

Electronic Eye Referrals System

Business Continuity Plan (Cinapsis platform)

Version Number	1.2		
Effective Date	01/01/2024	Review Date	01/01/2025
Author	Lucy Jones		
Approved by	Marie Claire Wigley		
Approval date			
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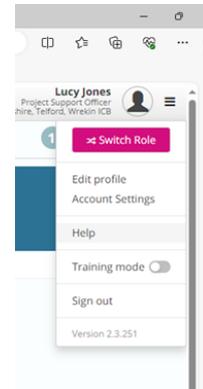
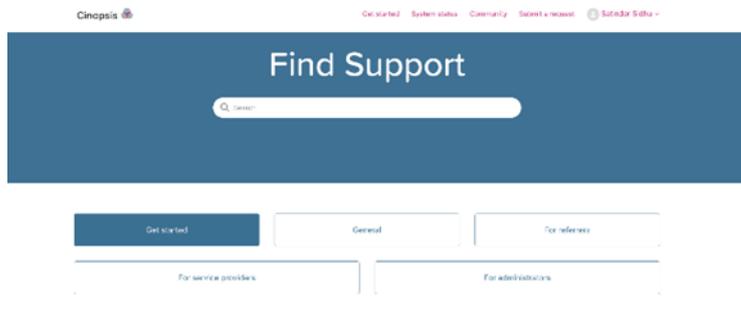
Document Control				
Version	Date	Author	Status	Comments
0.1	25/10/2023	Lucy Jones	Draft	Reviewed and amended by Marie-Claire Wigley and Claire Roberts
1.1		Lucy Jones	Draft	Sent for comment to LOC/SaTH/ RAS/TRAQs, Cinapsis
1.2		Lucy Jones	Final	

Advice for Cinapsis users

Should a Cinapsis user become aware of an issue with the Cinapsis system, the first point of contact is Cinapsis support.

To Access support within the Cinapsis system

- Log into Cinapsis [Welcome to Cinapsis](#)
- click the 3 horizontal lines in the top right of the screen (the burger menu) and select help
- this link will also take you to the help page:
<https://support.cinapsis.com/hc/en-gb>



- Within this Help section, there are a number of articles, covering many different topics
- You can access the live chat feature, email support support@cinapsis.org or call 0203 8580124

Additional information on Cinapsis and the use of EeRS in NHS STW can be found on

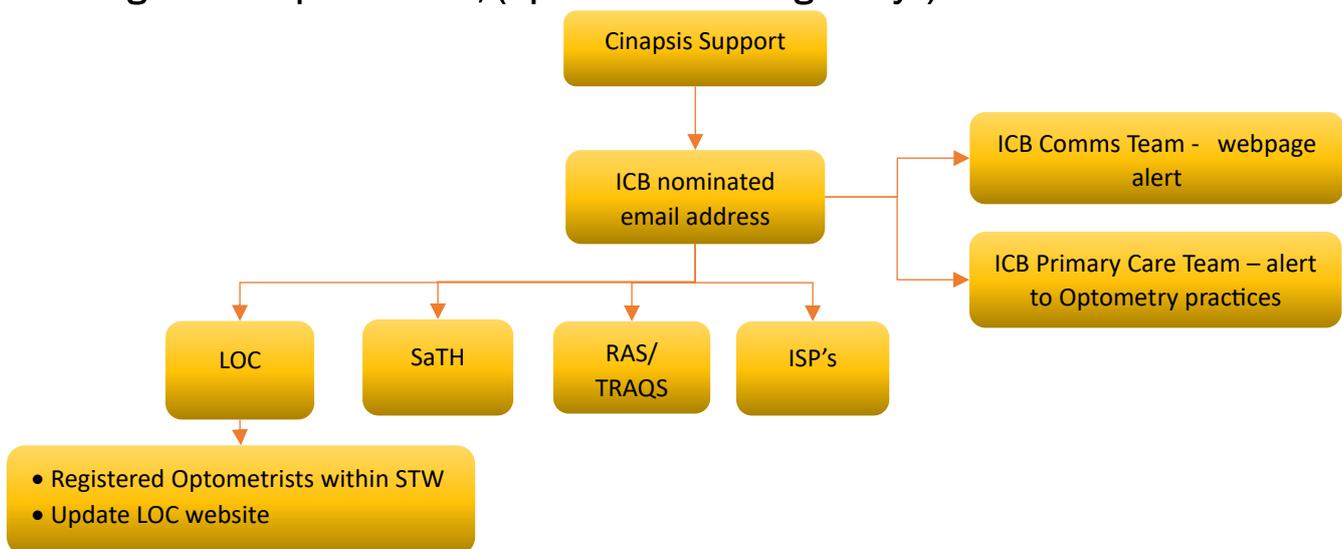
<https://www.loc-online.co.uk/shropshire-loc/practitioner-information/eers/>

<https://www.shropshiretelfordandwrekin.nhs.uk/new-eyecare-electronic-referral-system/>

In the event of a system outage

- If logon to the Cinapsis system is possible – A banner alert will appear on the Cinapsis webpage to alert of the outage.
- If logon to the Cinapsis system is not possible, then an alert will appear on the Cinapsis homepage.
- NHS STW ICB are subscribed to receive service issue alerts through a nominated email address, stw.transformationteam@nhs.net
- Cinapsis service status can be viewed via this page <https://status.cinapsis.org/>
- Should there be an extended downtime which cannot be resolved within the SLA timeframe, Cinapsis support team will inform the ICB through the nominated email address which will be disseminated as follows:

Stage 1 - Cinapsis Failure, (Up to and including 7 days)



- Should an Outage occur out of core business hours, users will be notified via the Cinapsis system/webpage

Ophthalmology RAS/TRAQs pathway

In the event of Cinapsis 'being down' it is unlikely that access to input referrals will be possible, Optometrists should:

- Complete a GOS 18 form for each referral.
- Hold referrals within the practice for the first 7 days.
- If resolved within 7 days, upload the GOS 18 referral forms onto Cinapsis system once restored using the GOS 18 upload function
- Should the issue continue to persist for longer than 7 days, please refer to stage 2 of the Cinapsis Failure plan below.

Shrewsbury and Telford Hospital NHS Trust (SaTH) (Wet AMD, Advice and Guidance) pathways

Wet AMD Referrals – with immediate effect following outage

- Use direct emails to make a referral to the endpoint. (insert email address)

Advice and Guidance (A&G)

In the event of Cinapsis 'being down' it is unlikely that access to submit an A&G request will be possible, Optometrists should:

- Request Advice and Guidance using direct emails to the endpoint. (insert email address)

Should urgent advice be required, please contact the Urgent eye clinic at SaTH 01743 261476.

Community Health and Eye Care (CHEC) pathway

- **Referrals** from commissioned optometry services will continue to flow through to the CHEC portal

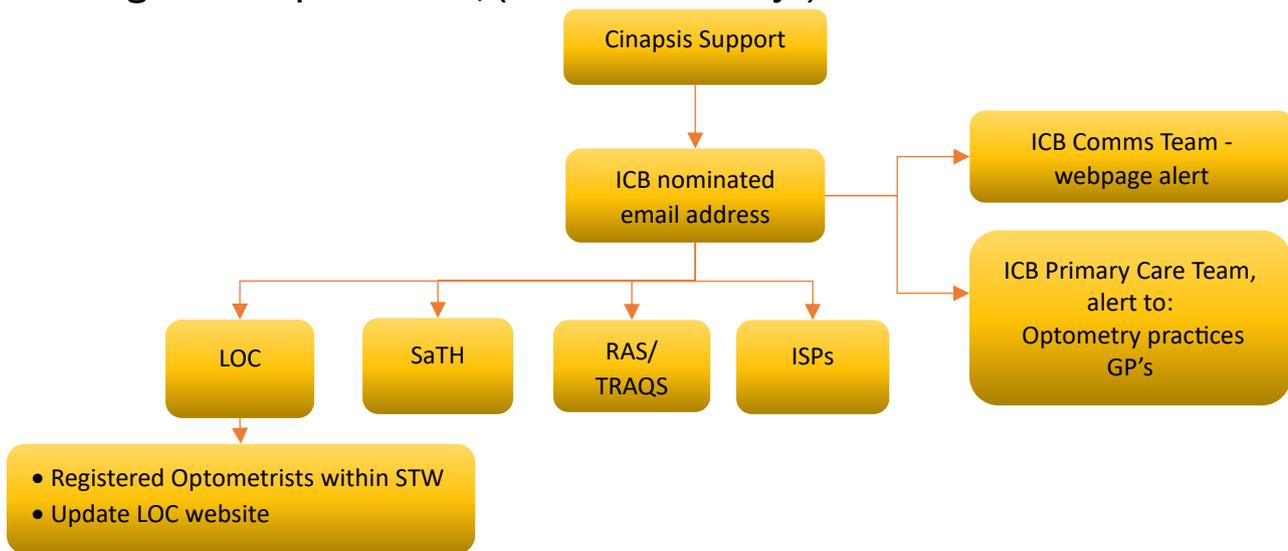
In the event of Cinapsis 'being down' it is unlikely that access to input referrals will be possible, CHEC should:

- Hold referrals within the CHEC portal for the first 7 days.
- If resolved within 7 days, upload the GOS 18 referral forms onto Cinapsis system once restored.
- Should the issue continue to persist for longer than 7 days, please refer to stage 2 of the Cinapsis Failure plan below.

Wet AMD Referrals – with immediate effect following outage

- Use direct emails to make a referral to the endpoint. (insert email address)

Stage 2 - Cinapsis Failure, (in excess of 7 days)



Ophthalmology RAS/TRAQs pathway

If issues have continued to persist beyond 7 days, Optometrists should revert back to the previous referral route:

- Complete a GOS 18
- Refer the patient to the relevant GP Practice, who will enter onto the ERS system

Shrewsbury and Telford Hospital NHS Trust (SaTH) (Wet AMD, Advice and Guidance) pathways

Wet AMD Referrals – with immediate effect following outage

- Use direct emails to make a referral to the endpoint. *(insert email address)*

Advice and Guidance (A&G)

In the event of Cinapsis 'being down' it is unlikely that access to submit an A&G request will be possible, Optometrists should:

- Request Advice and Guidance using direct emails to the endpoint. *(insert email address)*

Should urgent advice be required, please contact the Urgent eye clinic at SaTH 01743 261476.

Community Health and Eye Care (CHEC) pathway

- **Referrals** from commissioned optometry services will continue to flow through to the CHEC portal
- should the issue persist for more than 7 days, CHEC to send referrals to the relevant GP to enter on to the ERS system

END

For the latest version of this document please visit [\(ICB Webpage link\)](#)