

Dear GP,

In order to address the high number of cardiology referrals within your trust, Sherwood Forest Hospitals is partnering with Medefer to provide quicker access to specialty care for your patients.

### **Who we are**

Founded by NHS consultants, Medefer is a clinically led, virtual healthcare provider of specialist outpatient services. Our aim is to provide patients with high quality, safe, and convenient NHS specialist care that is faster than otherwise available, and to provide NHS hospitals with a sustainable outpatient service solution.

### **Our service**

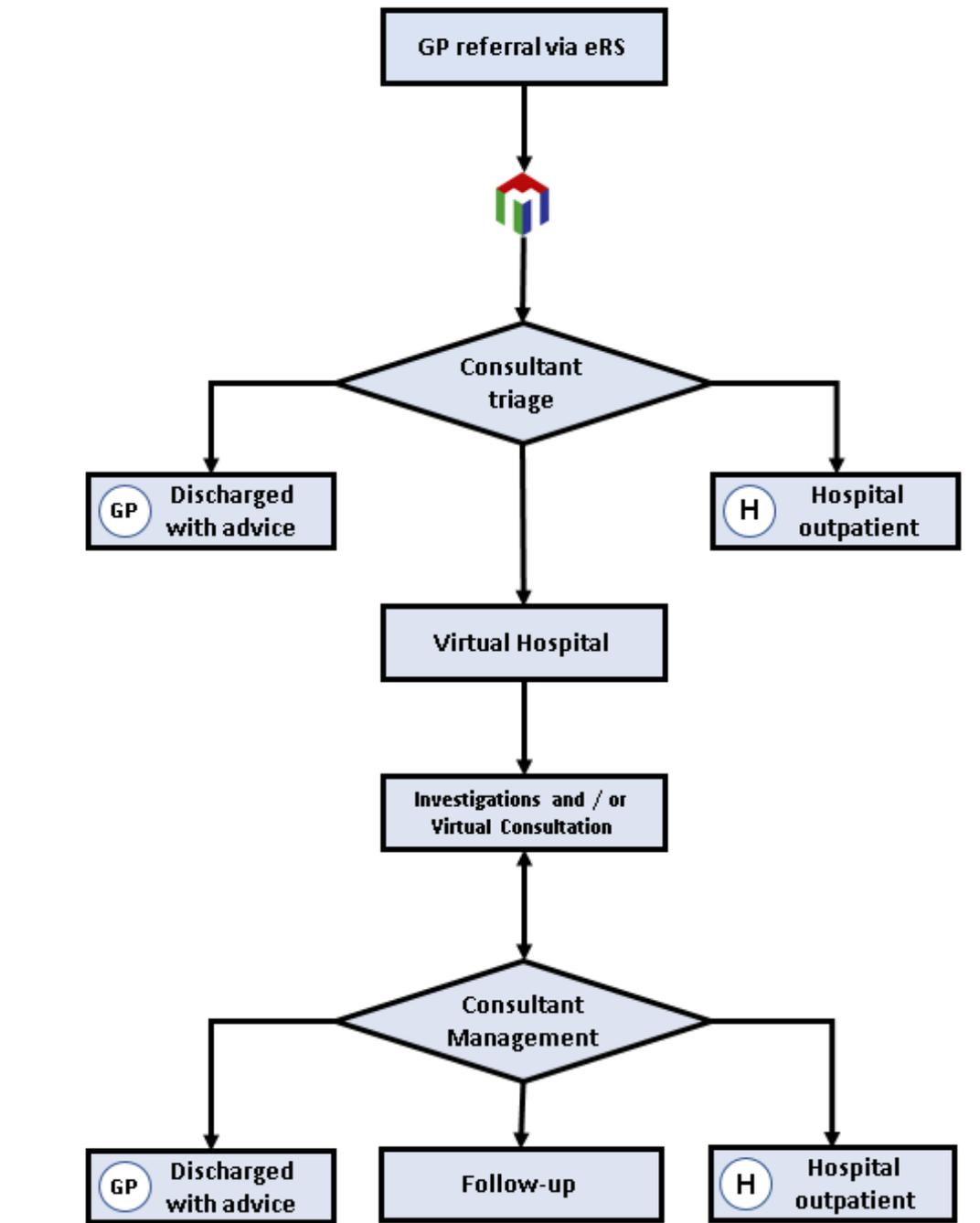
Our service works as an alternative to the standard outpatient referral pathway. Once a GP sends a referral to our service using the NHS's e-Referrals System (eRS), our bespoke IT platform enables our network of specialist NHS consultants to then triage patients, depending on clinical complexity, with 3 primary outcomes:

1. Simple advice & guidance
2. Direct referral to hospital
3. Online management via our Virtual Hospital pathway

For the patients entering the Virtual Hospital pathway, specialists can organise any necessary investigations by linking Medefer's platform to local service providers. In addition, should it be required, consultants can request further clinical information through telephone clerking with one of Medefer's specialist registrars. The consultant will then review the results of any investigations before determining whether the patient can be discharged to the GP with a management plan or requires onward referral for hospital intervention.

Our service has been used by other areas of England and found that 70% of patients can be managed by NHS consultants via our virtual pathways and only 30% of patients will need a referral to hospital if they have a very complex condition, are diagnosed with a new lifelong condition or require a 2 week wait referral. The next page shows a simplified pathway of how the Medefer service works.

Medefer Virtual Hospital Pathway



**What this means for you**

Referring to Medefer is easy. We have sent you a guide on how to refer on eRS. Simply refer as you normally would via eRS but search and select one of the services:

‘Cardiology RAS Clinic - Kings Mill Hospital - SFHFT -RK5 - KMH patients’ or ‘Cardiology RAS Clinic - Newark Hospital - SFHFT - RK5 – Newark patients’

Please note that your referral letter and full results of any tests you have already performed should also be attached to the patient’s UBRN on eRS, as well as any previous clinic letters for the speciality or hospital inpatient discharge letters, if related to your clinical query. This will help reduce any unnecessary delays because, if not sent, the consultant may ask you to send this information to assist them in making a clinical decision.

**What happens after the referral is sent?**

Once your referral is sent to us, it will enter the secure Medefer system. Medefer will send an automated email to your practice discharge email address confirming the referral has been received.

In addition, patients referred to our service will automatically be posted an introductory pack containing a letter from Medefer and your local hospital with a leaflet explaining who we are and the work the hospital is doing with Medefer. The letter also explains an NHS consultant will write to them and the GP shortly with their initial assessment of the case and next steps.

**Will this create extra work for me as the GP?**

The only actions that you, as the GP, will need to complete is any advice that the consultant provides in the letter to you and the patient. The advice is always of a very simple nature – for example, in the case of a patient with a previous diagnosis of SVT with increasingly frequent episodes, the Medefer consultant may advise you start the patient on some non urgent medication (e.g. bisoprolol) long term and if the symptoms persist or the patient has intolerable side effects to the medication, to refer the patient back to our services.

Because we follow the same protocol as your hospital, you can expect to follow the same processes you would normally when referring a patient to outpatient clinic.

**Where to go for more information**

If your patients have any questions about our service, please encourage them to contact us directly via phone (08000 112 113) or via email at [admin.medefer@nhs.net](mailto:admin.medefer@nhs.net) and we will be happy to assist them. You can also provide them with our Patient Information Leaflet – a copy has been distributed to your practice manager.

GPs and practice managers can also contact us for questions or assistance on 08000 112 113 or via email at [admin.medefer@nhs.net](mailto:admin.medefer@nhs.net). Phone lines are open Monday – Friday from 09:00 – 17:00.

Yours Sincerely,

Dr Kruti Patel MBBS BSc MRCP

Medefer Implementation Lead