

Healthcare Central London Adult ADHD Service

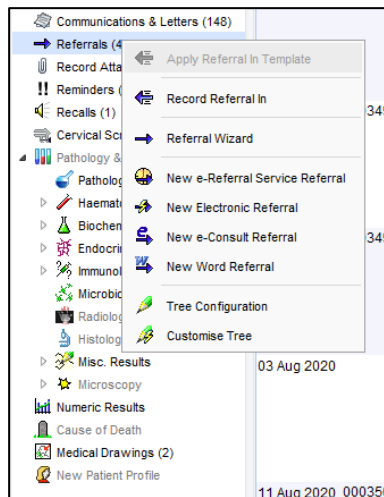
How to refer to us – GP guide

Contents

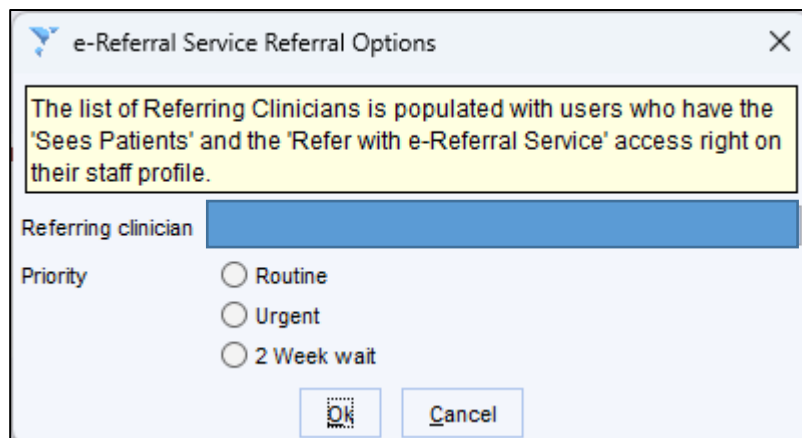
Creating a referral via SystemOne	2
1. Selecting new e-Referral via Referral Wizard	
2. Selecting the referral options	
3. Selecting Healthcare Central London Adult ADHD Service as a recipient	
4. Attaching the HCL ADHD Referral form	
5. Adding any relevant information/referral narrative	
6. Sending the referral as final version	
7. Successful submission viewed in Referrals within Patient's record	
Creating a referral via eRS	7
1. Selecting the correct organisation and role	
2. Search for the service	
3. Selecting ADHD Service - Diagnostics and Treatment - NM202	
4. Reviewing and confirm the service options	
5. Attaching the HCL ADHD Referral form	
6. Successful submission and referral summary displayed	

Creating a referral via SystemOne

1. From the patients record, on the clinical tree right click on the referrals icon and select 'New e-Referral Service Referral' as shown below

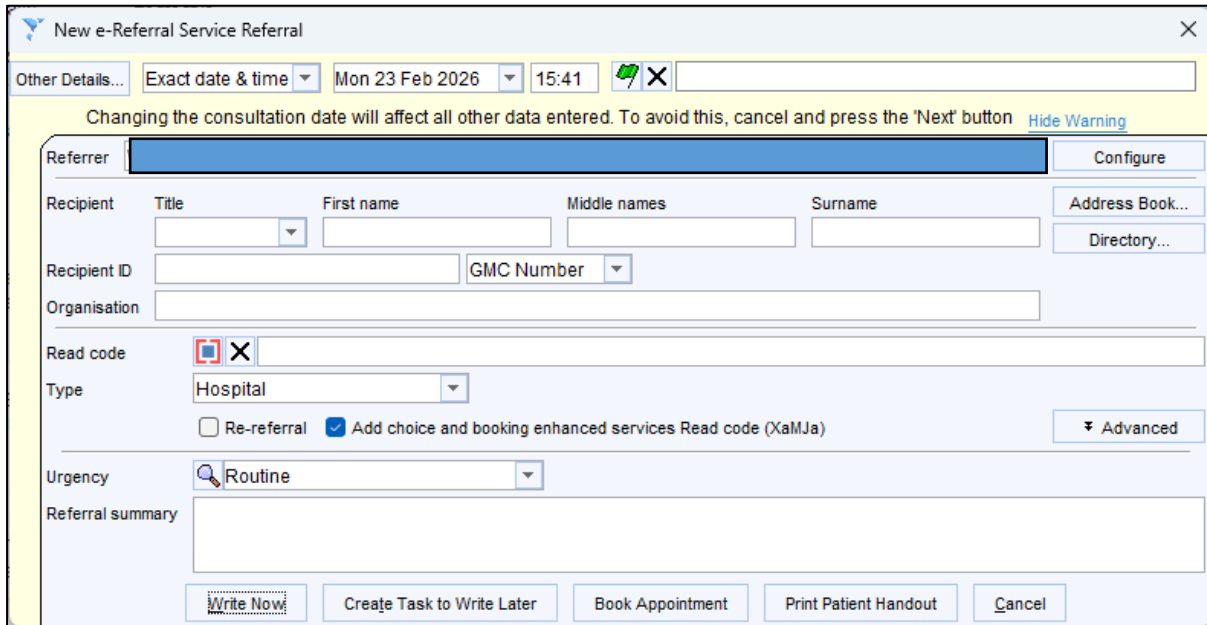


2. The referral options will now appear, from the drop down select the referring clinician and select the priority as 'Routine'



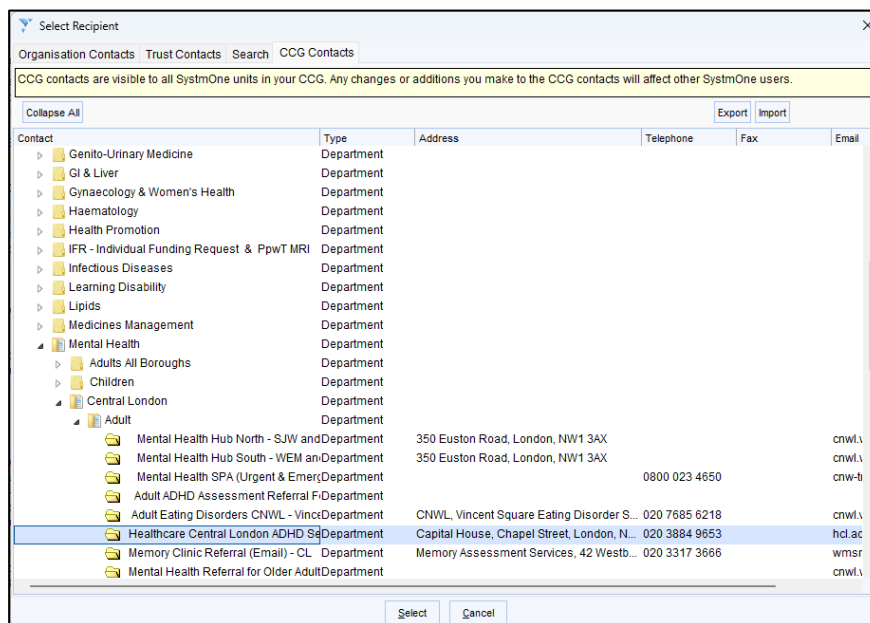
N.B Please ensure the selected referring clinicians has with the correct local access rights, you must enable 'Sees Patients' and their access role must come with 'Referral with e-Referral Service'

3. A new e-Referral Service Referral will now pop up, from here you can select the recipient, code the referral, amend the urgency and add a summary.



4. From the above, please select 'Address Book' to find us, you can find us by navigating to path below

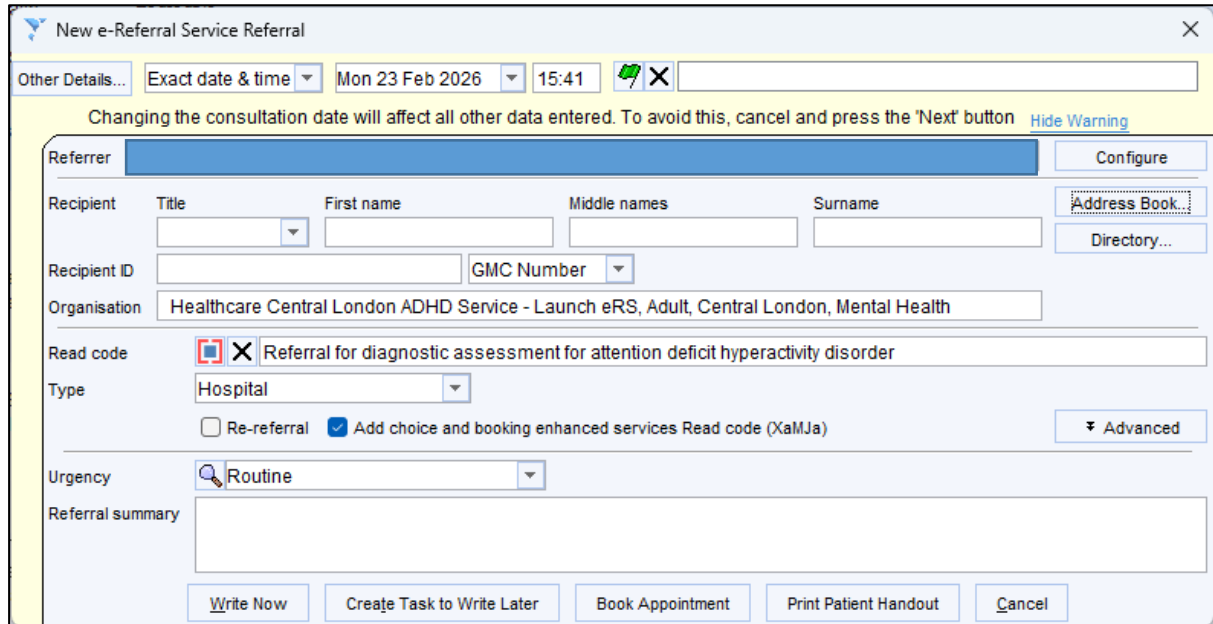
CCG Contacts > Mental Health > Central London > Adult > Healthcare Central London Adult ADHD Service



Contact	Type	Address	Telephone	Fax	Email
Genito-Urinary Medicine	Department				
GI & Liver	Department				
Gynaecology & Women's Health	Department				
Haematology	Department				
Health Promotion	Department				
IFR - Individual Funding Request & PwT MRI	Department				
Infectious Diseases	Department				
Learning Disability	Department				
Lipids	Department				
Medicines Management	Department				
Mental Health	Department				
Adults All Boroughs	Department				
Children	Department				
Central London	Department				
Adult	Department				
Mental Health Hub North - SJW and	Department	350 Euston Road, London, NW1 3AX			cnwl.i
Mental Health Hub South - WEM an	Department	350 Euston Road, London, NW1 3AX			cnwl.i
Mental Health SPA (Urgent & Emerg)	Department		0800 023 4650		cnwl-h
Adult ADHD Assessment Referral F	Department				
Adult Eating Disorders CNWL - Vinc	Department	CNWL, Vincent Square Eating Disorder S...	020 7685 6218		cnwl.i
Healthcare Central London ADHD S	Department	Capital House, Chapel Street, London, N...	020 3884 9653		hcl.ac
Memory Clinic Referral (Email) - CL	Department	Memory Assessment Services, 42 Westb...	020 3317 3666		wmsr
Mental Health Referral for Older Adult	Department				cnwl.i

- Once you have selected as a recipient from the address book, the read code field will auto populate, you can now click 'Write now' to continue with the referral. 'Create Task to Write Later' will generate a task 'e Referral to complete'

N.B The recipient ID and details can be left blank, as we are the receiving organisation.



New e-Referral Service Referral

Other Details... Exact date & time Mon 23 Feb 2026 15:41

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Referrer [Redacted] [Configure](#)

Recipient Title First name Middle names Surname [Address Book...](#)

Recipient ID GMC Number [Directory...](#)

Organisation Healthcare Central London ADHD Service - Launch eRS, Adult, Central London, Mental Health

Read code ☒ X Referral for diagnostic assessment for attention deficit hyperactivity disorder

Type Hospital

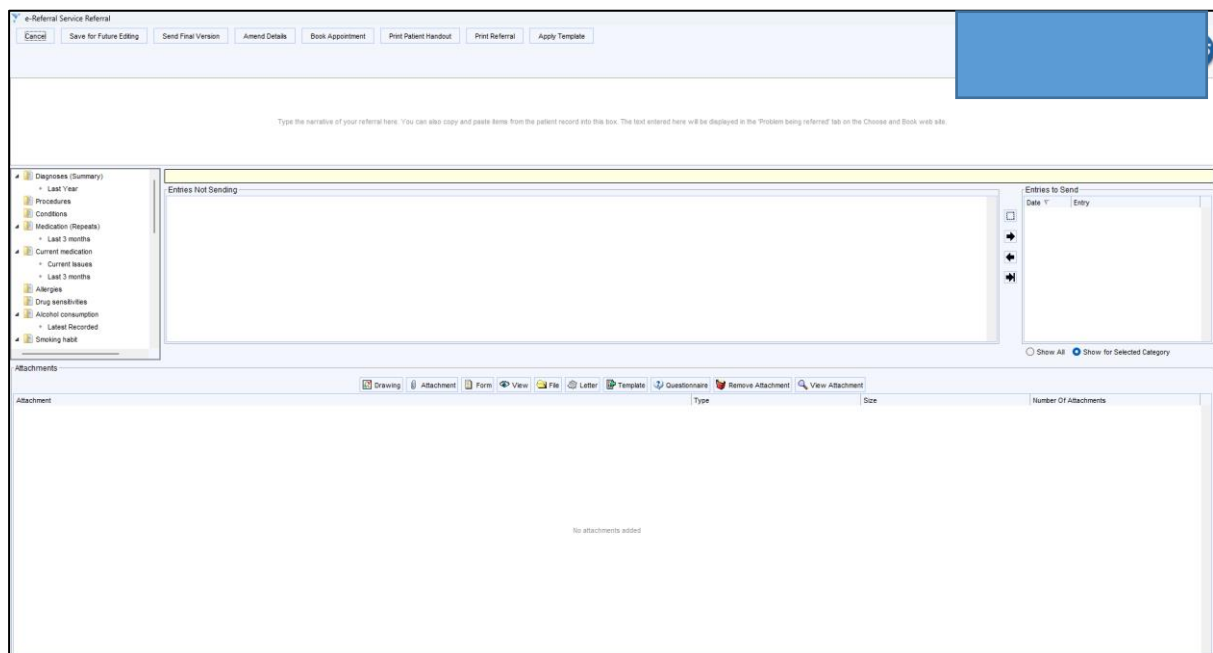
☐ Re-referral ☒ Add choice and booking enhanced services Read code (XaMJJa) [Advanced](#)

Urgency [Routine](#)

Referral summary

[Write Now](#) [Create Task to Write Later](#) [Book Appointment](#) [Print Patient Handout](#) [Cancel](#)

- Once you have clicked on 'Write Now', you will see the menu below within the patient's record. This is section you can add the referral form and any other supporting documents.



e-Referral Service Referral

[Cancel](#) [Save for Future Editing](#) [Send Final Version](#) [Amend Details](#) [Book Appointment](#) [Print Patient Handout](#) [Print Referral](#) [Apply Template](#)

Type the narrative of your referral here. You can also copy and paste items from the patient record into this box. The text entered here will be displayed in the 'Problem being referred' tab on the Choose and Book web site.

Entries Not Sending

Entries to Send

☐ Show All ☒ Show for Selected Category

Attachments

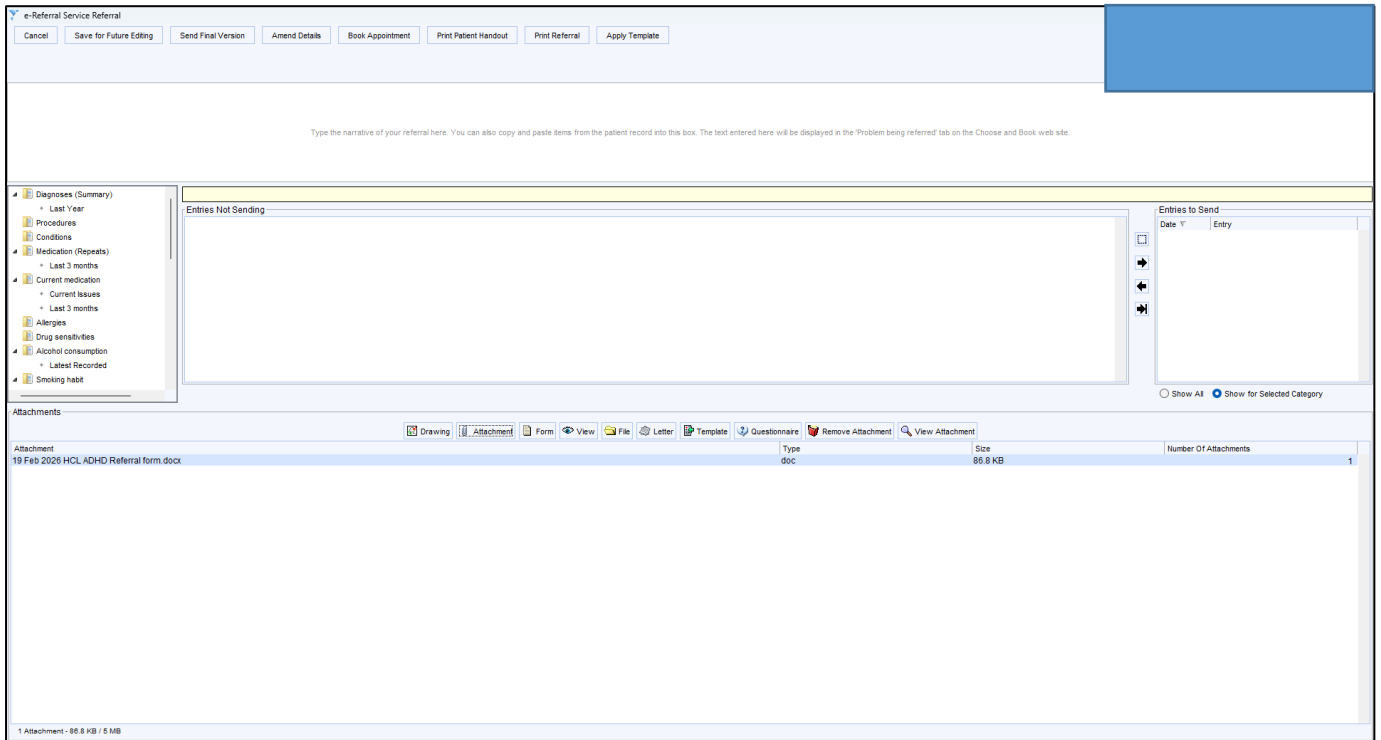
[Drawing](#) [Attachment](#) [Form](#) [View](#) [File](#) [Letter](#) [Template](#) [Questionnaire](#) [Remove Attachment](#) [View Attachment](#)

Attachment

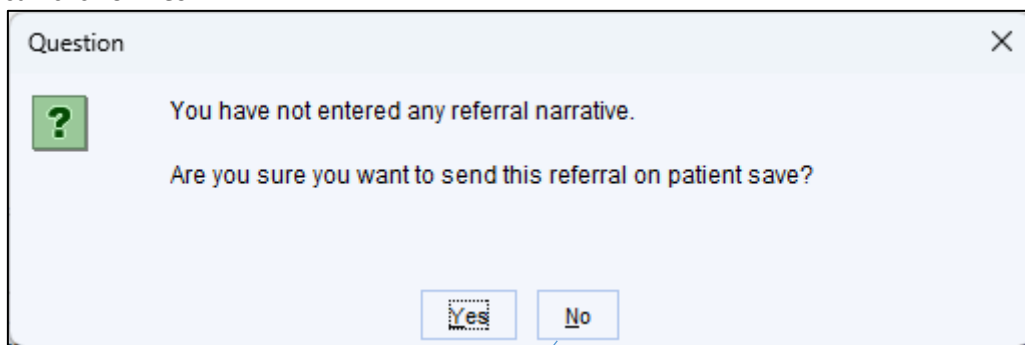
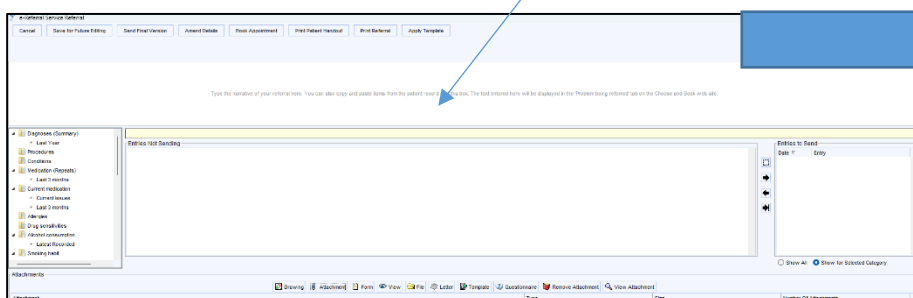
No attachments added

- To attach the referral form, click on 'File' and select the completed referral form from your files. Once attached, it will appear in box below. See below

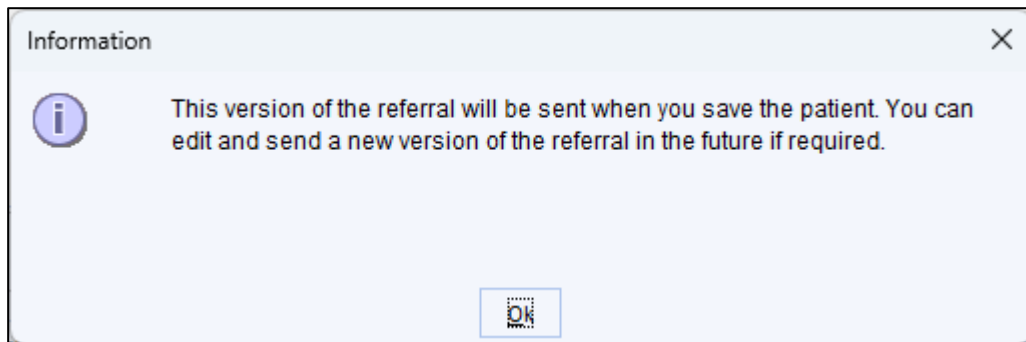
N.B The referral form template can be found on our website: [ADHD service – GP referral process -](#)



- Once all the relevant information has been added and you are happy to proceed, you can now select 'Send Final Version'. The popup below will appear once clicked on 'Send Final Version', if you would like to write a narrative for the referral select No, please use the box in the previous menu and shown below, if you don't to write a narrative for the referral you can click on Yes.

- Once you have passed this stage, the popup below will appear, click on Ok and save the patient record for the referral to be sent.



- The referral has now successfully been sent to us, this can be checked by looking on the patients record, under 'Referrals' and on the 'Referrals out' tab. It will show as below, with a generated UBRN in which you can track the referral and check the status via eRS.

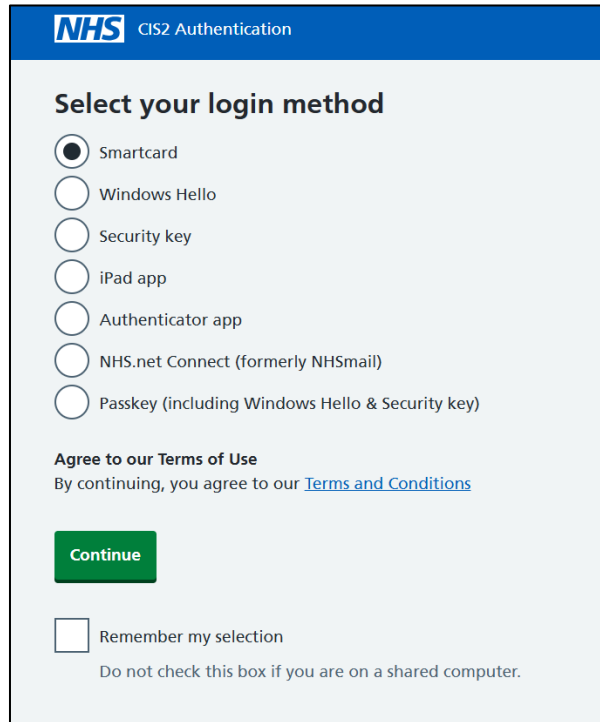
Referrals						
Referrals In			Referrals Out			
View Referrals to elsewhere			☒ Show open referrals ☐ Show closed referrals			
Created	UBRN	Referrer	Referred To	Type	Details	Last Updated
23 Feb 2026			Healthcare Central London ADHD Service - Launch eRS, Adult, Central London, Mental Health	Hospital	Referral for diagnostic assessment for attention deficit hyperactivity disorder (Yc)Wq Routine to Mental Health Waiting For Information	23 Feb 2026



You have now successfully referred to you via SystmOne, you can view the referral status at any time using the UBRN created through <https://ers.nhs.uk>

Creating a referral via eRS

1. Firstly, navigate to <https://ers.nhs.uk>, once on the website please select your login method



The screenshot shows the NHS CIS2 Authentication page. At the top is the NHS logo and the text 'CIS2 Authentication'. Below this is the heading 'Select your login method'. There are eight radio button options: Smartcard (selected), Windows Hello, Security key, iPad app, Authenticator app, NHS.net Connect (formerly NHSmail), and Passkey (including Windows Hello & Security key). Below the options is the text 'Agree to our Terms of Use' followed by 'By continuing, you agree to our [Terms and Conditions](#)'. There is a green 'Continue' button. At the bottom, there is a checkbox for 'Remember my selection' with the note 'Do not check this box if you are on a shared computer.'

2. Once authenticated, from the dropdown, please select your organisation, this will be the Patient's registered GP you wish to make the referral from

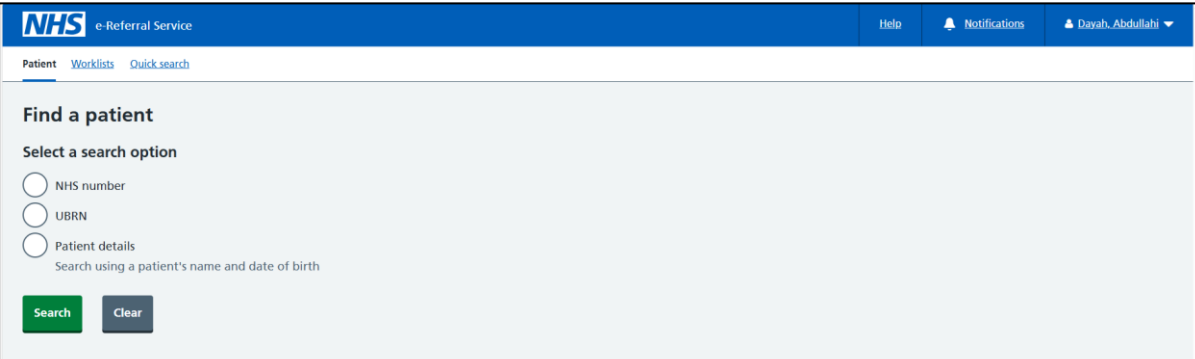


The screenshot shows the NHS e-Referral Service login page. At the top is the NHS logo and the text 'e-Referral Service'. On the right, there are links for 'Help' and a user profile for 'Dayah, Abdullahi'. Below this is the heading 'Log in to the e-Referral Service'. Underneath is the text 'Select your organisation' followed by a dropdown menu with the placeholder text 'Select an option'. There is a green 'Continue' button below the dropdown.

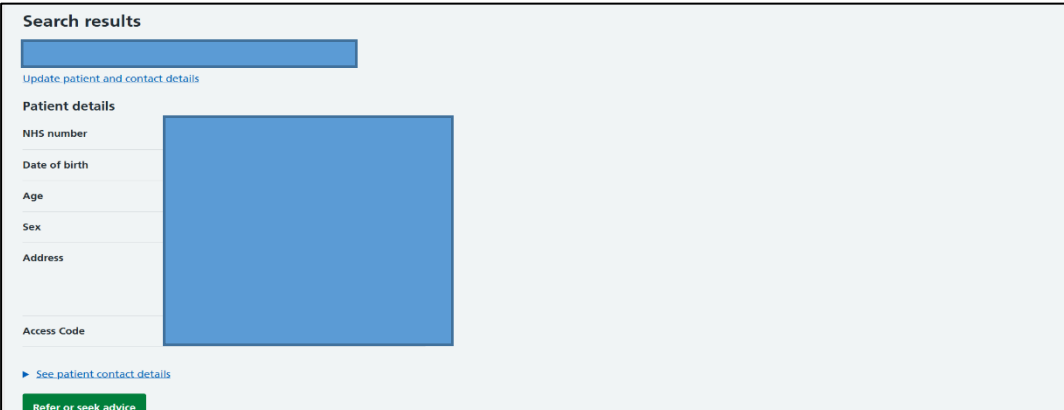
- Once you have selected your organisation, please select the correct role, since you are referring into the access role is 'Referring Clinician'.



- You will now be able to find the patient you want to refer into via NHS number or Patient's name or DOB.



- Once the correct patient has been found, please confirm the details found and continue using the 'Refer or seek advice' button.



6. The next step will searching for the service:

In Step 1, please select the referral type: Referral and Priority as shown below.

In Step 2, from the drop down please select 'Mental Health – Adult of all ages', the clinic type will now appear, from the drop down please select to 'Not Otherwise Specified'. To find us easier, please search by postcode. This can be done by expanding the 'Add more search detail', selecting 'Postcode' and entering NW1 as the postcode.

Go back

Close

Search for a service

Step 1: Confirm request details

Request type

☒ Referral

☐ Advice

Priority

☒ Routine

☐ Urgent

☐ 2-week wait



Step 2: Select service details

Complete at least 1 field to continue

Specialty

Mental Health - Adults of all ages

Clinic type

Not Otherwise Specified

Named clinician

[Search for a clinician](#)

Add more search detail

Find services near

☒ Postcode

For example, MR59 8TY

NW1

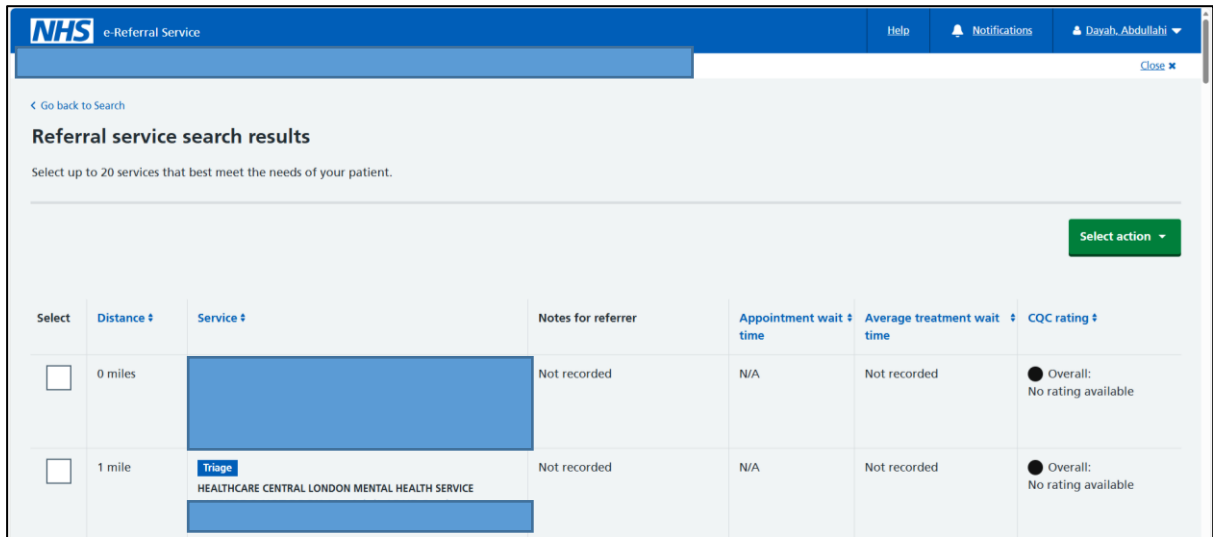
☐ Location

Maximum distance from postcode or location (optional)

miles

[Save as default distance](#)

- Once you have input all the search details and searched, a list of all the available services will appear. From this list, please check the box for 'Healthcare Central London Mental Health Service' as shown below.



NHS e-Referral Service Help Notifications Dayah_Abdullahi

[Go back to Search](#)

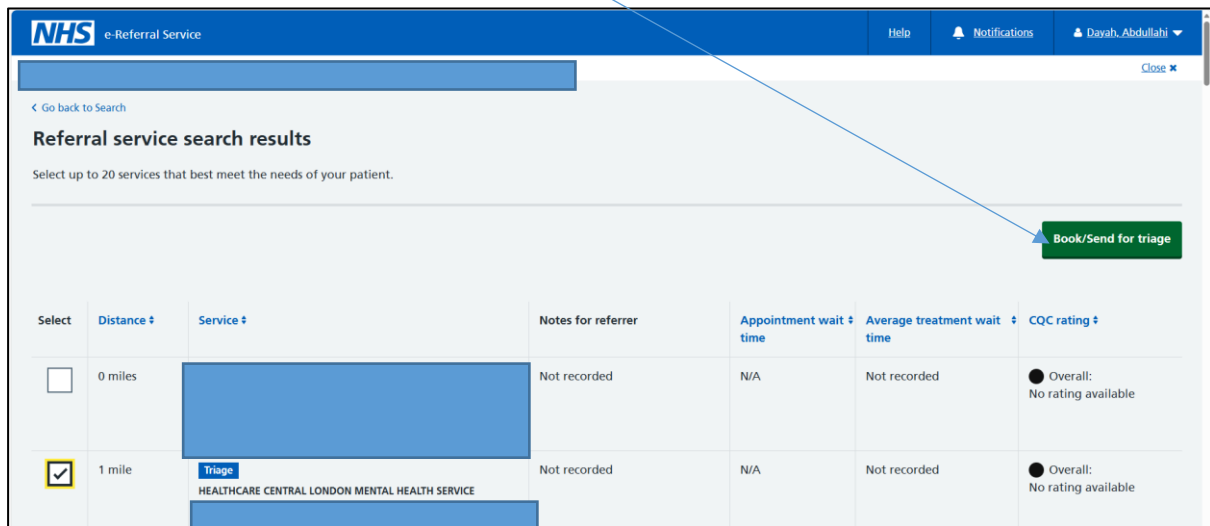
Referral service search results

Select up to 20 services that best meet the needs of your patient.

Select action

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
☐	0 miles		Not recorded	N/A	Not recorded	Overall: No rating available
☐	1 mile	Triage HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE	Not recorded	N/A	Not recorded	Overall: No rating available

- Once selected, please click 'Book/Send Triage' button on the top right of the service selection, as shown below.



NHS e-Referral Service Help Notifications Dayah_Abdullahi

[Go back to Search](#)

Referral service search results

Select up to 20 services that best meet the needs of your patient.

Book/Send for triage

Select	Distance	Service	Notes for referrer	Appointment wait time	Average treatment wait time	CQC rating
☐	0 miles		Not recorded	N/A	Not recorded	Overall: No rating available
☒	1 mile	Triage HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE	Not recorded	N/A	Not recorded	Overall: No rating available

9. A page will now appear to review the service options, once you are happy with selection; you can proceed by click 'Request triage' button, which will then ask you to confirm the selection.

Review service options

You have a choice of 1 service on the shortlist

Option 1 of 1

Triage

HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE

This is a triage service

The service will review the patient's referral. If they need an appointment, the service will contact them.

Service details

Distance	1 mile from NW1
Average treatment wait time	Not recorded
CQC rating	● Overall: No rating available

Request triage

Review details before you confirm

Important

The triage request has not been sent yet. Review the service details to make sure it is suitable for the patient before confirming.

The service will triage your referral. If needed, they will contact the patient to make an appointment.

Service details

Service	
Service type	This is a triage service
Location	HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE
Priority	Routine

Confirm

10. Once you've confirm the request, you will see on the next page the triage request has successfully been sent to us

N.B. A UBRN was now been generated, which you can use to track the status of the referral.

You've sent the triage request to the service provider

What happens now?

You need to:

- send the patient referral instructions
- add a referral letter for the service provider.

The patient does not need to do anything at this stage. They will be contacted by the service if they need to be seen and offered an appointment.

If they do not hear from them by 20 April 2026, they may call them on 02038849653 or email them at hcl.adhd-noreply@nhs.net. Lines are open Mon-Fri 9:00am-6:00pm.

Service details

Service	
Service type	This is a triage service
Location	HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE

11. The next step will be to attach the referral form, if you scroll down you will see an option to 'Add referral letter'.

N.B. If skipped, the referral will cause delays in processing, as it's a requirement the referral form is sent with the referral. The referral form template can be found on our website: [ADHD service – GP referral process - Healthcare Central London](#)

Service details

Service

Service type

This is a triage service

Location

HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE

Priority

Routine

✉ Email patient referral instructions

🖨 Print patient referral instructions

📄 Add referral letter

View referral summary

12. You will now be able to attach the referral form from your files, once submitted please click on Save to proceed.

UBRN:

< Go back

Manage referral attachments

Upload a file

▶ [What type of files can I upload?](#)

Select a file

No files uploaded.

Save

13. Once attached, you will receive a confirmation it has been updated, as well displaying the referral information. Shown below

UBRN:

Close ✕


Referral attachments updated
 You successfully added, removed or made changes to files attached to this referral.

Referral summary
[Download summary](#)
[Email patient referral instructions](#)
[Print patient referral instructions](#)

Referral details Priority Routine	Status AWAITING TRIAGE Select action ▾
Clinical context Mental Health - Adults of all ages/Not Otherwise Specified	Service Triage HEALTHCARE CENTRAL LONDON MENTAL HEALTH SERVICE **TEST DO NOT BOOK ** - Adult ADHD Service - Diagnostics and Treatment - NM202
Referred by DAYAH, Abdullahi	Additional information If the patient does not hear from the service by 20 April 2026, they may call them on 02038849653 or email them at hcl.adhd-noreply@nhs.net. Lines are open Mon-Fri 9:00am-6:00pm



You have now successfully referred to you via eRS, you can view the referral status at any time using the UBRN created through <https://ers.nhs.uk>