



Frequently Asked Questions - Updated May 2026

Q: I am experiencing some miscommunication with an REI triager returning a referral to a non-local hospital. What should I do?

A: Please resubmit the referral and state that the Referral Support Service (RSS) team will offer the correct Choice of hospital and the referral will not be booked to Y&S Trust.

If you need support, please contact the RSS team for assistance.

Q: An A&G/referral has been returned by REI triage advising of primary care treatment. The patient now requires resubmitting to the REI triage worklist. Is a new A&G/referral request required?

A: No, it is quicker to reopen and/or edit previous Gateway submissions. Re-opening a previous A&G/referral on the same GN supports continuity of care. Please do not create a new request. Comms regarding this mechanism were shared on 30th March 2026.

If you need to reopen a previously closed triage response or Advice & Guidance (A&G) request to provide additional information, please refer to:

[Gateway® – How to reopen an A&G request or referral.](#)

Q: When I book an appointment and complete a referral on Gateway, do I still need to send a booking confirmation letter?

A: No, if you have spoken directly to the patient, you should have either:

1. Informed them of the date and time of the appointment. A confirmation letter will be sent closer to the appointment date by the secondary care provider
2. Notified them that the details have been forwarded to the hospital, which will contact them to arrange a date and time, followed by a confirmation letter

Q: When I send a text message via Gateway Patient Communications, it doesn't display the text. Why?

A: As discussed in the webinar and previous communications, text messages should continue to be sent through **AccuRx**. This platform allows customisation of texts for each patient and includes your Practice contact details. Please note that sending texts through Gateway incurs a charge from Accenda – you may wish to explore this with Accenda directly on an individual Practice basis.

Q: How do I send an e-RS Choice letter to a patient?

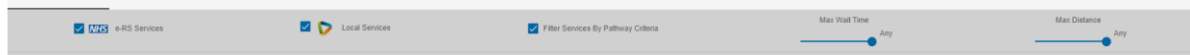
A: Follow the guidance outlined in the RSS & e-RS Booking Guide, currently covering Phase 1 & 2 on page 27-29

Q: Do e-RS Choice letters include a contact number for booking?

A: Yes, the standard e-RS-generated Patient Choice letter includes the patient's booking details, with options for both online booking and the e-RS National Helpdesk contact number.

Q: If a patient chooses a hospital that isn't listed in the pre-shortlist option, what should I do?

A: Uncheck the '*Filter services by pathway*' box to remove the filter. This will display all available hospital options. If you are finding that this is required for a higher percentage of patients, then please contact the RSS and the initial pre-shortlist can be adapted or removed



Q: What if a referral is no longer needed at the booking stage? How do I cancel it?

A: Click '*Return to Practice*' at the bottom right of the screen. A text box will appear where you can provide details on why the referral is not required. Click '*Return*' to move it back to your task list for cancellation and removal.

Q: What does 'Not applicable' mean under wait times for a RAS appointment?

A: '*Not applicable*' is displayed because **Referral Assessment Service (RAS)** appointments are triaged by the hospital. The patient will be contacted with a date and time after the referral is vetted. Patients are then seen based on medical urgency as opposed to chronologically. Please refer to the wait time spreadsheet for more details.

Q: If the system says *no appointments are available*, what happens? Will the referral go to the hospital?

A: Yes, if no appointments are available, the referral will be deferred to the patient's chosen provider.

Q: When I go to book an appointment there are no appointments, the only option is defer what do I do?

Defer means that there are no appointments released at the moment so you would select to defer to the hospital by selecting the **Defer** button. This sends the referral over to the selected provider and the patient will be contacted in due course with an appointment by the hospital.

Q: Can wait times be displayed within Gateway?

A: Wait times are visible for directly bookable services/clinics. RAS clinic wait times are not displayed in Gateway and have been provided by RSS – see wait time spreadsheet.

Q: Will RSS staff visit practices to provide hands-on training?

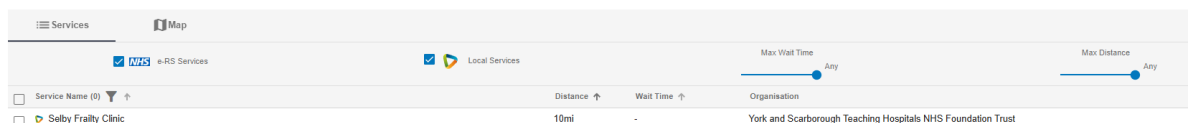
A: Yes, RSS team members are available for Practice visits if required – please contact the RSS mailbox if you would like to request a Practice visit. Specific Gateway training from Accenda is also available. Please see the booking guide for the relevant contact details or training booking pages.

Q: Will there be confirmation in the system when a self-booking letter is sent to a patient?

A: Yes, the generated **e-RS Choice letter** is saved in the patient's record through Gateway, similar to how the Validated Referral Form is saved currently. The Gateway system syncs with e-RS to update the patient's referral record in Gateway if a booking is made by the patient.

Q: When trying to book to the AHP Selby frailty clinic there is no book direct option anymore?

Gateway have removed the book direct option, the option will be available once you get to the booking stage of the referral.



Q: Will the booking guide be updated?

If any further changes take place the booking guide will be updated on the RSS page. The online version is the only maintained version.