



Online referral user guide

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Referral Business Account

This guide will help you navigate the new online referral process for Fitter Futures Warwickshire.

To access the portal please go to: www.warwickshire.gov.uk/fitterfuturesreferral.

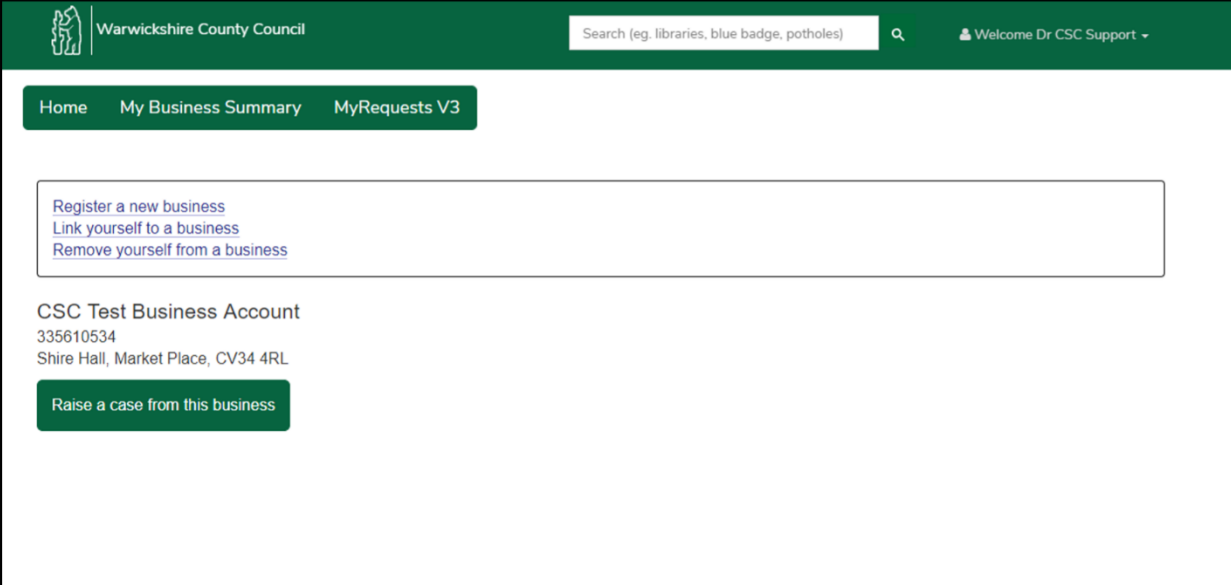
You will need to have a business/organisation/department referral account before submitting a patient to Fitter Futures Warwickshire. Please contact fitterfutures@warwickshire.gov.uk to establish whether an account is already in place or to request an account to be created.

To Make a Referral

Once you have an account set up, you can refer cases to Fitter Futures Warwickshire.

To raise a case, please log into your account (www.warwickshire.gov.uk/fitterfuturesreferral) and go to **“My Business Summary”** tab.

Then select the **“Raise a case from this business”** button. This will open your business account, where you can then select the Fitter Futures Warwickshire referral service:



The screenshot shows the Warwickshire County Council website interface. At the top, there is a green header with the council logo, the name 'Warwickshire County Council', a search bar with the placeholder text 'Search (eg. libraries, blue badge, potholes)', and a user greeting 'Welcome Dr CSC Support'. Below the header is a navigation bar with three tabs: 'Home', 'My Business Summary' (which is active), and 'MyRequests V3'. The main content area displays a box with three links: 'Register a new business', 'Link yourself to a business', and 'Remove yourself from a business'. Below this, the account details for 'CSC Test Business Account' are shown, including the ID '335610534' and the address 'Shire Hall, Market Place, CV34 4RL'. A prominent green button labeled 'Raise a case from this business' is positioned at the bottom of the account details section.

From here, use the **“Raise a case”** button:

Warwickshire County Council

Search (eg. libraries, blue badge, potholes)

Welcome Dr CSC Support

Home My Business Summary MyRequests V3

Account Details

Users

Case History

Account details

This page displays details we store about you regarding your Business.

Account Number	335610534
Name	CSC Test Business Account
Address	Shire Hall Market Place Warwick CV34 4RL
Contact details	Phone Number 01926 410410 Email address cscsupport@warwickshire.gov.uk

*If you are moving out of a business and wish to close your account, please contact the Customer Services Centre on 01926 410410.

Raise a case

Notice - GDPR Compliance!
The Council stores your reference number for the purposes of displaying this information to you within this site. If you wish to not have your reference numbers stored and this information shown, please use this [Form](#) to remove the account from your views.

Under Business Services, you will then need to select **“Fitter Futures”**.

Warwickshire County Council

Search (eg. libraries, blue badge, potholes)

Welcome

Home My Business Summary MyRequests

Account Details

Users

Case History

Business Services

Please select the relevant service to raise a case:

[Fitter Futures](#)

Notice - GDPR Compliance!
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Patient Details

Once in the referral form, the first screen will ask you for the patient's contact details. Where possible, please capture their email address as this will permit a faster referral process for the patient.

Fitter Futures Referral Form		
Applicant/Service User Details		
Title *	<input type="text" value="Mr"/>	✓
First Name *	<input type="text" value="Fitter"/>	✓
Last Name *	<input type="text" value="Futures"/>	✓
Date of Birth *	<input type="text" value="01/01/1981"/>	✓
Gender *	<input type="text" value="Male"/>	✓
Ethnicity *	<input type="text" value="Black or Black British"/>	✓
Telephone Number *	<input type="text" value="01926351077"/>	✓
Email Address *	<input type="text" value="fitterfutures@warwickshire.gov.uk"/>	✓
Postcode *	<input type="text" value="CV34 4RL"/> ⓘ <small>To ensure that the address is found please format the postcode with the appropriate space e.g. CV34 4RL</small>	✓
	<input type="text" value="Search for address"/>	
House Number/Name *	<input type="text" value="Shire Hall"/>	✓
Street *	<input type="text" value="Market Place"/>	✓
Locality	<input type="text"/>	
Town *	<input type="text" value="Warwick"/>	✓
County *	<input type="text" value="Warwickshire"/>	✓

Referral Information

This section is about the patient's reason for referral; health conditions; medication and choice of service. Please note, if a patient's body mass index is over 50, we do not have a facility available for the Physical Activity pathway. Please consider referring to the Adult Weight Management pathway within Fitter Futures Warwickshire.

Referral Information

Preferred service provider *

Primary Reason for referral *

Additional health reason (Please tick all that apply)

- Diabetes Type 1&2
- Early to mid stage Dementia
- Hypertension
- Mental Health Condition e.g. mild to moderate depression/anxiety/low mood
- Muscular skeletal condition
- Neurological condition
- Obesity/Overweight
- Osteo/Rheumatoid/Arthritis/Osteoporosis
- Overweight with additional conditions
- Postnatal and Overweight
- Pre-Diabetes
- Pregnant and Overweight (Maternal Pathway)
- Recovering from Cancer
- Respiratory condition
- Risk of cardiovascular disease
- Strength and Balance Concerns

Supplementary information (to support the provider) *

BMI ⓘ

Is your patient currently taking any medication? * Yes No

Medication

Please note:

Only applicants who are registered with a Warwickshire G.P can be referred to the Fitter Futures service

Applicant's registered GP Practice *

Reference: FS110551040

You also need to record the GP surgery that the patient is registered with, as only those with a Warwickshire GP are eligible for the Fitter Futures Warwickshire service.

Referrer Details

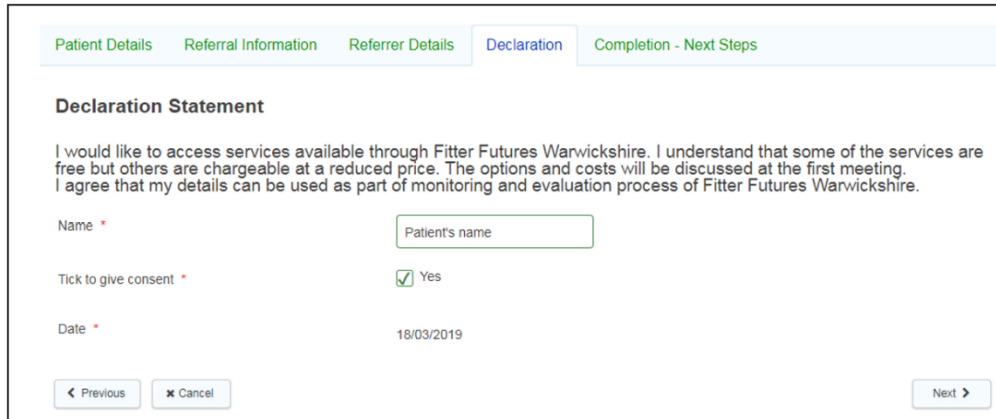
In this section, you need to record the contact details of the individual making the referrals, should we need to contact for clarification or additional information.

Referrer Details

Title *	<input type="text" value="Select..."/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Profession *	<input type="text" value="Select..."/>
Location *	<input type="text" value="Select..."/>
Telephone Number *	<input type="text"/>
Email Address *	<input type="text"/>

Declaration Statement

The final step of submitting the record is the declaration statement giving permission, from the patient, for their details to be used within the Fitter Futures Warwickshire programme. If the patient is under the age of 18, the screen will ask that you seek permission from a guardian/parent.



The screenshot shows a web form titled "Declaration Statement" with a progress bar at the top containing five steps: "Patient Details", "Referral Information", "Referrer Details", "Declaration" (which is highlighted in blue), and "Completion - Next Steps". The form contains the following text and fields:

I would like to access services available through Fitter Futures Warwickshire. I understand that some of the services are free but others are chargeable at a reduced price. The options and costs will be discussed at the first meeting. I agree that my details can be used as part of monitoring and evaluation process of Fitter Futures Warwickshire.

Name *

Tick to give consent * Yes

Date * 18/03/2019

At the bottom of the form are three buttons: "< Previous", "x Cancel", and "Next >".

The referral will now be screened by the Fitter Futures Single Point of Access team and they will inform the relevant provider.

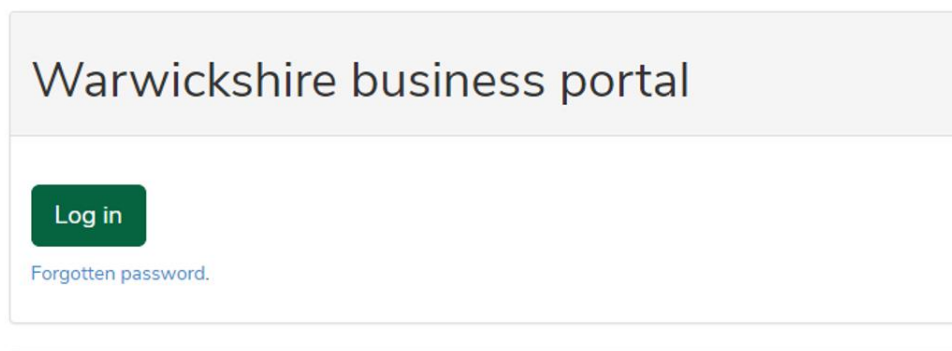
Updating your details

Where possible, accounts have been created using a generic department/business email address as the username to log in. Therefore, if you are changing the email address or password on the account, please inform other users within your team.

Forgotten password

In the first instance, please ask your team if they have changed the password. If you have forgotten the password, please go to the login screen (www.warwickshire.gov.uk/fitterfuturesreferral) and select **"forgotten password"**. You will need to use the registered email for the account to reset the password.

Home



The screenshot shows the Warwickshire business portal login page. It features a large heading "Warwickshire business portal" and a green "Log in" button. Below the button is a link for "Forgotten password." The page has a light grey background and a white border.

Changing Username

If you need to change the username for your account, please contact fitterfutures@warwickshire.gov.uk. We will make the necessary changes and communicate to those registered with that account.