

Dear Practice manager,

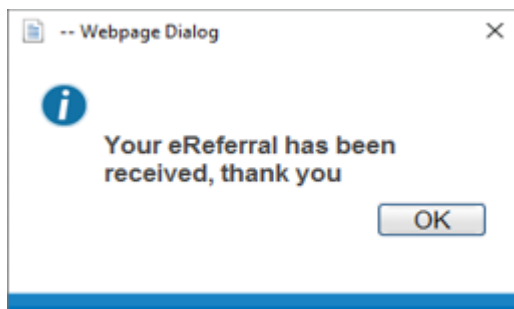
(Staff name here) attempted to send a referral to **(Dept here)** for **(patient NHI here)** on **(date/time here)**, but it was unsuccessful.

There are many reasons why this issue may have occurred, and we do request that you follow up with the staff member involved to resend the referral.

Reasons that this may have occurred include:

- Transient internet issue (for example, the internet becoming unavailable to router/provider issues)
- Incorrect browser configuration (for example blocked pop-ups or caching, please speak to your IT provider)
- Staff not waiting for the “Your referral has been received message” before changing the px (possible training opportunity for the staff member)

Please advise your staff that they need to wait for the below message to appear before they change their px when sending referrals to ensure the referral has been successfully sent. An image as below will confirm the secure delivery of the referral:



If they do not wait for this message and change the px on the palate, their referral will not be sent or written back to the outbox (or letter equivalent in other PMS).

To reduce any potential confusion, we will be disabling the functionality that allows the document to be written back to the outbox as we have done in the past. The staff member will have to resend the referral and go through the correct process.

We are changing this process due to issues around the hospital having a record when the PMS doesn't and this introduces an element of clinical risk, and an inability for clinical staff to audit what they can't remember or find in the PMS.

We thank you for your time and consideration, if you have any questions please call our helpdesk on 0800 633 236 and we can discuss it with you.

Kind regards,

BPAC