

## Common Referral Errors

- Eligibility boxes not ticked
- Any of the information listed above is missing (most commonly confirmation that the patient meets the eligibility criteria, thyroid function, total cholesterol/serum cholesterol, LDL and HDL cholesterol results)
- If past medical history contains any apparent information that could affect patient's eligibility and needs to be clarified by the team (e.g. mental health entries)



## Enrolment survey

**After referral acceptance**, patients receive an online survey to collect additional information used to confirm medical history, assess readiness to change, screen for exclusions (e.g. pregnancy, severe mental health conditions, eating disorders, substance misuse), and support MDT triage to the appropriate pathway.

Responses may trigger disqualification or clinical review.

If a patient is disqualified due to BES or PHQ-9 responses, safeguarding procedures are followed and the patient is referred back to their GP. If the GP later confirms eligibility, a new referral must be submitted.

If disqualification occurs due to incorrect survey responses (e.g. uncontrolled hypertension), referrals may be reinstated with GP confirmation that the patient is clinically suitable.

If a patient is incorrectly disqualified due to missing data, reinstatement can be requested by contacting [ovivauk.t3wm@nhs.net](mailto:ovivauk.t3wm@nhs.net) with evidence that the required information was submitted within the timeframe.



## Expected Timeframes



**Initial triage:** We aim to process referrals within 48 hours from referral receipt. If information is missing, the Oviva team will contact the practice to request completion.

*Patients may also be notified but not asked to complete.*

Practices are given **56 days to respond before the referral is closed.**

If no response is received, the referral is closed and a re-referral will be required with all information provided.