**ENT Advice & Guidance Service - UHB**

Log into patient record on e-Referral and select ‘Refer/Advice’ on patient’s screen

On the screen entitled ‘Service Search Criteria’, select the appropriate GP from field entitled ‘Initial Referring Clinician/Organisation’

In the field entitled ‘Request Type’ select **‘Advice’**

Complete the Priority field as **Routine** *do not select Urgent or 2WW as the A&G service is only setup to review routine requests*

In the Specialty field, select ‘Ear, Nose & Throat’ and in the field entitled Clinic Type, select either ‘Nose/Sinus’, ‘Ear’ or ‘Throat (incl. Voice / Swallowing)’

Select ‘**Search All’**

Select either ‘**Otology – StMH – University Hospital Bristol – RA7’** if you have selected **EAR** or

**‘Rhinology – StMH – University Hospital Bristol – RA7’** if you have selected **NOSE/SINUS**

or

‘**Head and Neck Adult – StMH – University Hospital Bristol – RA7’** if you have selected **THROAT**

Select ‘Request’.

On the following screen entitled ‘Advice Request Details’ you will be prompted to add an attachment and also complete the box entitled ‘Advice Request Details’. Once completed Select ‘Request’

The request has now been sent directly to the UHB who will respond in due course. These responses will appear in your **Advice & Guidance worklist.** If the consultant recommends an onward referral, then this will need to be raised under a new UBRN and submitted to the Referral Service in the usual way.