# NHS e-Referral Service: User Need Form

*(Use 1 form for each unique User Need request)*

#### Confirm your contact details:

### Your Name Name…

### Your Role Role…

### Organisation Name Organisation…

### Email Email…

### Telephone Telephone…

# User Need Request:

#### Describe the nature of the business / organisational problem you are trying to resolve:

|  |
| --- |
| Text… |

#### What are steps in the process/processes you have in place to mitigate this problem (i.e. any workarounds):

|  |
| --- |
| Text… |

#### List the negative impacts of this problem:

|  |
| --- |
| Text… |

#### Apart from resolving the issues mentioned above, please list any wider benefits of fixing this problem:

|  |
| --- |
| Text… |

#### Describe any ideas for how the NHS e-Referral Service could support or resolve this problem:

|  |
| --- |
| Text… |

#### Insert any screenshots of relevant additional information below to help us understand the problem in more detail:

|  |
| --- |
| Text… |

**Please email the completed form to your local   
Business Change representative, or email** [**nhs.ers@nhs.net**](mailto:nhs.ers@nhs.net?subject=Professional%20User%20Need%20Request)

#### (Optional) Join the NHS Digital Research Panel

We conduct ongoing research into the user experience of NHS Digital services.

Some types of research we conduct include: online surveys, diary studies, observational and day in the life, telephone interviews, face-to-face interviews, in home visits, focus groups, design workshops, usability studies, and online video chats.

If you would like to join the NHS Digital Research panel please tick yes below

### I would like to join the NHS Digital Research Panel:

### Yes

### No

*Privacy note – Your contact details will be added to the NHS Digital Professional Users Research Panel, however your User Need Request will remain with NHS e-Referral Service.*