

GOS Specialist Supplementary – Return Back to Referrer Information (SCI Gateway)

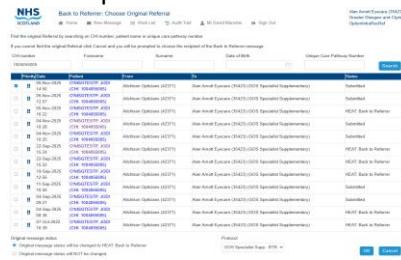
A. After the Patient has been seen/treated, clinical feedback is provided by the use of the **Back to Referrer Letter**, from the menu select **New Message > Back to Referrer**



The screenshot shows the 'Welcome to SCI Gateway' interface. At the top, there is an NHS Scotland logo. Below it, a menu bar with options like 'Home', 'New Message', 'Work List', 'Audit Trail', 'My Dashboard', and 'Sign Out'. The 'New Message' option is highlighted. A red circle is drawn around the 'Back to Referrer' button in the menu. Below the menu, there is a 'Last Successful Sign In' section showing 'Thu 6th November 2025 11:23.' and a 'Referral' section with links to 'R21.8 Issue Log', 'R21.8 Issue Log [more...]', and 'R21.8 Release Notes'.

B. If the Back to Referrer Letter is in response to a received SCI Gateway Referral

- Enter the CHI, UCPN or Surname, Forename and DOB and click **Search** to identify the Patient Referral that was received
- All referrals received for this patient will be listed, tick the box of the referral you wish to provide clinical feedback

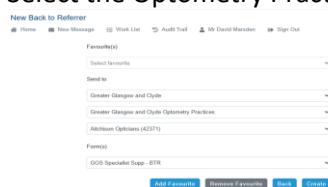


The screenshot shows the 'Back to Referrer - Choose Original Referral' interface. It displays a list of referrals for a patient, with columns for Referring Site, Patient, Date of Birth, and Status. Most referrals are marked as 'Submitted'. At the bottom, there is a checkbox for 'Update Original Message Status' and a 'OK' button.

- Ensure that the box is ticked for **Update Original Message Status**
- Choose the protocol (template) that is to be used **GOS Specialist Supp - BTR**
- Click **OK** to start the Letter
- The **Back to Referrer Letter** automatically populates the patient details and will be addressed to the referring optometrist

C. If no SCI Gateway referral has been received, a Back to Referrer Letter can be created but the patient and the referring Optometry Practice must be selected to populate the letter and deliver it successfully.

- Click on the **Cancel** button
- Select the Branch such that the Optometry sites are listed (e.g. Greater Glasgow and Clyde Optometry Practices)
- Select the Optometry Practice that referred the patient from the drop down options



The screenshot shows the 'New Back to Referrer' interface. It has a 'Select Favourites' dropdown menu. Below it, there is a 'Send to' dropdown set to 'Greater Glasgow and Clyde' and a 'Firm(s)' dropdown set to 'GOS Specialist Supp - BTR'.

- Click **Select**
- Enter the CHI number of the Patient



The screenshot shows the 'Patient Matching' interface. It has a search bar with 'CHI number' and 'Patient number' fields, both containing '1004055005'. Below the search bar, there is a note: 'NB: It is the user's responsibility to determine that the information selected below relates to the correct patient.' A search result table is shown with columns for Patient, CHI, Address, and Postcode. The result for 'CHI005055005' is listed. At the bottom, there are 'Match', 'Proceed Without Match', and 'Back' buttons.

- Click **Match**
- Click on the Patient
- The **Back to Referrer Letter** automatically populates the patient details and will be addressed to the referring optometrist that were selected

D. Complete the information including the following to populate the letter

- Date of Attendance
- Conditions Treated
- Treatment Provided
- Outcome
- Additional Comments
- Sent by Optometrist Details
- Once complete click **Send** and the information is rendered as a clinical letter – a copy will also be included in the electronic patient record (GGC = Clinical Portal)

Print			
ACKLAND, EILEEN 123 ANYWHERE STREET HILLFOOT GLASGOW G52 6BD	<i>Sex:</i> Female Home: 9876543	<i>DoB:</i> 03-Dec-1928	CH/0312285000 Unique Care Pathway Number 122004650265T
Independent Prescriber Report			
Neil MacEwen Atchison Opticians (42371) 32 ARDOVAN SQUARE GREENOCK PA16 8NJ			
Dear Neil MacEwen,			
Thank you for your recent referral regarding the above patient for Advanced Anterior Eye Management.			
The patient attended on: 23-May-2022			
The patient was treated for the following condition(s): Anterior Uveitis			
The patient was provided with the following treatment(s): Topical anti-histamines eye drops			
If the condition does not clear up please re-refer for further treatment.			
Kind Regards			
Alan Arnott Alan Arnott Eyecare (35423) 31 DOUGLAS STREET MILNGATE GLASGOW G62 6PE Voicer: 0141 955 0515			