

Potential impact on access to CCG eReferral System

The Business Services Organisation (BSO) wishes to make contractors aware of a recently identified issue which may affect access to the CCG eReferral application.

Recent updates released by Microsoft to the Edge browser have altered the functionality available within Internet Explorer (IE) mode, which is currently required for the existing version of the CCG application to operate correctly. While IE mode itself remains supported by Microsoft, changes to the browser have removed certain compatibility features that the current CCG system relies upon.

As a result, some contractors may experience difficulties accessing or using CCG following installation of the latest Microsoft Edge updates. The issue is expected to have the greatest impact on independent dental and optometry practices, as maintaining compatibility may require the implementation of advanced browser configuration settings that are not routinely available in all practice environments.

The BSO Information Technology Services has raised the issue with Public Service Delivery Scotland (PSDS), the organisation responsible for supporting and developing CCG, and continues to pursue the planned migration to a newer version of the application that will remove the dependency on Internet Explorer Mode going forward.

Given the importance of CCG in supporting electronic referrals and the potential impact on patient care should access be disrupted, the BSO and SPPG are treating this matter as a priority.

Actions for contractors who use CCG:

- please make your local IT support provider aware of this issue.
- do not delay clinically appropriate referrals. Where issues are encountered, contractors should consider sending referrals through other means, following existing local escalation arrangements and business continuity processes.

Thank you for your co-operation and understanding in relation to this matter, noting further updates and guidance will be issued as additional information becomes available.

*Business Services Organisation
Strategic Planning and Performance Group (SPPG)*