

L&D University Hospital GP Admin Alert No. 2 – May 2017

Paediatrics

- Since going live with Paediatric on E-RS we have been have experienced some initial issues with GP referrals coming into clinics. Part of this has been due to the way we have published our services and we have now rectified some of these issues.
- Paediatric Gynaecology – we have published a new service for this and young girls are now seen by a gynaecologist rather than a paediatrician.
- We have received a significant number of general paediatrics clinic referrals for children requiring circumcision. All such referrals must be sent to the Paediatric surgical service rather than general paediatrics.

Ophthalmology

The impact of the GP admin teams not selecting the correct ophthalmology service is leading to a poor patient experience. Recently we completed an audit for Ophthalmology referrals to establish why so many patients were being redirected. It was discovered that some practices are not understanding the clinic types which is leading to patients treatment being delayed. There are very specialist services on ERS for Ophthalmology so it is important that these are understood. Please ask if you are not sure and we can help with the signposting. It also enables us to see where we can improve on our labelling of the services. You can download the latest full ERS clinic type list by visiting our GP website at www.ldh.nhs.uk/gps-professionals/gp-admin-updates/

Missing referral letters

Please be reminded the turnaround time for 2ww is 24 hours and urgent/routine is 3 days. Delays in adding letters to the referrals reduces the time available to process the referral. Referral letters are sent to Consultants for grading, uploaded onto our notes system and finally a pre booked appointment is made for the patient. If this appointment requires changing this leaves little notice for the patient.

Respiratory Medicine

We have removed the clinic type Respiratory Medicine/Sleep – see sleep medicine from the General Resp service. This is due to sleep patients needing to go through under the sleep medicine specialty clinics.