# Emailing Referrals to SPA

- Referrals can be sent to SPA via secure email to lptchs.spa@nhs.net.
- Please send from a secure mailbox, as the referral will include Patient Identifiable Data (PID).
- If you have access to PRISM and the service you are referring to has a PRISM referral please utilise this method of referral.
- Between 21:30 and 07:30 SPA will not be able to process any email referrals – if you have anything that requires urgent attention please call 0300 300 1000 to speak to a member of the Night Nursing team. Any non-urgent referrals will be processed the following morning.
- **Submit one referral per email**.
- Ensure the subject contains the word "referral"
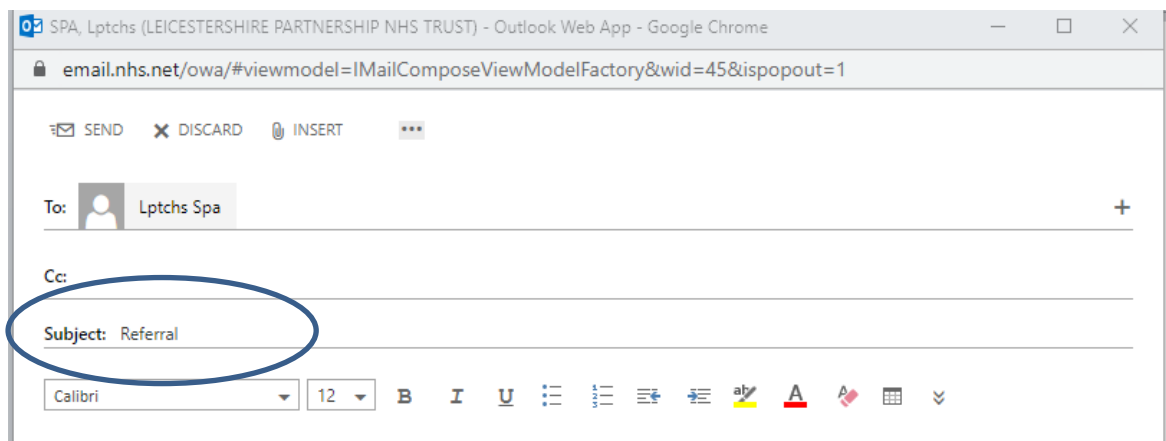
- If you do not have access to PRISM please use the SPA referral form embedded below. This ensures we have the correct information to pass on to the clinical teams. Save the referral form as a word document and attach to your email:

SPA referral - FORM FIELDS.DOCX

- All emailed referrals must contain at least 3 pieces of Patient Identifiable Data (PID) – ideally NHS number, name and address – if you do not we won't be able to process the referral and this could delay patient care. **As previously advised, you should check with your own organisation to ensure your email address is secure to send to nhs.net.**

- **Request a read receipt when sending an email to SPA – if you don't receive the read receipt within 30 minutes please contact SPA on 0300 300 1000 to check the email has been received**.
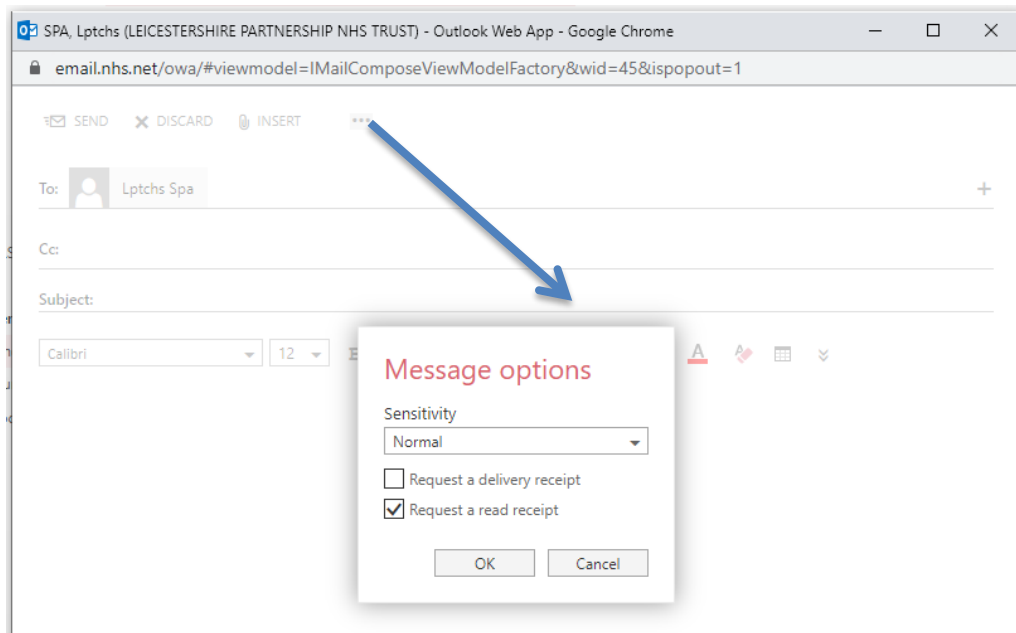
- Please do not refer to previous emails in an email chain – these will not show when we come to process your referral and it may cause a delay to patient care. If you wish to add additional information to a previous referral you must include 3 pieces of PID for us to know which patient you're referring to.
- Please only attach Word or PDF documents to your emails – other formats (e.g. .RTF and .TIFF) are not compatible with our processes in SPA.
- Do not take photographs of referral forms and attach these – the file size is not compatible with the EPR.
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