

L&D University Hospital GP Admin Alert No. 1 – August 2016

L&D Introduces new GP practice admin alerts for practice administrators via email

With the help and feedback from local GPs and their admin leads the Head of GP Client services has newly established a regular GP Admin Alert update email which will be circulated to all Practice Managers and their administrative teams on a regular basis.

The aim of these admin alerts is to save surgeries time by providing GP administrators and managers with up to date outpatient related information such as updated hospital ; department, Consultant and secretary contacts, referral, forms, pathways and guidance, C&B and other systems updates.

All Admin Alerts will be archived and available to view on our dedicated GP website <http://www.ldh.nhs.uk/gps-professionals/gp-admin-updates/>

If you wish to be included on the GP Admin Alert email distribution list please email amran.qurban@ldh.nhs.uk.

L&D GP Website

The L&D GP website has been in place for many years and is the GP administrators best friend as it provides helpful operational information such as; list of services and Consultants, contact details, clinical pathways, admin alerts, library microsite, fertility microsite, GP education micro site, pathology services microsite, GP Newsletters etc. To view all the information above please visit www.ldh.nhs.uk/gps-professionals/ and be sure to save this address to your website favourites.

GP Referral Pathways Section Added to GP Website

As a result of GP feedback a new 'GP Pathways' section has been added to the GP website for the benefit of GPs and their administrators and will hold all newly updated clinical pathways for GPs to view prior to referral to the Trust. To view this new section please visit www.ldh.nhs.uk/gps-professionals/gp-pathways/

Please view this web page regularly to be kept up to date with pathways changes at the Trust.

L&D Community (GP) Newsletters Available for Download

For up to date clinical and non-clinical information please visit our dedicated GP website www.ldh.nhs.uk/gps-professionals/primary-care-newsletter/

2ww Referrals

Please ensure the correct 2WW proforma has been completed for the patient. These were updated recently to ensure you have the latest copy. We are getting a significant number of referrals via letter which do not contain the correct information required by the consultant.

Breast Symptomatic

Breast symptomatic referrals are reported under the cancer rules. This is the reason you will find breast symptomatic referrals under the 2ww specialty in E-referral system.

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Patient availability

We are finding a number of practices converting the UBRN into a referral when the appointment has not been confirmed with the patient which results in them calling us to reschedule. If you are converting/booking an appointment for a patient please check they are able to make the appointment date. This is critical for the 2ww patients especially the breast symptomatic as we are finding a number of patients are not available for their treatment as they are on holiday.

ENT E Referrals – Please ensure the correct ENT clinic is requested.

The L&D has been streamlining ENT clinics since April 2016 to reduce patient waiting times in the clinic and ensure patients are seen as close to their booked appointment time as possible.

We have done this by reorganising the clinic into appointments with or without attached hearing tests. We are now triaging all direct referrals, follow up and post-operative appointments in advance to ensure that patients are booked into the correct appointment type. We have also revised the e-referral streams so that GPs can book patients into the correct clinic appointment types.

This has already made a huge difference for patients and staff coming to clinics since April. However our ongoing audit has shown that the one area where patients frequently end up in the wrong appointment type are those referred through e-referral.

Ensuring your patients are booked into the correct ENT ear service GP practice staff making the appointments, including receptionists booking on behalf of the GP, should be careful to select the correct service:

- Ear (without hearing test)-ENT-Luton Dunstable Hospital, RC9 or
- Ear (with hearing test)-ENT-Luton Dunstable Hospital, RC9

If you select the incorrect service, e.g. a non-hearing test appointment, for a hearing related condition, then it is possible that your patient may have to wait longer than usual or may have to return on another occasion for the hearing test.

If you select an appointment with hearing test for a non-hearing condition it means that there is one less appointment available for other patients, who need a hearing test appointment.

If your staff are unsure of which service to select then they should seek advice from the GP. For any queries please contact Mary Hirst, Outpatient Operational Manager, on mary.hirst@ldh.nhs.uk.

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Orthopaedic Fracture Clinic Referrals

To review the L&Ds fracture clinic pathway please visit www.ldh.nhs.uk/gps-professionals/gp-pathways/ If a fracture is suspected the GP can call the L&D Imaging department and request a same day X-Ray.

Bedford CCG - Circle Contract

If we receive referrals from Bedfordshire CCG for adults orthopaedic we are redirecting them to Circle.

UPDATE END.