SynApps Announces the General Availability of its New eReferrals Gateway Solution, Developed in Partnership with Sandwell and West Birmingham Hospitals NHS Trust

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The native NHS e-Referral Service (e-RS) integration, which is already generating significant interest among UK trusts, will allow secondary care providers to digitally disseminate referrals to clinicians with patient records

Hatfield, UK – September 15th, 2021 - SynApps Solutions (https://www.synapps-solutions.com/), the enterprise content management specialist with a leading presence in UK healthcare, has formally launched its new e-Referrals Gateway solution (https://www.synapps-solutions.com/e-referrals-gateway) for NHS Acute hospitals.

Developed in partnership with Sandwell and West Birmingham Hospitals NHS Trust, the solution allows e-Referrals content to be stored and accessed digitally alongside electronic patient records – addressing the inefficient practice of e-Referrals being printed out and circulated manually within hospitals. Crucially, secondary care providers can connect this to their existing patient administration or clinical systems, whatever the underlying repository – whether Alfresco, Documentum, etc.

The SynApps e-Referrals Gateway, which was tested in a successful proof-of-concept project at Sandwell and West Birmingham Hospitals NHS Trust and is set to be rolled out to other UK trusts, bridges a gap in NHS Digital's electronic referrals initiative. Usually, when e-Referrals come in to Acute hospitals via the NHS e-Referral Service (e-RS), the content is printed out before being passed to the relevant consultant.

"The NHS e-RS is really just a user interface through which hospitals retrieve electronic referrals," explains Jason Scholes, CTO and co-founder of SynApps. "Unless this is integrated with everyday hospital systems, the digital benefits stop at the hospital threshold. And, once the content is transferred onto paper, it carries the same risks of the notes going astray, or not being readily accessible, as have traditionally been the case with written or faxed referrals."

SynApps' e-Referrals Gateway provides the means for e-Referrals content to be captured and stored alongside electronic patient records, or other existing clinical systems (for instance those holding medical imaging records). The idea is to give clinicians seamless and concurrent access to everything they need, on demand, as part of a broader workflow. Unlike other solutions in the market, it doesn't 'screen scape' the referral notes, but captures them natively using the NHS's native e-RS application interface (API). This enables richer information to be captured, and supports rapid search.

To optimise the solution, SynApps partnered with Sandwell and West Birmingham Hospitals NHS Trust, a valued customer and digital trailblazer. "It was important that we got this right - and what better partner than Sandwell - a visionary Trust and a very knowledgeable customer of ours," Jason comments.

Sandwell, which has eliminated paper from its sites in recent years and embraced electronic patient records, seized the opportunity to automatically upload referrals to its EPR system, so that consultants

can triage them directly and move them to clinics.

Word of the latest SynApps/Sandwell collaboration has already reached neighbouring hospitals, generating a lot of interest, and a major London hospital is among the latest to implement the solution.

Says Liam Kennedy, Deputy Chief Operating Officer at Sandwell and West Birmingham Hospitals NHS Trust, which is co-marketing the e-Referrals Gateway, "We are very ambitious in our vision and are now in the top quartile among NHS Trusts for advanced digital operations. With SynApps' support we're storming ahead, and we're keen to help light the way for others who want to learn more about what we've done."

"We're excited about the potential of the e-Referrals Gateway," Jason at SynApps adds. "Existing NHS e-Referrals handling is at odds with Trusts' paperless strategies. It is also critical that Acute Trusts are able to handle referrals reliably and effectively, with good traceability – so that they get paid for their work and cover their fixed costs. With this new solution, devised with proactive input from Sandwell and West Birmingham Hospitals NHS Trust, we're bridging that gap."

About SynApps Solutions
SynApps Solutions is a widely respected independent expert in enterprise content management. We provide highly integrated solutions and services of exceptional quality, thanks to the deep skills and experience we have amassed over the last two decades.

Our customers, which span healthcare, government and commercial markets, are able to capture, manage and share knowledge dynamically and efficiently, with proven business and regulatory compliance benefits.

We provide software, consultancy, implementation and support services for leading ECM solutions, as well as our own content integration and migration solutions, ConXApps, which allow organisations to quickly maximise their investment in ECM technologies. More at www.synapps-solutions.com (https://www.synapps-solutions.com/)

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