



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 May 2025

Please note, only this online version will be maintained moving forward



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Useful Contacts & links

Referral Support Service

0300 303 8676 or hnyicb.voy.rsservice@nhs.net

Where to refer

Gateway & e-RS booking guide

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 \geq 18 years
 - Diagnosed with Diabetes (any type) AND / OR Hypertension
 - Latest BMI \geq 30 (or \geq 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)



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)



Phase 2 Pathways

Urgent Suspected Cancer

USC Gynaecology (York and Scarborough Hospital only – RAS clinics) - pre shortlisted on Gateway

- Complete USC pathway questionnaire
- USC Hysteroscopy clinic (**requires US scan attached**)
- All patients who have had abnormal USS features (thickened endometrium or suspicion of pathology on USS).
 - Patients with recurrent PMB
 - Patients with PMB who are on tamoxifen
 - Exclusion to clinic:
 - Patients who have not had an ultrasound (apart from recurrent bleeds or patients on tamoxifen) .
 - Patients with PMB, apart from the two high risk groups (recurrent bleeds and patients on tamoxifen) are to be referred directly for an URGENT Ultrasound. Any abnormal USS features can then be referred into this service.

USC Gynaecology Clinic

- Lesion Suspicious of cancer of vagina on speculum examination
- Lesion Suspicious of Cancer of Vulva
- Suspicious pelvic mass found on ultrasound (must have serum Ca125 and USS report)
- Exclusion to clinic:
 - Pelvic Mass who have not had USS
 - Patients under 16 years

USC Head and Neck

This pathway covers ENT and Oral & Maxillofacial
Lesions are covered under the **USC skin pathway**.

- Complete USC pathway questionnaire.

USC ENT for **Scarborough/Bridlington hospital** are all booked into the general service as no separate clinics types. (**Direct Booking available**)

York hospital has separate clinics to book into see below:

USC ENT Voice Clinic– (**Direct Booking available**)

- Unexplained and persisting hoarseness for > 6 weeks (lung cancer excluded)



USC ENT Clinic– (Direct Booking available)

- High/cervical dysphagia persisting >3 weeks
- Nasal obstruction

USC ENT Neck lump and thyroid service Clinic (Direct Booking available)

- Unexplained and persistent lump/mass in neck
- Thyroid Lump where scan has shown suspicious features (please include scan report)

USC Head and Neck (Max fax) - (York Hospital, Scarborough Hospital, – Direct Booking available)

- Unexplained ulceration in oral cavity or vermillion of lip for >3 weeks
- Unexplained swelling/ lump in oral cavity or vermillion of lip
- Red or red and white patches of oral mucosa
- Unexplained and persistent lump / mass in neck (not thyroid)

USC Upper GI – (pre shortlisted)

- Please complete USC pathway questionnaire

USC Upper GI (York Hospital, Scarborough Hospital)

- Isolated Dysphagia – any age
- Age ≥55 with weight loss and upper abdominal pain
- Age ≥55 with weight loss and reflux
- Age ≥55 with weight loss and dyspepsia
- Upper abdominal mass (suspected oesophago-gastric aetiology)

USC Pancreaticbiliary – (York hospital only)

Patients meeting any of the criteria in this section will have an outpatient appointment arranged by the hospital: Attach copies of the radiology reports with this referral form

- Suspected oesophago-gastric cancer found on imaging
- Suspected primary liver cancer found on imaging
- Suspected gall bladder cancer found on imaging
- Suspected pancreatic cancer found on imaging
- Age ≥40 with jaundice (otherwise well)



USC Urology (Malton Community hospital)

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)

- Complete pathway questionnaire
- Service available at Malton community hospital (No York/Scarborough hospital)

USC Haematuria

- All Haematuria
- Unexplained visible haematuria (adult over 45) where a UTI has been excluded or persists or recurs after treatment of UTI
- Non-visible haematuria (aged 60 or over) AND either dysuria or raised white cell count on a blood test
- Exclusion to clinic:
- Patients under 45 years with visible haematuria.
- Consider non-2WW Haematuria referral for everyone else outside of these age criteria. (Patients under 40 years with visible Haematuria, exclude or treat UTI).

USC PSA

- PSA over 10ng/ml (after exclusion of UTI) on one occasion in a man with a ten-year life expectancy Clinically malignant-feeling prostate on digital rectal examination (age under 80 yr). **Requires PSA result attached**
- PSA above age-specific reference range, but below 10ng/ml in a man with a likely ten-year life expectancy (after exclusion of UTI) **Requires two PSA levels and Dates no less than 6 weeks apart.**

USC Urology

- Elevated age specific PSA (age under 80 years),
- Clinical malignant-feeling prostate on rectal digital examination (age under 80 years),
- PSA value over 20ng/mL (any age, after exclusion of UTI).
- Renal mass evident on clinical examination or imaging, solid bladder mass on imaging,
- Solid swelling in the body of the testis, penile mass or ulceration where STD has been treated or excluded.



Urgent & Routine first outpatient pathways

Diagnostic Physiological Measurement / ECHO

Palpitations – (pre shortlisted) (York only)

- Complete Integrated questionnaire on Gateway
- This service is for York registered patients only
- Requires ECG attached (**mandatory**)
- Criteria for pathway can be found:
valeofyorkccg.nhs.uk/seecmsfile/?id=6469&inline=1&inline=1&inline=1
- Service available at York Hospital only
- Can be booked direct to clinic without contacting patient

To refer Scarborough registered patients for palpitations please process via Cardiology/NOS.
(Scarborough Bridlington and Malton hospital)

Murmur – (pre shortlisted)

- Refer to the open access ECHO clinic
- 12 lead ECG (if available in primary care) must be attached to the referral
- Conditions treated:
 - New murmurs in patients over 16 years Murmurs identified in pregnancy (please state the duration of pregnancy in the referral)
 - People with a family relative in a first relative of congenital heart disease and with a murmur
 - People with a family history in a first degree relative of cardiomyopathy please state which type in the referral letter (Hypertrophic Obstructive Cardiomyopathy HOCM <40 years every 4 years, Dilated Cardiomyopathy DCM <50 years every 4 years)
 - People with AF in whom there is a strong suspicion of structural heart disease (a murmur) and therefore warfarin will be required for anticoagulation not a Direct Oral Anticoagulant (NOAC)
 - Younger people (<60) with AF in whom a structural problem will raise thromboembolic risk to a level where anticoagulation is required
- Exclusions:
 - People already under cardiology follow up
 - People with symptoms of heart failure and a murmur or AF should be referred via the heart failure CAS
- Service available at York Hospital only
- Can be booked direct to clinic without contacting patient



- Scarborough registered patients have the option to also go to **Scarborough Bridlington and Malton Hospital** - change speciality and clinic type to Cardiology/ NOS.

Gynaecology

There are no requirements for the following clinic types. Available hospitals include **York Hospital, Scarborough Hospital, Selby War Memorial, Bridlington Hospital Malton community Hospital**

- Not Otherwise Specified
- Perineal Repair – **Also offer St James Hospital Leeds**
- Urogynaecology/Prolapse
- Vulval and Perineal Lesions

The following clinic types need changing to *Not Otherwise Specified* to show local clinics **York Hospital, Scarborough Hospital**

- Post Menopausal Bleeding
- Psychosexual

Menstrual Disorders

- **York Hospital, Scarborough Hospital, Selby War Memorial, Bridlington Hospital, Malton Community Hospital, St James Hospital Leeds**
- National endometriosis centre **James cook Hospital** – Shows under this clinic type (MD)

Colposcopy

- **St James Leeds Hospital, Harrogate Hospital**
- No specific colposcopy services to refer to locally under this clinic type please edit to *Not Otherwise Specified* to show available clinics **York Hospital, Scarborough Hospital, Selby War Memorial, Bridlington Hospital, Malton community Hospital**

Early pregnancy assessment

- These referrals are not processed through gateway.
- Additional guidance can be found [here](#)



Family planning

- Sterilisation only – Monkgate Health Centre York registered patients only (**pre shortlisted**)
- Sterilisation only – Scarborough registered patients only (**pre shortlisted**) **Scarborough Hospital, Bridlington Hospital**

Menopause

- No local menopause service.
- Hospitals available : **Pinderfields General Hospital, The James Cook Hospital and Pontefract Hospital. St James Leeds Hospital**

Pelvic Pain

- **York Hospital, Scarborough Hospital, Selby War Memorial, Bridlington Hospital Malton Community Hospital**
- **Leeds general Hospital, St James Leeds, Castle Hill Hull**
- For Scarborough registered patient no specific pelvic pain service available.
- Endometriosis comes under this clinic for **York Hospital** only

Pregnancy Advisory Service

- *There is no service through Gateway send direct to hospital.*

Recurrent Miscarriage – (**pre shortlisted**)

- **St James's University Leeds only**

Egg/Sperm storage (including transitioning patients) Book into **Seacroft Leeds Hospital** via Gynaecology /Infertility

Geriatric Medicine

Cognitive disorders

- Not service available through gateway, additional guidance can be found [here](#):



Falls

- York registered patient only Clinic restricted to 65 years + (**Nelson court direct bookable**)
(pre shortlisted)

Conditions treated:

- Patients who are over 65 and have had two or more unexplained falls in the past year. Patients with unexplained dizziness and suspected loss of consciousness. Patients who are independently mobile with or without an aid and can attend a clinic environment for 1-2 hours.

Exclusions:

- Single or no falls. Definite syncope (see alternative services). Falls secondary to alcohol or substance abuse. Patients who are not able to mobilise without assistance. Patients who need physiotherapy and occupational therapy only (see alternative services). Patients who need a home hazard assessment/minor home adaptations only (see alternative services). Patients with dementia that would limit them from engaging with exercise programmes/adaptations
- Scarborough Registered patients are referred direct through to the Humber not through Gateway.

Movement disorder

- Conditions treated: Geriatric patients with symptoms suggestive of Parkinson's disease.
- **York/ Selby Hospital** are age restriction 75 years + (shows as Parkinson's)
- **Scarborough hospital** age restriction 65 years + (Shows as movement disorder)

Not otherwise specified

- Appears as Care of the elderly clinic on booking list
- **York hospital** age restriction 75 years +
- **Scarborough/Bridlington hospital** age restriction 65 years +

Metabolic bone diseases

- Conditions treated: Osteopenia Osteoporosis Previous Fracture
- **York Hospital** age restriction 75 years + (York shows as Nelson court)
- **Scarborough/Bridlington hospital** age restriction 65 years +

Stroke (NOT TIA)

- See Stroke Medicine service section



Neurosurgery

As Neurosurgery is a surgical speciality an up-to-date BMI & Smoking status (within 12 months) is required. There are no local options for this specialised service. If you require further clarity on any of the below, please contact the RSS team.

Movement Disorder

- *This clinic type is not used please see below options available*

Not Otherwise Specified

- Requires a MRI/ CT scan attached within the last 6 months
- No local services
- **Hull Royal Infirmary** (Hull does have a satellite clinic at York but only every couple of months, if surgery is required will be done at Hull), **Leeds General Infirmary, The James Cook University**

Spinal

- Requires a MRI/ CT scan attached within the last 6 months
- No local services
- **Hull Royal Infirmary** (Hull does have a satellite clinic at York but only every couple of months, if surgery is required will be done at Hull)
- **The James cook University** (telephone appointments)
- For **Leeds General infirmary** Spinal clinic change to NOS
- **The Duchy hospital in Harrogate**

Oral and Maxillofacial Surgery

- PAT required for benign lesions. These are usually triaged through Dermatology REI. However, there is currently a service restriction on benign skin lesions at York and Scarborough Trust hospitals.
- No dental services available

There are no requirements for the following clinic types and can be booked into the general clinics **York Hospital, Scarborough Hospital, Bridlington Hospital** and further afield at patient request.

- Facial plastics
- NOS
- Oral surgery
- Salivary gland disease

Head and neck lumps not 2WW

- General clinic for Scarborough registered patients **Scarborough Hospital, Bridlington Hospital**
- York hospital clinic name shows as *head and neck lump 'not USC'* clinic



Oncology

- There is no service on e-RS for this clinic type please contact the relevant provider directly or alternatively the RSS can assist.

Facial deformity

- Change Clinic type to *Not Otherwise Specified* to bring up general clinics **York Hospital, Scarborough Hospital, Bridlington Hospital**

Surgery Breast

FH of Breast Cancer (non 2WW) **(pre shortlisted)**

- Requires Family history questionnaire (mandatory)
- Age restricted to 35 years to 50 years inclusive (if outside of age range send A&G to breast clinic via eRS if response is to agree can process on eRS removing age)
- **York Hospital only**

Mammoplasty (non 2WW)

- Conditions treated:
 - *Reductions /*Cosmetic Asymmetry *Delayed reconstruction
 - If you require surgery following your outpatient consultation, this will probably be undertaken at York Hospital. However, in some instances patients may be offered Scarborough, depending on the circumstances.
- Exclusions:
 - Family History - Refer to Breast Family History Service
 - All patients with Breast Symptoms must be referred via the symptomatic breast clinic
 - **York hospital, Castle Hill hospital, St James University hospital.**

Mastalgia -**Pre shortlisted** (**Malton Hospital only**)

- Integrated questionnaire
- Pain only if other symptoms send to the symptomatic breast clinic
- Implants are an exclusion.
- Conditions treated: Breast pain not responsive to simple measures tried for 3 months
Cyclical mastalgia Intractable breast pain Unilateral mastalgia Bilateral mastalgia No abnormality on examination for all patients



Surgery – Plastic

There are no requirements for the following clinic types and can be booked into the general clinics
York Hospital, Malton Hospital or further afield if patient request.

- Upper limb
- Lower limb
- Minor plastic surgery
- NOS
- BCC- can also be seen in Dermatology and Oral & Maxillofacial depending on where lesion is located
- Vascular malformation
- Burns
- Mammoplasty

Following clinic types do not tend to have published services on e-RS please consider only utilising above clinic types, please contact RSS if you require further clarity.

- Craniofacial
- Gynaecology and perineal reconstruction
- Laser
- Oncology

The following require PAT code / IFR if does not meet criteria for PAT attached when being referred:

- Lipoma requires PAT code / IFR if does not meet criteria for PAT
- Ganglion surgery
- Benign skin lesion

Surgery -Vascular

Arterial – **York Hospital, Scarborough Hospital,**

- Criteria: Diagnosed infra renal Abdominal Aortic Aneurysm or Diagnosed Iliac Aneurysm.
- Nurse led clinic at York hospital

Leg ulcer

- Conditions treated:
 - New lower limb ulceration (within 2-16 weeks from advent), not including foot or malleolar ulceration Please specify on the referral the date of onset and the site of the new leg ulcer. Include relevant history of previous ulceration and lower limb vascular intervention
 - **Malton Hospital ,York hospital ,Selby Hospital, Scarborough Hospital, Bridlington Hospital**



Lymphoedema

- No local service available - also not dealt with by Dermatology at York Hospital and is an exclusion for the general Vascular clinic at the York and Scarborough Trust hospitals (Unless advised by A&G).
- Change to NOS to bring up **The Friarage Hospital ,The James Cook hospital**
- Under lymphoedema clinic type -**Pinderfields hospital Barnsley hospital, Northern General and Darlington hospital**
- Scrotal lymphedema can go to **Malton hospital** under Urology/ NOS

NOS

- Conditions treated:
 - General vascular conditions, including Peripheral vascular disease - intermittent claudication, rest pain, critical limb ischaemia, Buerger's disease and leg ulcers. Cerebrovascular disease - carotid artery disease. Hyperhydrosis Thoracic outlet syndrome Vasospastic disorders - Raynaud's syndrome. Venous disease - primary and recurrent varicose veins, chronic venous insufficiency and venous leg ulcers.. Aneurysmal disease - aortic aneurysms, iliac aneurysms, femoral and popliteal aneurysms. Vascular malformations. Oncology venous access procedures. Paediatric vascular surgery will be considered but may lead to onward referral if not appropriate.
- **York hospital, Selby Hospital, Scarborough Hospital, Bridlington Hospital**

Varicose Veins

- As Vascular is a surgical speciality an up-to-date BMI & Smoking status (within 12 months) is required.
- Requires PAT code / IFR if does not meet criteria for PAT
- **York hospital, Selby Hospital, Scarborough Hospital, Bridlington Hospital Malton Community Hospital**

Stroke medicine – (pre shortlisted) (York Hospital, Scarborough Hospital)

Stroke (NOT TIA) - please contact RSS if you require further clarity.

- Conditions Treated:
 - Assessment of new stroke when the patient has experienced a stroke elsewhere i.e. overseas or another part of UK. It is expected that these patients are on an antiplatelet agent as well as a statin. Minor strokes/ Non disabling strokes where the patient can still function at home. Incidental strokes picked up on scans for a different reason. Secondary prevention.
 - Age 18 year and over
- Exclusions:
 - 1.TIA's to be referred to TIA service via ICG - Refer using the ICG template - TIA Clinic Referral Form
 - 2. Anyone with persistent symptoms suggestive of stroke that has not resolved and within 72 hours of onset requires admission unless the patient refuses to be admitted.



- 3. The following are also excluded from this Stroke Service: Blackouts Confusion
Dizziness Falls without specific focal weakness Memory loss

NB: If any queries on which pathway the patient should be referred, please contact the On Call Stroke Consultant via switchboard

Other options are :

- Urgent TIA clinic please process via the **AHP pathway**
- The pathway required for this referral is urgent general medicine/Transient ischemic attack and select the book direct option
- Instructions and guidance on how to select the AHP service & clinic types when referring and how to Direct Book were sent out to all practices in the phase 1 guide.
- Stroke services – For patients that require Physiotherapy / Occupational Therapy outpatient rehabilitation as a result of having a stroke to be referred via the **AHP pathway** as below:

AHP Stroke Therapy	Occupational Therapy; Physiotherapy	Not Otherwise Specified; Not Otherwise Specified
--------------------	--	---

Then from the dropdown box select stroke and book direct this forwards the referral direct to service.

NB: If any queries on which pathway the patient should be referred, please contact the On Call Stroke Consultant via switchboard



Phase 3 Pathways

Urgent & Routine first outpatient pathways

Children's and Adolescent Services

Please note that age eligibility for Child Health clinics can vary by provider. Some clinics may only accept patients up to 12 years old, while others may accommodate individuals up to 15 or even 19 years old. If a specific clinic does not appear in your search, please verify the age criteria listed in the Directory of Services (DoS) on the e-Referral Service (e-RS).

In cases where a provider does not offer a dedicated Child Health clinic, the adult clinic may accept patients of all ages. Referrals should initially be created under the "Children's and Adolescent Services" category. At the booking stage, you can modify the specialty or clinic (located at the bottom of the page) to display the adult clinic, if appropriate. Please refer to the guidance below for detailed instructions on this process.

Allergy

- **York Hospital** (age 18years and under), **Harrogate Hospital** (1 month to 15 years inclusive)
- For **Scarborough Hospital** (15 years and under) and **The James Cook** (15 years and under) – change the clinic type to **Other Medical** to bring up the general clinic to book into.
- **Conditions treated:** Patients presenting with a history of an acute systemic allergic reaction (anaphylaxis) or severe delayed allergic reaction. Patient has suspected IgE-mediated food allergy and concurrent asthma. Patient has significant atopic eczema where food allergies are suspected by parent or carer. Clinical suspicion of multiple food allergies. Patient has allergic rhinitis not responsive to regular antihistamines and steroid nasal spray (see BSACI guidelines). Patients presenting with more than one antibiotic allergy. Patients with a history of chronic urticaria or idiopathic anaphylaxis. Patients with primary lactose intolerance if older than 5 years of age. Patients with possible latex allergy.
- **Exclusions:** • Suspected allergy to topical agents – refer to dermatology for patch-testing • Delayed (non-IgE) cows milk allergy – see iMAP guidelines - refer to dietician • Allergic rhinitis – responsive to oral antihistamines +/- steroid nasal spray • Family history of allergy – unless specific concerns • Eczema with no obvious relationship to common allergens (eg milk, egg)

Audiology

York Hospital, Malton Community hospital, Selby War Memorial, Scarborough Hospital

- There are separate clinics depending on the age of the patient. (3 years –17 years inclusive or Under 3 years.)
- **Sunflower clinic – York hospital (12month to 17years inclusive)**
 - Conditions treated: Hearing assessment prior to referral to ENT Advice with regard to Otitis Media with effusion (Glue Ear) Hearing assessment as the child has delayed



language and displaying other signs of ASD Hearing assessment as the child isn't responding, possible Autistic spectrum disorder (ASD) Hearing assessment- Very difficult to test children that may require a more bespoke appointment

Other available providers:

Harrogate Hospital (1 year to 16 years inclusive.)

Seacroft Leeds (15 years and under)

Cardiology (pre-shortlisted)

York Hospital (15 years and under)

- **Conditions treated:** Murmurs Cyanosis Chest pain Palpitations Syncope or dizziness Screening because of family history of congenital heart defect, cardiomyopathy or other syndromes Kawasaki disease
- **Exclusions:** Patients from 16 years of age- please refer to Adult Cardiology service

Scarborough Hospital (15 years and under)

- **Conditions treated:** Specialised paediatric cardiology service, appropriate for the following cardiological conditions: General paediatric cardiology Congenital heart disease Heart murmurs Cyanosis Chest pain Palpitations Syncope Close family history of inherited cardiomyopathy/arrhythmia (e.g. long QT syndrome) Symptoms of cardiac failure Pulmonary hypertension Recognised routine screening for Down's Turner's, DMD Syndromes with known cardiac association plus positive clinical findings Acute life threatening events Family history of sudden death
- **Exclusions:** Non-cardiology patients, Patients aged 16 or over

Leeds General infirmary (Tertiary) - (Age 15 years and under)

- **Conditions treated:** •Previously Identified Congenital Heart Disease. • 1st Degree relative with inherited Cardiac conditions • Confirmed abnormal heart rhythm • Confirmation of signs & symptoms highly suggestive of underlying heart problem.
- **Exclusions:**• Please refer to the General Paediatric Medicine Clinic for the following: Syncope , Faints , Murmur, Palpitations

Dietetics

This service is not processed through Gateway please click [here](#) for more information on how to refer.



Dentistry Orthodontics

This service is not processed through Gateway

Endocrinology (pre-shortlisted)

This clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics.

York Hospital (18 years and under)

Selby War Memorial (16 years and under)

Malton Community Hospital (15 years and under)

Scarborough Hospital (15 years and under)

Harrogate Hospital (15 years and under)

- Conditions treated: Thyroid disease, Hypo/hyperthyroidism, Subclinical thyroid disease, Goitre, Adrenal disease, Addison's, Cushing's, Congenital Adrenal Hyperplasia, Pituitary disorders, Hypopituitarism, Electrolyte imbalance, eg sodium, potassium Hirsutism Gynaecological endocrinology, Primary/secondary amenorrhoea, Turner's syndrome, Metabolic bone disease, Hyperparathyroidism, Calcium metabolism disorders, Hyper/hypocalcaemia, Hypoglycaemia, Hypogonadism Gynaecomastia, Other endocrinopathies eg multiple endocrine neoplasia, carcinoid

Gynaecology

As there is no local children's gynaecology clinic for this speciality, to access local services edit speciality and clinic type in the booking page to **Gynaecology / Not Otherwise Specified** to bring up the Adult all age clinics. Alternatively edit clinic type to **Other medical** to be triaged by General paediatrics.

York Hospital (All Ages)

Selby War Memorial - (12 years and over)

Malton Community Hospital - (12 years and over)

Other available providers which provide a children's gynaecology clinic are:

Harrogate Hospital (2 years to 16 years inclusive)

- **Conditions treated:** Vulval disorders, menstrual disorders, ovarian cyst, primary/secondary Amenorrhoea

Leeds Seacroft (15 years and under), **Leeds General** (16 years and under)

- **Conditions treated:** This is a specialist service specifically for medical and surgical treatment of complex disorders of female sexual differentiation, such as congenital anomalies and



absence of the vagina and uterus, ambiguous genitalia, androgen insensitivity syndrome, congenital adrenal hyperplasia and Rokitansky syndrome.

- In addition, menstrual disorders in adolescence, disorders of female puberty, primary amenorrhoea, Turner's syndrome are seen.

Immunology (pre-shortlisted)

There are no local services for this speciality available options are:

Leeds Teaching Hospital (15 years and under)

- **Conditions treated:** • Children requiring assessment for suspected immune deficiency. • Children with a diagnosed immune deficiency. • Children who have undergone a bone marrow transplant for an immune deficiency. • Hereditary Angioedema- For testing of children of parents with HAE, please search LHP for referral pathway before referring.
- **Exclusions:** Please note that Paediatric Allergy is a separate service.

Metabolic Disorders (pre-shortlisted)

This Clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics serving the area. To access these clinics please edit the clinic type to **Other medical** on the booking page:

York Hospital

- Adolescent clinic (11 years to 18 years inclusive)
- General paediatric (18 years and under)

Selby War Memorial (16 years and under)

Malton Community Hospital (15 years and under)

Scarborough Hospital (15 years and under)

Bridlington Hospital (15 years and under)

Nephrology (pre-shortlisted)

This Clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics

York Hospital (18 years and under)

Selby War Memorial (16 years and under)

Malton Community hospital - (15 years and over)

Leeds General Infirmary (17 years and under)

Scarborough Hospital (15 years and under)



Neurology (pre-shortlisted)

This Clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics

York Hospital (18 years and under)

Selby War Memorial (16 years and under)

Malton Community hospital - (15 years and over)

Leeds General Infirmary (15 years and under)

Scarborough Hospital (15 years and under)

Scarborough hospital also has an epilepsy clinic (15 years and under)

Plastic surgery

This Clinic type does not currently have a dedicated local service for York and Scarborough registered patient change speciality to the adult **Surgery plastics/ Not otherwise specialised** for the following hospitals:

York Hospital (All Ages), Malton hospital (All ages)

Respiratory (pre-shortlisted)

This Clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics serving the area

York Hospital (18 years and under)

Selby War Memorial (16 years and under)

Malton Community hospital - (15 years and over)

Scarborough Hospital (15 years and under)

Asthma clinic

- York hospital (16 years and under) , Selby War Memorial hospital (16 years and under)
 - o **Conditions treated:** Wheeze Asthma Chronic cough
 - o **Exclusions:** Children who are thought to have upper airway obstruction from large tonsils/adenoids should be referred directly to ENT for assessment



Rheumatology (pre-shortlisted)

This Clinic type does not currently have a dedicated local service. Appointments are instead scheduled through the general paediatric clinics

York Hospital (18 years and under)

Selby War Memorial (16 years and under)

Malton Community hospital - (15 years and over)

Scarborough Hospital (15 years and under)

Surgery- Not otherwise specified

York Hospital is available by changing the speciality/ clinic type to **Surgery-Not Otherwise Specified** and either select lumps and bumps or hernia.

This will show the Children's paediatric general surgery clinic:

York Hospital (15 years and under), Selby War Memorial (15 years and under)

- Conditions treated: Children under 16 years: Herniae, Lumps & Bumps, Ingrowing toe nails
- Exclusions: Constipation, Diarrhoea, Rectal Bleeding - refer to General Paediatric Service
Undescended testicles, circumcision - refer to Paediatric Urology Service

Genetics

- All ages (Adult & Children). All referrals must provide referral reason (e.g. familial link)

Urgent referrals include:

- Patients on end-of-life care
- Patients for whom genetic testing would alter on-going management of a current cancer, considering that genetic test results will take weeks to months to come back
- Prenatal referrals must be sent electronically using the Prenatal referral form.
- Neonatal/Urgent inpatient paediatric (or any other urgent inpatient) referrals

Urgent referrals are directed to the Genetics NHS mailbox via Gateway.

Urgent Genetics – Leeds Clinic (see below)

This service is not on e-RS the referral will be transferred over to the Genetics team direct.



If the GP wishes to refer as urgent but the patient does not meet urgent criteria, they can still set up the referral as urgent but at the booking stage refer into the **routine** triage clinic. The referral will be triaged and either accepted or returned with advice.

Routine referrals are referred via Gateway/e-RS into the routine clinic [Chapel Allerton Hospital \(see above\)](#)

A&G- The Genetics A&G team have advised they no longer accept A&G via e-RS. A&G requests should be booked into the Genetics triage clinic via Gateway/e-RS - [routine Chapel Allerton Triage service](#). The request will be triaged and either returned with advice or arrange to see patient. The GP needs to clearly mark at top of referral text that it is an **A&G request**.

Gynaecology - Infertility

There are two subheadings under Infertility:

- Subfertility - which is defined as a delay in conceiving, where the possibility of natural conception exists but takes longer than average. This is the first step in the infertility process
- IVF (assisted conception) the inability to conceive after one or two years of trying

All patients need to be directed to subfertility testing in the first instance.

Subfertility provider options: [York Hospital](#), [Seacroft Leeds](#), [Hull Royal Infirmary \(couples subfertility clinic\)](#)

- Complete referral questionnaire on Gateway
- Guidance on the criteria for subfertility referrals can be found [here](#)
- Semen Analysis is required as part of the pre investigations – if abnormal repeat in 3months. (please ensure result available even if partner registered with another GP).
- **Clinical Exclusions**
 - Subfertility treatment is not commissioned for females with BMI >35 due to risk of pregnancy complications
 - Secondary care fertility treatment is restricted to women with BMI <30 complying with the Optimising Health Outcomes criteria
 - Smoking increases miscarriage risk and active smoking is an exclusion criteria

IVF (assisted conception) provider options: [Leeds Seacroft](#), [Hull Royal Infirmary](#), [\(couples subfertility clinic\)](#)

- No local services available at York and Scarborough Trust
- Requires completion of IVF form and attached to referral
- Guidance on the criteria for IVF (assisted conception) referrals can be found [Here](#)
- When referring to Hull Royal Infirmary, a welfare of child form is required to be completed and attached as per of the referral criteria, which can be found [here](#)



GI & Liver

Gallstones (pre shortlisted) [York hospital](#), [Malton hospital](#), [Scarborough Hospital](#), [Bridlington hospital](#)

- Requires a PAT
- Covers -Gall stones, Cholecystitis, Jaundice - see Pancreaticobiliary suspected cancer pro form

Hepatology (pre shortlisted) [York hospital](#), [Selby War Memorial](#), [Harrogate District](#), [Scarborough Hospital](#)

- **Liver clinic covers** Abnormal liver tests including radiology Acute and Chronic Liver Disease
Alcoholic Liver Disease Hepatitis B/C Fatty Liver Disease Haemochromatosis Undiagnosed
Jaundice Requirement for post Liver Transplant follow-up

Sleep Medicine – this can be a complex pathway, please contact RSS team if you require support

As this is a specialised service, there is limited secondary care options for patients.

Excessive / Intrusive sleepiness clinic type

- For [York](#), [Scarborough](#) and [Bridlington Hospital](#) select the *Sleep Apnoea* service on the booking screen
- Other providers available: (which also see Narcolepsy)
 - [Friarage Hospital \(South Tees\)](#)
 - [The James Cook Hospital \(South Tees\)](#)
 - [Pontefract hospital \(Mid Yorks\)](#)

Insomnia

- Is an exclusion for any [York Hospital](#) sleep service
- The following providers are also available. However, the clinic type needs to be amended to access and refer to the correct clinic
 - [Yorkshire Clinic](#) – amend clinic type to *Sleep Medicine / Sleep Apnoea*
 - [Freeman hospital Newcastle](#) – amend speciality and clinic type to *Neurology / Sleep*
 - [Royal Hallamshire \(Sheffield\)](#) – amend speciality and clinic to *Neurology / Sleep*
 - [Pontefract General infirmary](#) – amend clinic type to *Sleep Medicine / Parasomnia*

Parasomnia and Other Sleep Disorders

- No local service for this sleep condition
- The following providers are available:
 - [Pontefract Hospital](#),
 - [The Yorkshire Clinic](#)




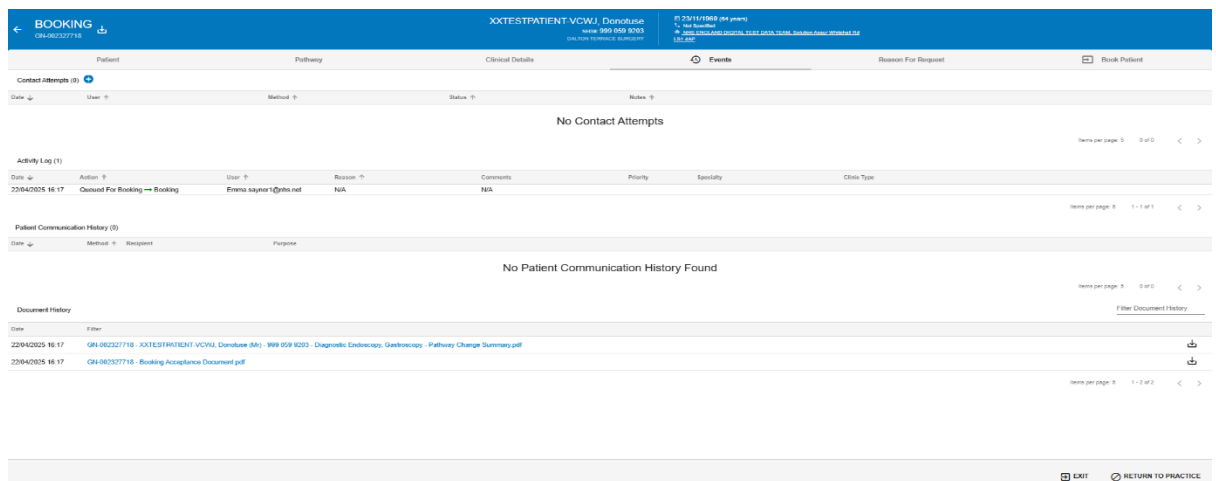
Sleep Apnoea / Sleep Disordered Breathing

- Available services include the following:
 - o York Hospital
 - o Scarborough General Hospital
 - o Bridlington Hospital
 - o The Yorkshire clinic
 - o Friarage Hospital
 - o Hull Royal infirmary

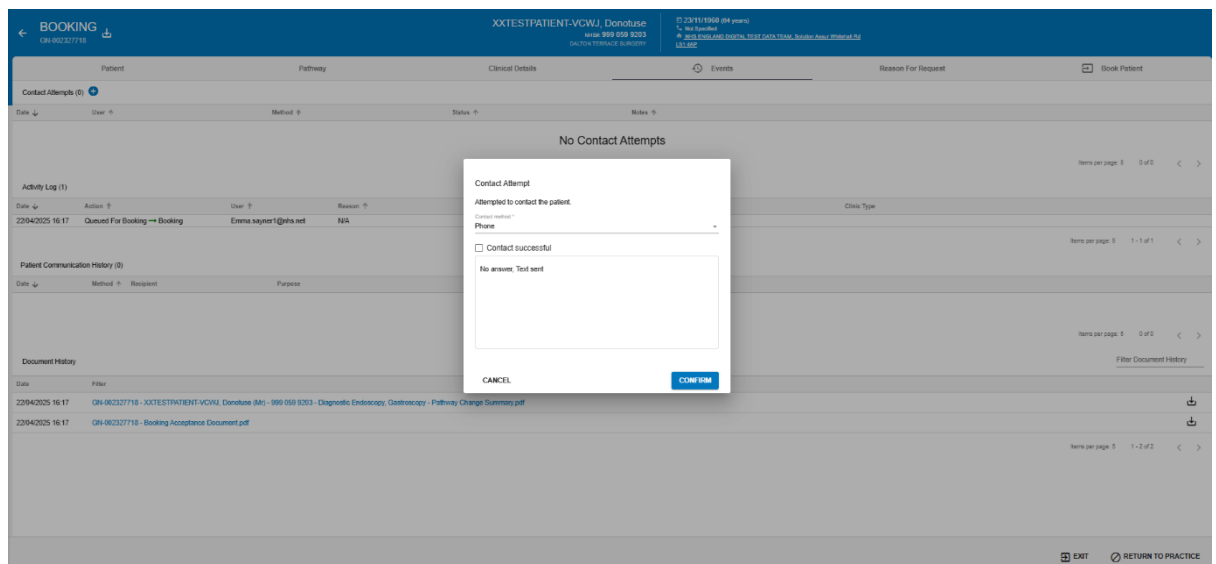
Logging patient contact attempts on Gateway

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



Once entered, select **confirm**



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



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 NHS Gateway booking interface for a patient named 'XXTESTPATIENT-VCWJ, Donoluse'. The interface includes a top navigation bar with 'BOOKING' and a patient ID. Below the navigation bar, there are tabs for 'Patient', 'Pathway', 'Clinical Details', 'Events', 'Reason For Request', and 'Book Patient'. The 'Services' tab is active, displaying a list of services and organizations. The list includes services like 'Audiology - Over 18 (York) Triage Service' and 'Audiology - Over 18 (Milton) Triage Service', along with organizations like 'York Hospital' and 'Milton Community Hospital'. The interface also includes filters for 'Distance' and 'Wait Time', and a 'Filter' button at the bottom.

Click **NEXT**

Select **Shortlist only**

The screenshot shows the NHS Gateway booking interface in the 'Shortlist only' view. The interface includes a top navigation bar with 'BOOKING' and a patient ID. Below the navigation bar, there are tabs for 'Patient', 'Pathway', 'Clinical Details', 'Events', 'Reason For Request', and 'Book Patient'. The 'Services' tab is active, displaying a list of services and organizations. The list includes services like 'Audiology - Over 18 (York) Triage Service' and 'Audiology - Over 18 (Milton) Triage Service', along with organizations like 'York Hospital' and 'Milton Community Hospital'. The interface also includes filters for 'Distance' and 'Wait Time', and a 'Filter' button at the bottom. A 'BACK' button and a 'SHORTLIST ONLY' button are visible at the bottom left.



The system will ask you confirm the shortlist selection. The selection is still editable up to this point. Select **confirm**, this will transfer all of the documentation onto e-RS and generate a UBRN number.

The screenshot shows a 'Shortlist Only' dialog box with the question 'Are you sure you want to proceed with the current shortlist?'. It contains a table with the following data:

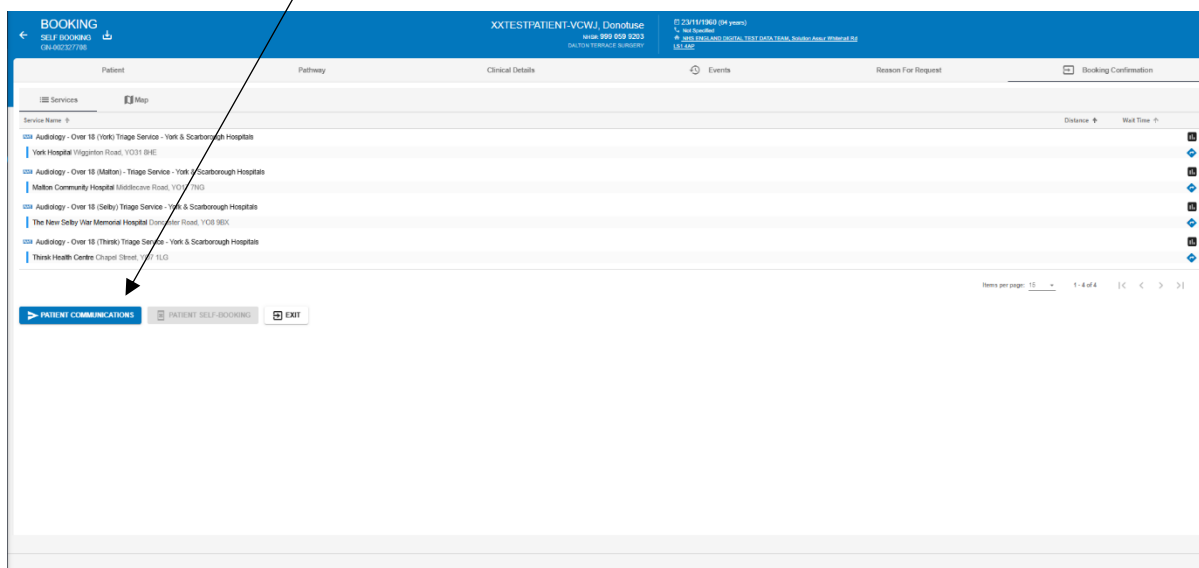
Service Name	Distance	Wait Time	Organisation
Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals	1mi	Not Applicable	York Hospital
Audiology - Over 18 (Maltby) - Triage Service - York & Scarborough Hospitals	14mi	Not Applicable	Maltby Community Hospital
Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	14mi	Not Applicable	The New Selby Memorial Hospital
Audiology - Over 18 (Thirsk) Triage Service - York & Scarborough Hospitals	20mi	Not Applicable	Thirsk Health Centre

Buttons: CANCEL, CONFIRM

Select **patient self-book**

The screenshot shows the 'SHORTLISTED' booking screen. At the bottom, there are three buttons: 'PATIENT COMMUNICATIONS', 'PATIENT SELF-BOOKING', and 'EXIT'. An arrow points to the 'PATIENT SELF-BOOKING' button.

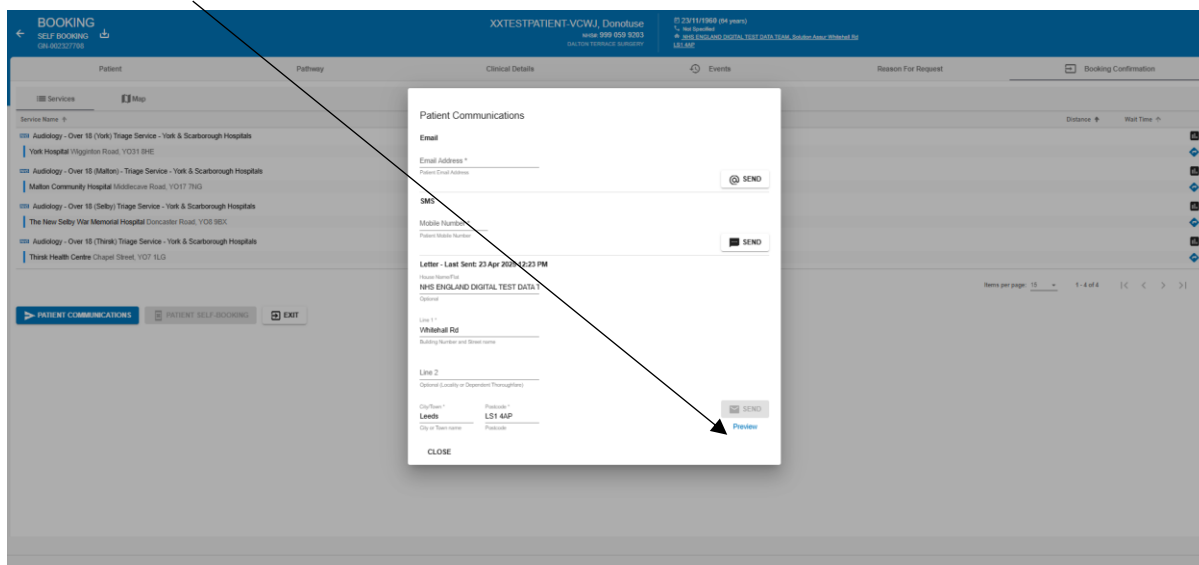
Then select **patient communication**



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 including 'Audiology - Over 18 (Hk) Triage Service - York & Scarborough Hospitals'. At the bottom, the 'PATIENT COMMUNICATIONS' button is highlighted with a blue arrow.

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' (Email Address, Patient Email Address) and 'SMS' (Mobile Number, Patient Mobile Number). Below these is a section for 'Letter - Last Sent: 23 Apr 2025 12:23 PM' with a 'Preview' button highlighted by a blue arrow. The letter preview shows the patient's name, NHS England Digital Test Data, and the address 'Whitwell Rd, Leeds, LS1 4AP'.

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 27-29 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. 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: XXTESTPATIENT-VCWI, Donotuse (M) 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

Shortlisted services

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 - XXTESTPATIENT-VCWI, Donotuse (M) - 999 059 9203 - Diagnostic Physiological Measurement - Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	GN-002327708 - XXTESTPATIENT-VCWI, Donotuse (M) - 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) - 999 099 5003 - Diagnostic Physiological Measurement - Audiology - Hearing Assess Reassess - 000452523398 - Onward Booking Summary.pdf	GN-002327708 - XXTESTPATIENT-VCWJ, Donotuse (M) - 999 099 5003 - 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 - 030
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	1	1	MALTON COMMUNITY HOSPITAL
Send For Triage	Triage Service	Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	N/A		N/A	1	1	THE NEW SELEY WAR MEMORIAL HOSPITAL
Send For Triage	Triage Service	Audiology - Over 18 (Thirsk) Triage Service - York & Scarborough Hospitals	N/A		N/A	1	1	THRSK HEALTH CENTRE
Send For Triage	Triage Service	Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals	N/A		N/A	1	1	YORK HOSPITAL

Appointment Slot Filter
Priority: Routine
Named Clinician: -

Available Appointments
[View Appointments](#)
Diary View: Day Week Month

Select	Appointment Date/Time	Service Name	Location
--------	-----------------------	--------------	----------

[Previous Appointments](#) [Next Appointments](#)

[Cancel](#) [Service Selection](#) [Offer to Provider](#) [Request](#) [Book](#)



The following e-RS message will display, to confirm select **ok**.

NHS e-Referral Service

UBRN: 0004 5255 8371 Patient: XXTESTPATIENT-VQWJ, Donotuse (Mr) 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 - 030 Initial Referring Organisation: DALTON TERRACE SURGERY

Check Patient Details

Please ensure that the patient's details are correct. If they are not up to date, this may result in a delay to care. The patient needs to be aware that setting the Consent to Call Back to 'No' will prevent them from being contacted by telephone. If the patient's details are correct, click 'OK' to continue. If not, click 'Update Person'.

Patient Name: XXTESTPATIENT-VQWJ, Donotuse (Mr)
Address: NHS England Digital Test Data Team, Whitham Rd, LEICESTER, LE19 1AP
Consent to Call Back: Unknown
Contact Information: None

Update Person OK

Available Appointments

Select	Appointment Date/Time	Service Name	Location
<input type="checkbox"/>		Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals	MALTON COMMUNITY HOSPITAL
<input type="checkbox"/>		Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	THE NEW SELBY WAR MEMORIAL HOSPITAL
<input type="checkbox"/>		Audiology - Over 18 (Thirsk) Triage Service - York & Scarborough Hospitals	THIRSK HEALTH CENTRE
<input type="checkbox"/>		Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals	YORK HOSPITAL

To send the referral to the hospital select **submit**.

NHS e-Referral Service

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

Check these details before you submit

UBRN: 0004 5255 8371
Clinical Term: -
Specialty: Diagnostic/Physiological Measurement
Clinic Type: Otolaryngology - Hearing Aids / Reviews
Priority: Routine
Service Name: Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals
Location: MALTON COMMUNITY HOSPITAL

Submit

< Back

Continues on following page.



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.



Amending e-RS provider shortlists

If an e-RS Choice letter is sent to the patient as mentioned ON PAGE 27-29, 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. The patient's referral can be amended by following the below steps.

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

Patient details

NHS number: 999 059 9203

Date of birth: 23 November 1960

Age: 64 years

Sex: Male

Address: NHS ENGLAND DIGITAL TEST DATA TEAM, WHITEHALL RD, LEEDS, WEST YORKSHIRE, LS1 4AP

Access Code: tractor amp

[See patient contact details](#)

[Refer or seek advice](#)

Patient activity

Select a UBRN for more information

Last updated: 21-May-2025 13:31 [Refresh](#) [View archived referrals](#)

UBRN	Clinical context	Request type	Request date	Status	Appointment	Referred by
0004 5445 0246	Diagnostic Physiological Measurement/Audiology - Hearing Assess	Referral	21-May-2025	Not booked	Not recorded	SCHOFIELD, Helena

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

NHS e-Referral Service

UBRN: 0004 5445 0246 Patient: XXXTESTPATIENT-VCWJ Donotuse (Mr) Sex: Male 64 years (23-Nov-1960)

Referring user issues since May system update [Read more](#) | [Remind me later](#)

[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

Referring organisation: DALTON TERRACE SURGERY

Patient's registered practice: DALTON TERRACE SURGERY

Related information: [Referral history](#)

Status

NOT BOOKED

[Select action](#)

Shortlisted services

Triage
BRIDLINGTON AND DISTRICT HOSPITAL
[Audiology - Over 18 \(Bridlington\) - Triage Service - York & Scarborough Hospitals](#)

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

Triage
SCARBOROUGH GENERAL HOSPITAL
[Audiology - Over 18 \(Scarborough\) - Triage Service - York & Scarborough Hospitals](#)

[Show more](#)

Attachments



If the patients want to add a hospital that is not already on the shortlisted screen Click on the **Change service** button

NHS e-Referral Service

URN: 0004 5445 0246 Patient: JXTESTPATIENT-VCWJ Doncaster (861) Sex: Male 64 years (23-Nov-1960)

Referring user issues since May system update

Go back

Referral summary

[Download summary](#)
[Print patient referral instructions](#)

Referral details

Priority
Routine

Status
NOT BOOKED

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

Referred by
SCHOFIELD, Helena

Referring organisation
DALTON TERRACE SURGERY

Patient's registered practice
DALTON TERRACE SURGERY

Shortlisted services

BRIDLINGTON AND DISTRICT HOSPITAL
Audiology - Over 18 (Bridlington) - Triage Service - York & Scarborough Hospitals

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

SCARBOROUGH GENERAL HOSPITAL
Audiology - Over 18 (Scarborough) Triage Service - York & Scarborough Hospitals

[Show more](#)

Related information
[Referral history](#)

Attachments

Select action

- Book/Send for triage
- Change service
- Cancel referral

The next screen will display the service search criteria.

NHS e-Referral Service

URN: 0004 5445 0246 Patient: JXTESTPATIENT-VCWJ Doncaster (861) Sex: Male 64 years (23-Nov-1960)

Referring user issues since May system update

Go back

Search for a service

Step 1: Confirm request details

Request type
Referral

Priority
☒ Routine
☐ Urgent
☐ 2-week wait

Step 2: Select service details

Complete at least 1 field to continue

Specialty
Diagnostic Physiological Measurement

Clinic type
Audiology - Hearing Assess / Reassess

Named clinician
[Search for a clinician](#)

Add more search detail

[Search](#) [Reset](#)



If the patient wishes to add a hospital that is not already shortlisted click the + next to add more details, this will open the following page. Add in either the post code or location of the hospital and select **Search**.

Select the hospital required and click the green **Select Action** button and click the **book/send for triage** option

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	COC rating
<input type="checkbox"/>	1 mile	Triage YORK HOSPITAL Audiology - Dementia (York) Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 35 Weeks	N/A	Not recorded	Overall: No rating available
<input type="checkbox"/>	1 mile	Triage YORK HOSPITAL Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 36 Weeks	N/A	Not recorded	Overall: No rating available
<input type="checkbox"/>	1 mile	Triage YORK HOSPITAL Audiology - Timpanal (York) Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 40 Weeks	N/A	Not recorded	Overall: No rating available
<input type="checkbox"/>	14 miles	Triage MALTON COMMUNITY HOSPITAL Audiology - Over 18 (Malton) - Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 40 Weeks	N/A	Not recorded	Overall: No rating available
<input type="checkbox"/>	14 miles	Triage THE NEW ELLBY WAR MEMORIAL HOSPITAL Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 32 Weeks	N/A	Not recorded	Overall: No rating available
<input type="checkbox"/>	14 miles	Triage THE NEW ELLBY WAR MEMORIAL HOSPITAL Audiology - Over 18 (Selby) Triage Service - York & Scarborough Hospitals	Indicative Routine Wait time up to 30 Weeks	N/A	Not recorded	Overall: No rating available



This will show the booking screen, depending on the Hospital this will show as either Request Triage, DB or defer. As this clinic is RAS click the **Request Triage** button on the selected hospital

e-Referral Service

Help

Notifications

Lee Lesley

URN: 0004 5445 0246

Patient:
XXTESTPATIENT-VCWJ Doncaster (Mr)

Sex: Male

64 years (23-Nov-1960)

Close

Referring user issues since May system update

[Read now](#) | [Remind me later](#)

Go back to Search results

Review service options

You have a choice of 3 services on the shortlist

Option 1 of 3

Triage

YORK HOSPITAL

[Audiology - Over 18 \(York\) Triage Service - York & Scarborough Hospitals](#)

This is a triage service

The service will review the patient's referral. If they need an appointment, the service will contact them.

Service details

Average treatment wait time

Not recorded

CQC rating

● Overall: No rating available

Request triage

Option 2 of 3

Triage

MALTON COMMUNITY HOSPITAL

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

This is a triage service

The service will review the patient's referral. If they need an appointment, the service will contact them.

Service details

Average treatment wait time

Not recorded

CQC rating

● Overall: No rating available

Request triage



NHSe-Referral Service

HelpNotificationsLee, Lesley

UBRN: 0004 5445 0246Patient: XXTESTPATIENT-VCWL Donohue (Mr)Sex: Male64 years (23-Nov-1960)Close

Referring user issues since May system updateRead nowRemind me later

[Go back to Service options](#)

Review details before you confirm

Important

The triage request has not been sent yet. Review the service details to make sure it is suitable for the patient before confirming.

The service will triage your referral. If needed, they will contact the patient to make an appointment.

Service details

Service	Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals
Service type	This is a triage service
Location	YORK HOSPITAL
Priority	Routine

Confirm

NHSe-Referral Service

HelpNotificationsLee, Lesley

UBRN: 0004 5445 0246Patient: XXTESTPATIENT-VCWL Donohue (Mr)Sex: Male64 years (23-Nov-1960)Close

Referring user issues since May system updateRead nowRemind me later

You've sent the triage request to the service provider

What happens now?

You need to send the patient referral instructions.

The patient does not need to do anything at this stage. They will be contacted by the service if they need to be seen and offered an appointment.

If they do not hear from them by 16 July 2025, they may call them on 01904 726741. Lines are open 9am to 4pm Monday – Friday.

Service details

Service	Audiology - Over 18 (York) Triage Service - York & Scarborough Hospitals
Service type	This is a triage service
Location	YORK HOSPITAL
Priority	Routine

[Print patient referral instructions](#)

View referral summary

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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 X Q
Select specialty

Clinic Types...
Not Otherwise Specified X Q
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