

CCG HELPLINE – 01623 673636

The CCG helpline number is available between 11th-31st August 2017 (9am to 5pm)

New Referrals Processes from 11th August 2017 - Summary

The CHEC gateway closed to new referrals on Thursday 10th August 2017, and new referral processes came into effect from Friday 11th August. The following table describes the changes taking place to specific triage processes previously managed through the CHEC gateway:

| Specialty | Referral process from 11 th August 2017 |
|---|---|
| Ophthalmology | <p>e-Referral (choose & book) to Health Harmonie. Search 'Ophthalmology' and select either:</p> <ul style="list-style-type: none"> • Ophthalmology – Mansfield & Ashfield CCG only – Health Harmonie • Ophthalmology – Newark & Sherwood CCG only – Health Harmonie <p>Provider will undertake triage and manage booking.</p> |
| MSK (Trauma And Orthopaedics) inc. Orthopaedics, Rheumatology, Pain Management and Podiatry | <p>System One Referral to MSK Pathway via Ardens - See 'How To' guide.</p> <p>Provider will undertake triage and manage booking.</p> <p>There is no change to MSK Physiotherapy referral pathways currently – this will be incorporated by the 1st October. There is no change to the way MSK diagnostics are requested.</p> |
| Vascular Surgery (Varicose Veins) | <p>Continue to book into 'varicose veins' worklist using e-Referral.</p> <p>Triage will be managed through the CCG. Practices will be notified of the outcome via the e-Referral 'referral action required' worklist for booking to be made.</p> |
| Cosmetic Surgery (plastic surgery) | <p>Continue to book into the 'cosmetics' worklist using e-Referral. This will be accessed by the IFR team to review prior approval forms.</p> <p>Triage will be managed through the CCG. Practices will be notified of the outcome via the e-Referral 'referral action required' worklist for booking to be made.</p> |
| Dermatology | Process as general e-Referral |
| Urology | Process as general e-Referral |
| Gynaecology (N&S only) | Process as general e-Referral |
| Improving Psychological Therapies (IAPT) | <p>Referral process unchanged</p> <p>Practices should refer directly to IAPT providers – See below</p> |

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Improving Psychological Therapies (IAPT)

Practices can either:

- Print information on available services and give this to patients to allow them to self-refer
- Refer directly to the following IAPT providers:

| Provider | Telephone | Email |
|----------------------------|------------------|---|
| Trent PTS | 0115 8963160 | https://www.trentpts.co.uk/contact/nottingham/ |
| Lets Talk Wellbeing | 0115 9560888 | https://www.nottinghamshirehealthcare.nhs.uk/nottingham-city-and-county- |
| Insight Healthcare | 0300 5555582 | https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/nottinghamshire/ |
| Turning Point | 0300 555 0456 | http://www.turning-point.co.uk/nottingham-city-talking-therapies.aspx |

Referrals can be made online via the providers websites, via telephone or paper referrals from GPs.

MSK Hub

All referrals for orthopaedics, rheumatology, podiatry and pain management should be sent to the MSK Hub for triage and onward referral.

Referrals will be accepted if:

- Referred via MSK Pathway (Ardens template & SystemOne referral)

Referrals will be returned to GP practice where:

- MSK pathway is not followed/bypass the correct pathway (i.e. direct to provider)
- Referrals are for other specialties (non MSK)
- Patient records that do not contain a **saved final version Ardens routine referral letter**

Onward referral to another service

- Patients requiring onward referral to another part of the MSK service will be processed by the MSK Hub (including C&B referral appointment booking) – not returned to practices for action.

Practices will need to authorise staff within the MSK Hub to do this on their behalf – see below

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The referral to the MSK hub is a SystmOne Referral. Implied in the use of a SystmOne Referral is use of the EDSM sharing system. Only the referred patient's record will be shared and consent recorded by the practice (implied or explicit) and the MSK hub (explicit) as per the EDSM model.

The EDSM system allows the clinicians assessing a referral to access that patient's records in SystmOne including x-rays and other relevant information. This means further information such as x-rays or previous letters do not need to be attached to the initial referral.

The access rights that Practices have been asked to give to MSK Hub admin staff relates to Choose & Book e-Referral. This will allow admin staff to book appointments for patients using Choose & Book. Required access rights are: 'Referring Clinician Admin'. Each practice will be contacted individually regarding this process.

Current admin staff are:

| Name | Smartcard Numbers can be found on the CCG intranet: |
|-----------------|---|
| Dawn Shipman | http://intranet.mansfieldandashfieldccg.nhs.uk/Bulletin/Documents/Current MSK Hub admin staff are.docx |
| George Garbett | |
| Willow Goodyear | |
| Kim Ashall | |

Following this, practices will need to wait until NHIS have approved these (try the following day) and find each MSK hub member on your SystmOne staff and organisation setup page, and untick "logon" next to their name. This will completely block these staff members from your SystmOne. See screenshot below.

The screenshot shows the 'Staff & Organisation Setup' interface in SystmOne. It features a menu bar with 'Clinical Tools', 'Workflow', 'User', 'System', and 'Help'. Below the menu is a toolbar with icons for 'Visits' and 'Waiting'. A 'Refresh' button is visible. The main area contains a table with the following columns: Initials, Role, Last Logged On, Logon..., Smart..., Sees..., and Pi. The table lists various roles and their last logged on times. The row for 'Admin/Clinical Support Access Role' with a last logged on time of '16 Aug 2017 12:03' is highlighted in blue. The 'Logon' column for this row has a checked checkbox, while the 'Smart' and 'Sees' columns have unchecked checkboxes.

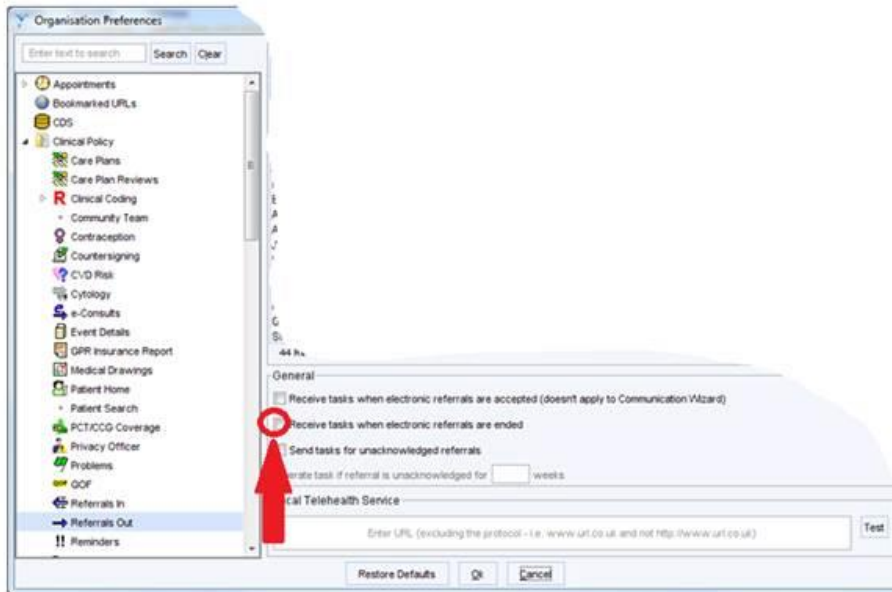
| Initials | Role | Last Logged On | Logon... | Smart | Sees | Pi |
|----------|------------------------------------|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|----|
| | 'Other' Community Health Service | 30 Mar 2009 11:25 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | 'Other' Community Health Service | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Community Practitioner | 22 Apr 2013 08:28 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Admin/Clinical Support Access Role | 28 Mar 2014 13:04 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Analyst | 16 Oct 2009 15:17 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Pharmacist | 08 Jan 2009 11:30 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Pharmacist | 14 Oct 2010 17:26 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Admin/Clinical Support Access Role | 23 Sep 2013 08:02 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Admin/Clinical Support Access Role | 16 Aug 2017 12:03 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Clinical Practitioner Access Role | 22 Dec 2015 16:11 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Nurse Access Role | 17 Dec 2014 13:13 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Clinical Practitioner Access Role | 09 Apr 2015 19:36 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Clinical Practitioner Access Role | 14 Oct 2011 09:18 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 08 Apr 2011 15:57 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 02 Aug 2011 11:43 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 22 Oct 2015 13:54 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 04 Apr 2017 08:28 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 06 Dec 2011 17:31 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 06 Dec 2011 17:31 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 01 Apr 2014 07:57 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | General Medical Practitioner | 31 Dec 2007 08:58 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Clinical Practitioner Access Role | 06 Dec 2016 07:56 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |

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The hub can be contacted by email: not-tr.mska-mphysiotherapy@nhs.net or phone: 01623 784774 by secretaries. Patient contact details will follow.

Whenever patients have been sent along the pathway to another team/secondary care discharged after receiving treatment, a task will be received by the practice. The box labelled "Receive tasks when electronic referrals are ended" under Organisation Preferences on SystemOne should be unticked if the practice does not want to receive all of these tasks.



Prior Approval Forms

The Prior Approval policy applies to primary and secondary care. Prior Approval forms completed in primary care should be sent to the IFR team by email to Maccg.ifrteam-nottscountyccgs@nhs.net for approval before being attached to the relevant referral (unless stated below.)

The prior approval forms are available as auto-populating letter templates on the orange communications arrow (next to the MSK tab) and contain the email address of the IFR team as well as instructions. These are also available to view on the Mid Notts Pathways website. There are several categories of prior approvals depending on speciality:

MSK: MSK prior approval forms need only to be saved to the patient record once validated and before the SystemOne referral is sent.

Ophthalmology: Health Harmonie will authorise ophthalmology prior approvals. Practices should attach the prior approval to the e-Referral and send it to Health Harmonie.

Cosmetics: Book into the 'cosmetics' worklist using e-referral. This will be accessed by the IFR team to review prior approval forms. If prior approval is granted, the practice will receive notification through the e-referral 'referral action required' worklist. Practices will then need to send the referral with completed prior approval attached and manage the appointment booking.

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Varicose veins: Book into the 'varicose veins' worklist using e-referral. Clinical triage will be managed through CCG. Practices will be notified of the outcome via the e-Referral 'referral action required' worklist. Practices will then need to send the referral with completed prior approval attached and manage the appointment booking.

Other prior approvals: All other prior approvals should be sent by email to the IFR team for review. Notification will be returned via email, so that the practice can send the referral with completed prior approval attached and manage the appointment booking.

A review of the prior approval process is on-going and further information will be circulated detailing any change to current processes.

Instructions and 'How To' Guides

All information is available on the [Mid Notts Pathways](#) website.

Responses to comments and questions received from practices are being collated into an FAQ document. This is updated regularly, and is available on the website.

The following documents can be found on the website under the e-Referral and Orthopaedics/MSK Hub headings which are linked from the front page:

- New Referral Processes – Summary
- FAQs
- 'How To' Ardens Referral Letters
- 'How To' Choose and Book
- e-Referral Best Practice Guidance
- e-Referral Booking Options
- MSK Hub Information
- MSK Hub Admin Staff and Smartcard Numbers
- MSK Hub Patient Leaflet
- 'How To' SystemOne Referral