

## Guide to online referrals for Therapeutic Apheresis Services

We are launching a new, secure digital system for managing therapeutic apheresis treatments. It replaces paper records, enhancing traceability, safety, and operational efficiency for patients and donors.

The first service to move to online referrals is plasma exchange.

From the following dates, all plasma exchange referrals must be submitted through the referral request form:

- Bristol: 13 January 2026
- Other locations: 17 February 2026

Each submission generates a digital patient record based on the information provided.

If you have any questions or concerns about the new system, email us at [TherapeuticApheresisServices@nhsbt.nhs.uk](mailto:TherapeuticApheresisServices@nhsbt.nhs.uk) or call 0300 020 0946.

### Submitting a referral

#### How do I submit a referral?

A link to the plasma exchange referral request form is available on this page: [How to refer a patient - Hospitals and Science](#).

Follow this link and enter your contact details to make a request for the plasma exchange referral form. You will need to use an nhs.net or nhs.uk email address.

After you have submitted the request, you will receive a single use referral link by email.

If you do not receive the link to the referral form within 10 minutes, you should call the Therapeutic Apheresis Services (TAS) 24-hour referral line on 0300 020 0946.

#### What if I do not have an nhs.net or nhs.uk email account?

The system will only accept referrals from these NHS domains. If you do not have an NHS email address, you should call the TAS 24-hour referral line on 0300 020 0946.

### How many times can I use the referral form?

Each referral link is single use. Once you have submitted the form, the link will stop working.

### Can urgent and routine referrals use the same form?

Yes. The form is the same, but urgent referrals will prompt you to call the TAS 24-hour referral line on 0300 020 0946 before you complete the referral form.

Call this phone number before completing a referral to TAS Connect:

**0300 020 0496**

Urgent referrals will not be actioned out of hours unless TAS are contacted by telephone. A referral will only be accepted once a completed referral form has been submitted.

### Can I save a referral and return later?

No. Referral forms must be completed in one session.

### Which procedures can I use the form for?

Currently, the online form is only available for plasma exchange. This rollout will commence in Bristol before reaching our other units. Future rollouts will include our other procedures.

## After submitting a referral

### How will I know my referral has been submitted?

You will receive an email to confirm your submission.



**Blood and Transplant**

Dear Referrer,

Your referral has been successfully sent to TAS.

We will review your referral and you may be contacted by the TAS Clinical Team if clarifications are required.

### What happens after I submit a referral?

The next step depends on whether your referral was urgent or routine:

- **Urgent referrals:** you should have already contacted TAS by phone.

- **Routine referrals:** TAS staff will review your referral during working hours (8am to 6pm, Monday to Friday). You will be notified if your referral is accepted or rejected.

### **What happens if I try to submit another referral using the same link?**

The system will display a message indicating the link is no longer valid.

**Oops! The link you followed has been used or has expired.**

Please use the back button on your browser to return to the previous page.

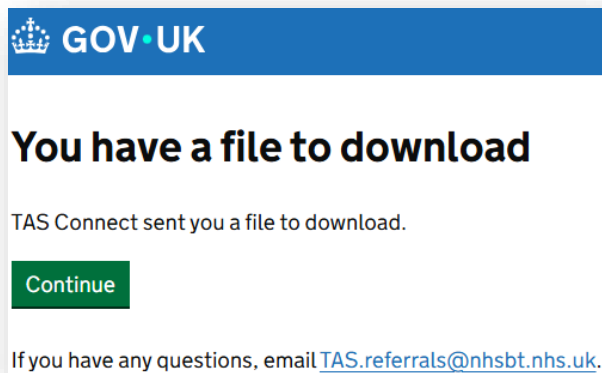
To make another referral, you will need to submit another referral request form.

### **Can I print a copy of the referral form?**

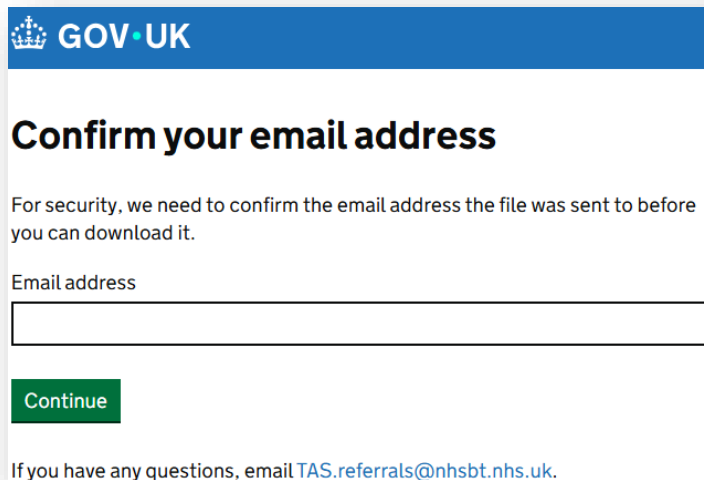
Once you submit your referral, you will receive an email with a link to a PDF of your submitted form for your records.

To access this PDF, follow these steps:

1. Click the link in the email
2. A webpage will open. Click 'Continue':



3. Enter the email address used when submitting the referral:



The screenshot shows a GOV.UK web form titled "Confirm your email address". The form has a blue header with the GOV.UK logo. Below the header, the title "Confirm your email address" is displayed in bold. A message states: "For security, we need to confirm the email address the file was sent to before you can download it." Below this message is a label "Email address" followed by a text input field. A green "Continue" button is positioned below the input field. At the bottom of the form, a note says: "If you have any questions, email [TAS.referrals@nhsbt.nhs.uk](mailto:TAS.referrals@nhsbt.nhs.uk)."

### **Can I make changes to the form once submitted?**

No, you cannot make changes to the form, but you can call the TAS 24-hour referral line on 0300 020 0946 and update the information verbally.

TAS staff will contact you if we need further clarification.