

Thank you for supporting the ProActive Physical Activity on Referral scheme in Somerset. Because of the way the new ProActive database has been developed, it is only able to accept referral forms in a specific way. Please therefore read the following guidance and work with us to minimise any potential delays for patients.

## What we need to successfully process ProActive referral forms

1. EMIS referral forms that have been **completed in full**, including lists of medication
2. EMIS referral forms saved in **Word** format only.
3. EMIS referral forms that are attached to an email and sent directly to: [proactivereferrals@somerset.gov.uk](mailto:proactivereferrals@somerset.gov.uk)

### **IMPORTANT**

If referrals are made during remote or telephone appointments, please gain **verbal consent** to proceed and type the patient's information in the signature boxes.

If a ProActive referral is made by a Health Coach, they need to save the form on the patient's record ready for a health professional to check, amend (if required) and sign off. This needs to be kept as an electronic process.

The ProActive Referrals inbox is **not** monitored by the central ProActive team so staff monitoring it can only upload the referral form to the database. They cannot make any changes to referral forms or respond to enquiries.

All general enquiries should be sent to [proactive@sasp.co.uk](mailto:proactive@sasp.co.uk)

## What we cannot accept

ProActive will return all referral forms that:

1. Are incomplete or have not been signed off electronically
2. Are sent as a PDF
3. Are sent to the central ProActive team ([proactive@sasp.co.uk](mailto:proactive@sasp.co.uk)) and not the [proactivereferrals@somerset.gov.uk](mailto:proactivereferrals@somerset.gov.uk) email address
4. Have been sent as a scanned document.

We hope this guidance document provides you with everything you need to complete successful referrals in primary care, however should you have any further questions about this or anything else regarding ProActive, please get in touch at [proactive@sasp.co.uk](mailto:proactive@sasp.co.uk) or phone 01823 653990. More information about the scheme is also available on the [ProActive website](#).

Thank you in advance for your co-operation. We look forward to continuing to receive referrals from you to support people to move more for their health and wellbeing in Somerset.