Summary of known problems/issues – 01 December 2015

1. **General Problems**
2. **Referrer Clinician/Admin**
3. **Provider Clinician/Admin**
4. **Commissioner**

5. **Service Definer**
6. **BMS Administrator**
7. **Information Anaylst**

As a Professional user of NHS e-Referral Service I might encounter the following General problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in Release	Fixed
1. Undertake an appointment search	Appointments may be hidden off the bottom of the screen and not immediately visible.	Use the scroll bar to display appointments that are further down the screen.	Release 4.2 added a scroll bar for the Services table if more than 4 services have been added – increases visibility of the lower portion of the screen	partially

What I am trying to do	What might happen	Suggestions or workarounds	Due in Release	Fixed
2. Read on-screen instructions or warnings	Font size may be too small in some browsers (depending on screen resolution).	Use browser zoom controls (e.g. ctrl+mouse wheel) to adjust the display to optimise font size.		
3. Read data contained in columns of a table.	Table columns and headings may not be correctly aligned.	This is a cosmetic defect in the alignment of the tables that should not prevent the contents from being read and correctly interpreted.		
4. Load and view work lists	Some large work lists may take longer than anticipated to load.	Regularly process the contents of your work lists such that they are always up to date (work lists only show referrals where action is required). Use filters as a way of limiting the work lists.	Release 4.2 allowed filters to be applied before worklists are loaded Further performance improvements have been made in R4.3, R4.4 R4.5 This work will continue through future releases	Yes (Partial)

Back to top

What I am trying to do	What might happen	Suggestions or workarounds	Due in Release	Fixed
5. Review the results of an enquiry	Text displayed in some enquiries may wrap onto the next line in mid-word	Be aware that this is a display issue, but the contents of the enquiries are accurate.		
6. Click into a text box	You may not be able to select a text box with the mouse	Use the Tab Key to navigate the screen. Mouse functionality will then be reinstated		
7. Print an output from the NHS e-Referrals Service using Internet Explorer version 8.	You may only see the first page printed.	This can be resolved by upgrading your Internet Explorer version to Internet Explorer 10 (or above) or using an alternative browser, for example Chrome	N/A	N/A
8. Print an output directly to PDF.	You won't be able to do this as the NHS e-Referrals Service no longer provides this functionality.	You can install a 3rd Party PDF writer to which you can print your output.	N/A	N/A
				Back to top

As a REFERRER CLINICIAN/Admin I might encounter the following problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed
9. Attach a referral letter	There could be a noticeable delay before the letter is added	Be reassured that the letter will be attached, but wait for the 'Submit' button to become available		
10. View the indicative waiting time (IWT) shown in the service search list and compare it to the IWT displayed in the service details	Sometimes the IWTs do not match from the two display sources.	Ignore the IWT shown in the service details, as this has failed to take into account the Slot Protection period.		

Back to top

As a PROVIDER CLINICIAN/Admin, I might encounter the following problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
11. Load and view exceptionally large work lists	Some large work lists may take longer than anticipated to load. This is especially the case when loading work lists for the first time as all associated information needs to be gathered. With work lists in excess of 4,000 referrals users may encounter an error message.	Work list loading times should improve on subsequent attempts. Regularly process the contents of your work lists such that they are always up to date (work lists only show referrals where action is required). Use filters as a way of limiting the work lists, for example, select "Additional Filters" and then choose "Specialty". Should you encounter an error message then click "OK" and use filters as described above.	Release 4.2 allowed filters to be applied before worklists are loaded Further performance improvements have been made in R4.3, R4.4 & R4.5 This work will continue through future releases	Yes (Partial)
12. Print the History of a Referral	Some users of integrated systems may experience issues when trying to print all of the Referral History information. The user may find that not all the History prints.	Until this defect is fixed, it is suggested that users take the following keyboard shortcuts to ensure all the history is printed: • Ctrl + A (to select all content) • Ctrl + C (to copy selected content) • Open MS Word or Notepad • Ctrl + V (to paste the copied content) • Print from the application	Unknown at this time	

Back to top

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
13. Process a Did Not Attend (DNA) referral on the 'Appointments For Booking' Worklist.	If a patient cannot be contacted immediately to process their DNA, it is possible to defer future contact for a number of (specified) days, which then causes the referral to disappear from the provider's 'Appointments for Booking' worklist. If the patient subsequently contacts their referrer, who processes the DNA with an outcome of "no further appointment", the referral will appear back on the providers' 'Appointment for Booking' worklist. This may prompt the provider to contact the patient - even though there is no action for them to undertake.	*No workaround:* Not a likely scenario. Providers will need to check the history of the referral before contacting any patient to process a DNA (to ensure that the patient is not contacted again unnecessarily).		

Back to top

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
14. Change an Assessment Service outcome from 'Refer on' to 'Advise Referrer' - before a shortlist was created.	A warning message appears which suggests that a shortlist has been created (even though no shortlist of services was created).	Select YES to confirm that the 'previously shortlisted UBRN is cancelled', even though no shortlist had been created.		

As a COMMISSIONER I might encounter the following problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
15. End-date a commissioning rule	If a commissioner end-dates a commissioning rule, the service will remain available to referrers until midnight of the day it is decommissioned	If you want to decommission a service, end-date it for the day before you want referrers to cease referring onto it.		
16. Run the slot availability enquiry	Services are shown in the enquiry that are not published or have been deleted, (even though no slots will be shown for these services).	*No workaround:* Be aware that this enquiry may not provide meaningful results.		

Back to top

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
17. Copy commissioning rules from another commissioning organisation to some of the referring practices in my own organisation.	If you deselect ALL referring practices in your commissioning organisation and then tick the box to reselect them all, only some are selected (it is not consistent as to which ones).	Check the list of referring practices to which the rules should apply and manually add (or remove) any others that the rules should apply to.		

As a SERVICE DEFINER I might encounter the following problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
18. Amend a service	The save button does not become active	Check if any errors are highlighted and complete or amend the errors – if the save button is still not active, check if you have a "0" in the start of the age range treated box. E-RS does not need a start range if the service sees patients from birth. So remove the "0" and the service can then be saved		

Back to top

19. Execute a manual slot poll for my service in a RiO Patient Administration System (PAS)	A manual slot poll will not execute because RiO does not acknowledge the Slot Poll Request.	Wait for the overnight scheduled slot poll.	N/A	N/A

As an INFORMATION ANAYLST I might encounter the following problems…

What I am trying to do	What might happen	Suggestions or workarounds	Due in release	Fixed?
20. Access the Extracts	When trying to view the Extracts from within the Service using IE8 only the title 'year' is shown. No further detail is visible.	This can be resolved by upgrading your Internet Explorer version to Internet Explorer 10 (or above) or using an alternative browser, for example Chrome	N/A	N/A
				Back to top