

Dear Practice manager,

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

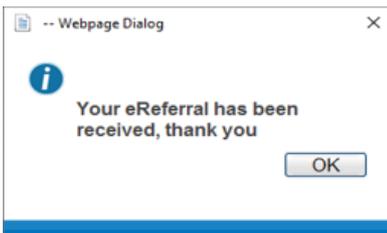
There are many reasons ~~why this issue may~~~~that this might~~ have occurred, and we do ~~ask if~~~~your request that you could please~~ follow up with the staff member involved ~~and get them~~ to resend the referral.

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)~~

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Please ~~advise~~~~tell~~ 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 won't be sent or written back to the outbox (or letter equivalent in other PMS).

~~To reduce any potential confusions. With this in mind, we will also~~ 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 ~~because there have been~~~~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.