lower Urinary Symptoms



- General urology clinic

Urinary Calculus

- Stone - Urology (Malton) Triage Service
 - Known recurrent stone disease previously discharged. Loin pain? typical of ureteric colic. +/- non-visible haematuria +/- visible haematuria Persistent UTIs with stones on plain film.
 - Exclusions - New loin pain >55 yrs (exclude AAA first) Loin pain not typical of ureteric colic.

Vasectomy


- Any hospital if had previous surgery & needs to be General Anaesthetic / needs PAT but no proforma
- **Marie stopes Leeds** - e-RS with proforma.
 - Provider of vasectomy services in Leeds and Wakefield for Vale of York CCG patients.
 - [Patient information leaflet for Marie Stopes service](#)
 - Marie Stopes do not have a BMI limit, but they do have weight limits for their couches. In Leeds the limit is 25 stone and in Wakefield the limit is 20 stone. The decision to undertake any operation is that of the surgeon on the day.
- **Haxby Group Practice**
 - Provide vasectomy services under LA for Vale of York CCG patients.
To refer: please send the signed proforma directly to Haxby Group Practice. They will be contacted directly by the practice with an appointment.
- Humber and North Yorkshire ICB do commission vasectomies under General Anaesthetic in secondary care **only** in the following circumstances:
 - Previous documented adverse reaction to LA
 - Scarring or deformity from previous scrotal surgery or trauma that makes vasectomy under LA difficult to achieve
 - History of coagulation disorder, inguinal scrotal hernia or cryptorchidism
 - Large varicocele or hydrocele
 - Where patients have previously had vasectomy on the NHS, have subsequently had a reversal of vasectomy (privately or on the NHS) and again wish to undergo vasectomy
 - Please clearly detail which of these your patient has in order for them to have a secondary care procedure.
 - Fear of the procedure, or patient choice are not adequate reasons for requesting vasectomy under GA, unless supporting mitigating factors are submitted to the IFR panel by the requesting clinician.

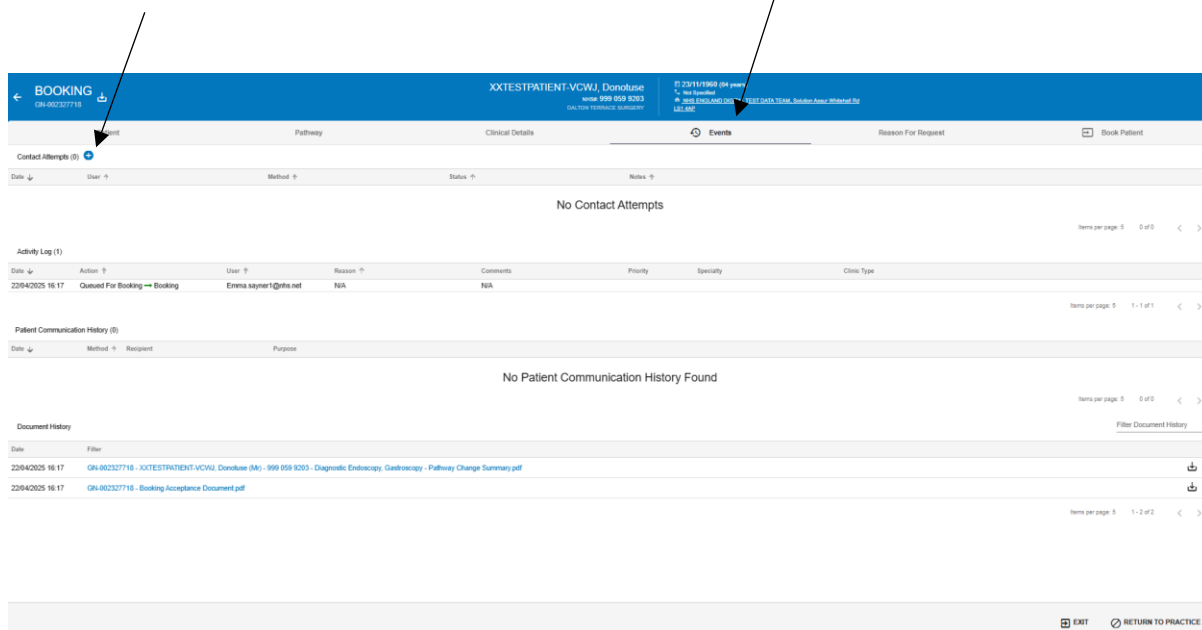
Haematospermia

- Book to general Urology clinic (NOS)

Logging patient contact attempts on Gateway

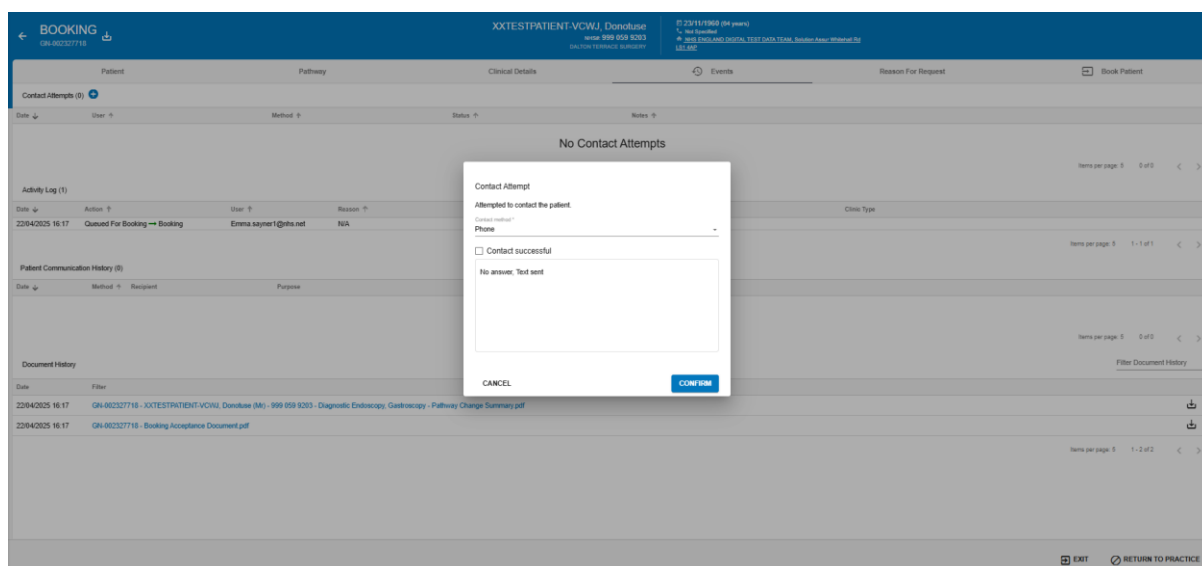
Telephone & SMS contacts and internal notes can be logged on Gateway via the **Events** tab. To log such actions:

Select  as displayed in the image below, select contact attempt method and input the occurrence



The screenshot shows the Gateway interface for a patient named XXTESTPATIENT-VCWJ. The 'Events' tab is selected. In the 'Contact Attempts (0)' section, a plus icon is highlighted. Below this are sections for 'Activity Log (1)', 'Patient Communication History (0)', and 'Document History'. The 'Activity Log' shows a record for 'Quoted For Booking -> Booking' on 22/04/2025. The 'Patient Communication History' and 'Document History' sections are currently empty.

Once entered, select **confirm**



The screenshot shows the same Gateway interface as before, but with a 'Contact Attempt' modal dialog open. The dialog has a title 'Contact Attempt' and a subtitle 'Attempted to contact the patient.' It contains a 'Contact method' dropdown menu with 'Phone' selected, a 'Contact successful' checkbox, and a text area for 'No answer, Text sent'. The 'CONFIRM' button is highlighted in blue.

The referral can be exited. This will save a contact attempt, the referral will remain open in the booking workflow



Generating e-RS Patient Choice letters through Gateway

Select the choice of provider you wish to include on the patient letter.

The screenshot shows the 'BOOKING' screen in the NHS Gateway system. The patient is 'XXTESTPATIENT-VCWJ, Donofuse'. The screen displays a list of services and providers. The 'Service Name' column lists various audiology services, including 'Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals', 'Audiology - Over 18 (Malton) Triage Service - York & Scarborough Hospitals', and 'Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals'. The 'Distance' column shows distances ranging from 1mi to 23mi. The 'Wait Time' column shows wait times ranging from 'Not Applicable' to 7 days. The 'Organisation' column lists various providers, including 'York Hospital', 'Malton Community Hospital', 'The New Selby War Memorial Hospital', 'Hamgate District Hospital', 'Gosk & District Hospital (Acute)', 'Think Health Centre', 'Saxondale Hospital', 'Portsmouth General Infirmary', 'Bramhope Health Centre', and 'Bramhope Medical Centre'. The 'Filter' section at the bottom allows users to filter by 'Specialty' (Diagnostic/Prosthetic Measurement, Audiology, Hearing Aids / Hearing) and 'Age Group' (Adult, Child, Infant). The 'Update' button is visible at the bottom right.

Click **NEXT**

Select **Shortlist only**

The screenshot shows the 'Select Services' screen in the NHS Gateway system. The patient is 'XXTESTPATIENT-VCWJ, Donofuse'. The screen displays a list of services and providers. The 'Service Name' column lists various audiology services, including 'Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals', 'Audiology - Over 18 (Malton) Triage Service - York & Scarborough Hospitals', and 'Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals'. The 'Organisation' column lists various providers, including 'York Hospital', 'Malton Community Hospital', 'The New Selby War Memorial Hospital', and 'Think Health Centre'. The 'Date' column shows dates ranging from 23/4/2025 to 23/4/2027. The 'Day' column shows days of the week (S, M, T, W, T, F, S). The 'Time Slot' column shows time slots ranging from 10:00 to 11:00. The 'No Appointments Found' message is displayed at the bottom. The 'Filter' section at the bottom allows users to filter by 'Specialty' (Diagnostic/Prosthetic Measurement, Audiology, Hearing Aids / Hearing) and 'Age Group' (Adult, Child, Infant). The 'Update' button is visible at the bottom right.

XXTESTPATIENT-VCWJ | Donor

Serial 999 999 9003
DIN: PWR FEMORAL SURGURY

P: 23/10/1968 (64 years)
Q: Not Available
R: 365 (Males) 20 (Females) TEST DATA STATE, Golden Area: 0000000000
XEL: 887

Pathology Clinical Details Events Reason For Request

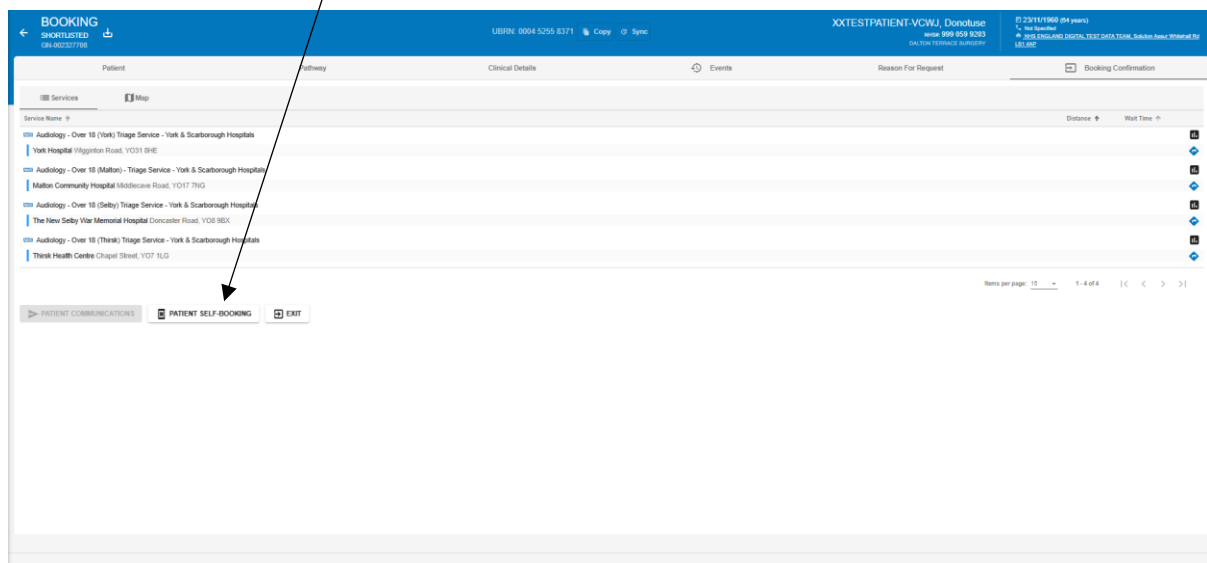
File days: S M T W T F S Organization: York Hospital (1 others) Filter by organization Organisations

Test Only

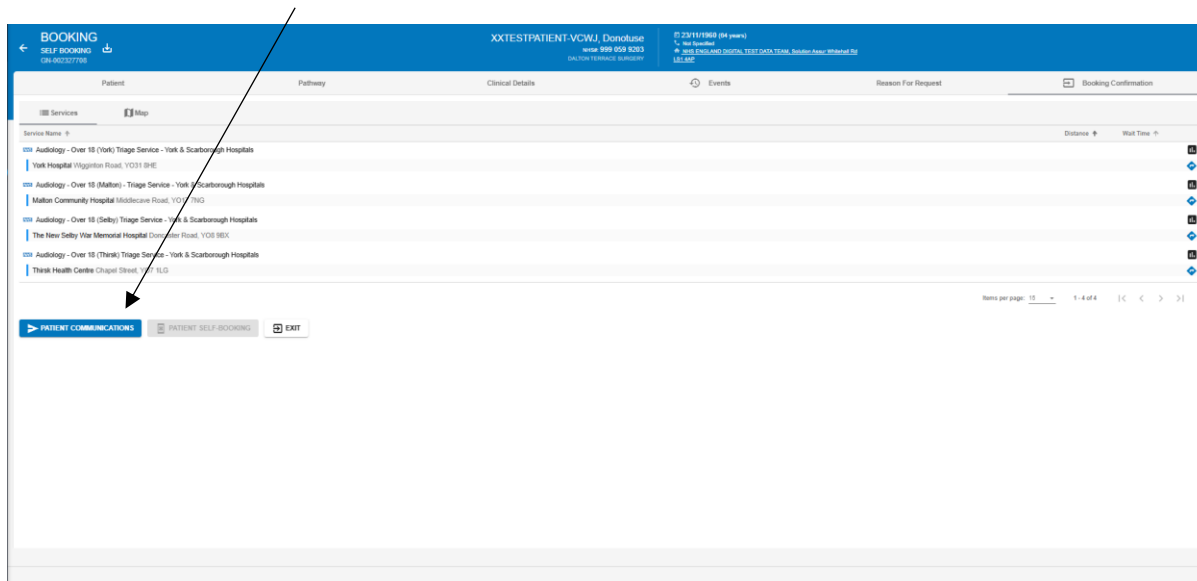
Are you want to proceed with the current shortlist?

Line Name	Distance	Wait Time	Organisation
Technology - Over 10 (York) Triage Service - York & Scarborough Hospitals	1mi	Not Applicable	York Hospital
Technology - Over 10 (Malton) Triage Service - York & Scarborough Hospitals	14mi	Not Applicable	Malton Community Hospital
Technology - Over 10 (Selby) Triage Service - York & Scarborough Hospitals	14mi	Not Applicable	The New Selby War Memorial Hospital
Technology - Over 10 (Thirsk) Triage Service - York & Scarborough Hospitals	20mi	Not Applicable	Thirsk Health Centre

High H



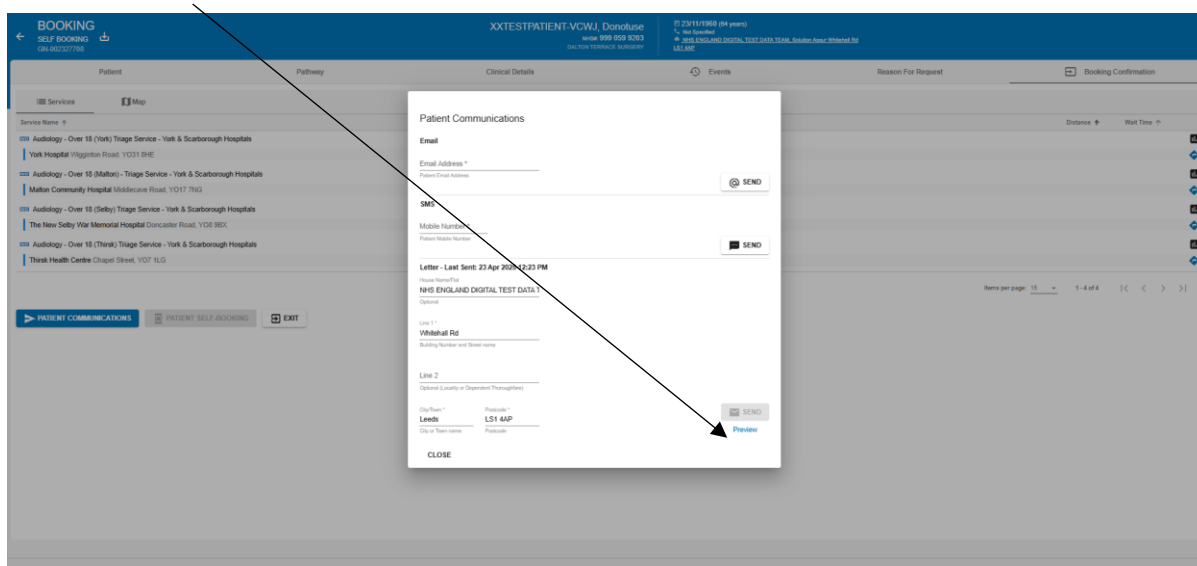
Then select **patient communication**



The screenshot shows the 'BOOKING SELF BOOKING' interface for a patient named 'XXTESTPATIENT-VCWJ, Donofuse'. The 'Services' tab is active, displaying a list of services. At the bottom, the 'PATIENT COMMUNICATIONS' button is highlighted with a blue arrow pointing to it.

The patient communication page will be displayed. The correspondence address will be auto filled from the address on your patient records.

Select **preview** to display the letter.



The screenshot shows the 'Patient Communications' modal window. It contains fields for 'Email', 'SMS', and 'Letter'. The 'Letter' section is expanded, showing a preview of the letter content. The 'Preview' button at the bottom right of the letter preview is highlighted with a blue arrow.

The letter can then be printed locally and posted to the patient.

The letter will provide the patient with the list of hospital choices along with all the information they require to book their appointment online or by telephone via national e-RS appointments line.

If the patient has the NHS app, once a referral has been shortlisted the patient is notified via the app, which can be used to manage their referral request.



Booking via e-RS

If an e-RS Choice letter is sent to the patient as mentioned on pages 14-16 of this guide, the patient is provided with an option to book their appointment online or call the national e-RS booking centre.

Patient's may still choose to contact their GP Practice. If the patient does contact the GP Practice, the referral can no longer be amended on Gateway and must now be accessed through e-RS. The patient's referral can be processed by following the below steps.

Open and log into e-RS search for patient and the scroll down to patient activity.

Access Code tractor amp

[See patient contact details](#)

[Refer or seek advice](#)

Patient activity

Select a UBRN for more information

Last updated: 23-Apr-2025 16:13 [Refresh](#) [View archived referrals](#)

UBRN	Clinical context	Request type	Request date	Status	Appointment	Referred by
0004 5255 8371	Diagnostic Physiological Measurement/Audiology - Hearing Assess / Reassess	Referral	23-Apr-2025	Not booked	-	SCHOFIELD, Helena (Dr)
0004 5252 3398	Diagnostic Physiological Measurement/Audiology - Hearing Assess / Reassess	Referral	23-Apr-2025	Cancelled referral	-	SCHOFIELD, Helena (Dr)

[Back to top](#)

Click on the **UBRN** of the referral that requires processing, this will open the referral request

NHS e-Referral Service

UBRN: 0004 5255 8371 Patient: XTESTPATIENT-VCWL Donotuse (Mr) Sex: Male 64 years (23-Nov-1960)

[Go back](#)

Referral summary

[Download summary](#)

[Print patient referral instructions](#)

Referral details

Priority Routine

Clinical context

Diagnostic Physiological Measurement/Audiology - Hearing Assess / Reassess

Referred by

SCHOFIELD, Helena (Dr)

Referring organisation

DALTON TERRACE SURGERY

Patient's registered practice

DALTON TERRACE SURGERY

Related information

[Referral history](#)

Status

NOT BOOKED

[Select action](#)

Shortlisted services

[Triage](#)
MALTON COMMUNITY HOSPITAL
Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals

[Triage](#)
THE NEW SELBY WAR MEMORIAL HOSPITAL
Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals

[Triage](#)
THIRSK HEALTH CENTRE
Audiology - Over 18 (Thirsk) Triage Service - York & Scarborough Hospitals

[Show more](#)

Attachments

[Manage attachments](#)

File	Description	Added by	Date added
GN-002327708 - Referral Letter.pdf	GN-002327708 - Referral Letter.pdf	LEE, Lesley (Mrs)	23-Apr-2025
GN-002327708 - XTESTPATIENT-VCWL Donotuse (Mr) - 999 059 9203 - Diagnostic Physiological Measurement - Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	GN-002327708 - XTESTPATIENT-VCWL Donotuse (Mr) - 999 059 9203 - Diagnostic Physiological Measurement, Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	LEE, Lesley (Mrs)	23-Apr-2025



Click on the **select action** button and from the drop down **select book/send for triage**

NHS e-Referral Service

UBRN: 0004 5255 8371 Patient: XXTESTPATIENT-VCWJ, Donotuse (M) Sex: Male 64 years (23-Nov-1960)

Referral summary

Download summary
Print patient referral instructions

Referral details

Priority: Routine

Clinical context
Diagnostic Physiological Measurement/Audiology - Hearing Assess / Reassess

Referred by
SCHOFIELD, Helena (Dr)

Referring organisation
DALTON TERRACE SURGERY

Patient's registered practice
DALTON TERRACE SURGERY

Related information
Referral history

Status
NOT BOOKED

Shortlisted services

Attachments
Manage attachments

File	Description	Added by	Date added
GN-002327708 - Referral Letter.pdf	GN-002327708 - Referral Letter.pdf	LEE, Lesley (Mn)	23-Apr-2025
GN-002327708 - XXTESTPATIENT-VCWJ, Donotuse (M) - 999 059 5203 - Diagnostic Physiological Measurement - Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	GN-002327708 - XXTESTPATIENT-VCWJ, Donotuse (M) - 999 059 5203 - Diagnostic Physiological Measurement - Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	LEE, Lesley (Mn)	23-Apr-2025

Select action
Book/Send for triage
Change service
Cancel referral

The next screen will display the service options shortlisted for the patient. Once the patient indicates which hospital they would like to be referred to, select **Send for triage** (as it's a RAS or select date and time if Directly Bookable)

NHS e-Referral Service

UBRN: 0004 5255 8371 Patient: XXTESTPATIENT-VCWJ, Donotuse (M) Sex: Male 64 years (23-Nov-1960)

Book/Send For Triage

Referral information
Initial Referring Clinician: SCHOFIELD, Helena
Commissioning Organisation: NHS HUMBER AND NORTH YORKSHIRE ICB - 430
Initial Referring Organisation: DALTON TERRACE SURGERY

Selected Services Filter

Select	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referral Alert	Link to NHS Choices	Location
Send for Triage	Triage Service	Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals	N/A		N/A	!	!	MALTON COMMUNITY HOSPITAL
Send for Triage	Triage Service	Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	N/A		N/A	!	!	THE NEW SELEY WAR MEMORIAL HOSPITAL
Send for Triage	Triage Service	Audiology - Over 18 (Thirsk) Triage Service - York & Scarborough Hospitals	N/A		N/A	!	!	THRSK HEALTH CENTRE
Send for Triage	Triage Service	Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals	N/A		N/A	!	!	YORK HOSPITAL

Appointment Status Filter
Priority: Routine
Named Clinician: -

Available Appointments
Update Appointments List
Diary View: Day Week Month

Select	Appointment Date/Time	Service Name	Location
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Practice Appointments Next Appointments

Cancel Service Selection Refer to Provider Request Book





This will then confirm all the details and can be closed by selecting the **close** button at the bottom

NHS e-Referral Service Help Notifications Lee, Lesley

UBRN: 0004 5255 8371 Patient: XXTESTPATIENT.VCWJ, Donotuse (Mr) Sex: Male 64 years (23-Nov-1960)

Triage Request Summary

Triage Request Details
Clinical Information

Triage request details

✓ The triage request has been submitted successfully

UBRN Created Date	Wed 23-Apr-2025 16:02
UBRN	0004 5255 8371
Clinical Term	-
Specialty	Diagnostic Physiological Measurement
Clinic Type	Audiology - Hearing Assess / Reassess
Named Clinician	-
Priority	Routine
Service Name	Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals
Location	MALTON COMMUNITY HOSPITAL

Print & Update Request Add Additional Measurements Modify Referral Letter **Close**

Select **continue** to exit and finish. The patient will now hear from their chosen provider in due course.



Referring AHP & MSK referrals via Gateway Book Direct

1. Create new request, select referral type, clinician, and urgency before selecting the correct AHP specialty pathway from the below drop-down menu – **please see next page** for all available York & Scarborough Place AHP referral pathways.

Specialties...
Physiotherapy
Select specialty

Clinic Types...
Not Otherwise Specified
Select clinic type

Direct Booking Services *
None
Available Direct Booking Services

BACK NEXT

Once a valid AHP specialty has been selected, the **Direct Booking Services** dropdown option will present itself.

Please select the most appropriate option based on the referral request (please note: the below is not an exhaustive list of options - **see next page**)

None

AHP Pelvic Health

AHP Neurology (Physio Outpatients)

AHP Respiratory

AHP Stroke Therapy (Physio Outpatients)

AHP Rheumatology (Physio Outpatients)

Available Direct Booking Services

If a **Direct Booking Service** drop-down pathway is not selected – the AHP referral request will not be sent to the correct AHP service.

2. Select *Next* and complete the remaining referral steps as normal (patient demographics, clinical details, pathway questions and reason for request)
3. When a Direct Booking Service is selected, the *Submit Referral* option is replaced by a **Book Direct** option (see in **blue**, below image). Please select *Book Direct* to send your referral request directly to the chosen service provider.

BACK

EXIT SAVE AND TASK BOOK DIRECT



Gateway® Auto-book Configurations Vale of York CCG

Use the table below as a reference when creating a referral in Gateway. The table shows which specialty and clinic type you as a referring user will need to select in order to display the relevant auto-book service.

Auto-book Services	Specialty	Clinic Type
AHP Dietetics	Dietetics	Not Otherwise Specified
AHP MSK	Physiotherapy	Musculoskeletal
AHP Neurology	Occupational Therapy; Physiotherapy	Not Otherwise Specified; Not Otherwise Specified
AHP Stroke Therapy	Occupational Therapy; Physiotherapy	Not Otherwise Specified; Not Otherwise Specified
AHP Rheumatology	Occupational Therapy; Physiotherapy	Not Otherwise Specified; Not Otherwise Specified
AHP Pelvic Health	Physiotherapy	Not Otherwise Specified
AHP Respiratory	Physiotherapy	Not Otherwise Specified
AHP SALT	Speech and Language Therapy	Swallowing; Communication
AHP Orthotics	Orthotics and Prosthetics	Orthotics
Selby Frailty Clinic	Geriatric Medicine	Not Otherwise Specified
TIA Clinic – York Hospital	General Medicine	Transient Ischemic Attack

Gateway® Auto-book Configurations North Yorkshire CCG

Use the table below as a reference when creating a referral in Gateway. The table shows which specialty and clinic type you as a referring user will need to select in order to display the relevant auto-book service.

Auto-book Services	Specialty	Clinic Type
AHP Rheumatology	Occupational Therapy; Physiotherapy	Not Otherwise Specified; Not Otherwise Specified
AHP Pelvic Health	Physiotherapy	Not Otherwise Specified
AHP Orthotics	Orthotics and Prosthetics	Orthotics
Stroke Services – York Hospital	General Medicine	Transient Ischemic Attack
TIA Clinic – York Hospital	General Medicine	Transient Ischemic Attack