CUH implementation of eRS for 2ww referrals

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What is eRS?

- Electronic referral system
  - Update on the old ‘choose and book’
  - Allows GP and patient to discuss why the referral is taking place and where/when the patient will be seen
  - Prevents ‘loss/delay’ of referral
  - Enables GP’s to monitor their patients pathway
eRS @ CUH

- All services are now available to be booked via eRS
  - Except Cancer/2WW referrals
- Delayed the pilot of this service to be able to learn from other services within the Trust and from other Hospitals
- Agreed to pilot in January 2018 with 3 services
  - Pilot ran from 02/01/2018 to 13/02/18
Services in the 2WW eRS pilot

There were a total of five services built on e-Referrals (e-RS) across three tumour sites:

- **Breast**
  - Breast One Stop Service
  - Breast Non Symptomatic
- **Urology**
  - Prostate/Renal/Testicular/Penile Service
  - Heamaturia/Bladder
- **Skin**
The GP surgeries involved in the pilot

<table>
<thead>
<tr>
<th>London Road Medical Practice</th>
<th>Portland Medical Practice</th>
<th>Selsdon Park Medical Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norbury Medical Practice</td>
<td>Keston Medical Practice</td>
<td>Hartland Way Medical Practice</td>
</tr>
<tr>
<td>Coulsdon Medical Practice</td>
<td>Fairview Medical Centre</td>
<td>Upper Norwood Group Practice</td>
</tr>
<tr>
<td>Ashburton Park Medical Practice</td>
<td>Old Coulsdon Medical Practice</td>
<td>Woodcote Medical Practice</td>
</tr>
<tr>
<td>Stovell House Surgery (01)</td>
<td>Shirley Medical Practice</td>
<td></td>
</tr>
</tbody>
</table>
Outcome

- In total 80 bookings were successfully requested on e-RS during the pilot period.
- Based on feedback from practices to the CCG, the pilot worked well and practices found it easy to process referrals.
- No referrals were lost.
- All patients booked by e-RS were contacted during the pilot and were aware of the urgency of the appointment and in general pleased with the service.
- Better patient experience – involving the patient in the booking process has resulted in less need for changing appointments and patients being reassured they will be seen.
- 2WW performance was slightly improved for Skin referrals and has been sustained during the pilot.
- Reducing the number of telephone calls and email enquiries to the CSO from GPS – e-RS provides access to the history which enables complete transparency and improved visibility for all staff, GPs and patients to view steps in patient pathway, including tests, dates and times of appointments.
Next Steps

The NHS e-Referral Service (e-RS) combines electronic booking with a choice of place, date and time for first outpatient appointments. Patients can arrange their hospital appointment with their GP during consultation, or independently either online or by telephone.

The NHS Standard Contract conditions for 2017/18 - 2018/19 are that, “with effect from 1 October 2018, and as provided for in NHS e-Referral Guidance and/or any subsequent guidance published by NHS England and/or NHS Digital, the Provider need not accept (and will not be paid for any first outpatient attendance resulting from) Referrals by GPs to Consultant-led acute outpatient Services made other than through the NHS e-Referral Service.” Further guidance will be issued in mid-2017 by NHS England to support commissioners and providers in fulfilling this obligation.

The Standard Contract for 2018/19 requires the full use of the NHS e-Referral Service (eRS) for all consultant-led first outpatient appointments. From 1 October 2018, providers will only be paid for activity resulting from referrals made through eRS. This will support local health communities to plan for the paper switch off for elective referrals.

2017/18 e-Referrals CQUIN Guidance

This CQUIN has been introduced to:
Support Providers with the transition to receiving all GP referrals through the NHS e-Referral Service, in line with the expectations of the NHS Standard Contract.
Reduce the number of patients that experience an ‘Appointment Slot Issue’.

- 100% of GP referrals to 1st Outpatient Services can be made through the NHS e-Referral Service by the end of March 2018 and,
- The Appointment Slot Issues rate has reduced to a maximum of 4% in the same time frame.
Plan for ‘Go-Live’

We are pleased to inform you that following the successful pilot of 2WW Services at CHS the following 2WW services will be available to book into from the dates listed below:

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Service ID</th>
<th>Appointment</th>
<th>Priority</th>
<th>Specialty</th>
<th>Clinic Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2WW Breast One Stop Service (2WW proforma only) @ Croydon University Hospital - RJ6</td>
<td>7928406</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Breast</td>
</tr>
<tr>
<td>2WW Dermatology Service (2WW proforma only) @ Croydon University Hospital - RJ6</td>
<td>7928407</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Skin</td>
</tr>
<tr>
<td>2WW Urology Prostate/ Renal/ Testicular/ Penile Service @ Croydon University Hospital - RJ6</td>
<td>7991369</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Urology</td>
</tr>
<tr>
<td>2WW Urology Bladder / Haematuria Service Telephone Assessment @ Croydon University Hospital - RJ6</td>
<td>7928507</td>
<td>Telephone Appointment</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Urology</td>
</tr>
<tr>
<td>Breast Non Symptomatic @ Croydon University Hospital - RJ6</td>
<td>7928511</td>
<td>At CUH</td>
<td>Routine or Urgent</td>
<td>Surgery - Breast</td>
<td>Mammoplasty (non 2WW) Oncology Established Diagnosis (non 2WW)</td>
</tr>
<tr>
<td>2WW Brain / Neurology / CNS @ Croydon University Hospital - RJ6</td>
<td>7928415</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Brain</td>
</tr>
<tr>
<td>2WW ENT Service @ Croydon University Hospital - RJ6</td>
<td>7928495</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Head and Neck</td>
</tr>
<tr>
<td>2WW Maxillofacial Service @ Croydon University Hospital - RJ6</td>
<td>7928426</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Head and Neck</td>
</tr>
<tr>
<td>2WW Haematology Service @ Croydon University Hospital - RJ6</td>
<td>7928500</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Haematology</td>
</tr>
<tr>
<td>2WW Thyroid Endocrine Service @ Croydon University Hospital - RJ6</td>
<td>7928508</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Head and Neck</td>
</tr>
<tr>
<td>2WW Suspected Children’s Cancer Service @ Croydon University Hospital - RJ6</td>
<td>7928510</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Children and Young People</td>
</tr>
<tr>
<td>2WW Lung Telephone Assessment Service @ Croydon University Hospital - RJ6</td>
<td>7933201</td>
<td>Telephone Appointment</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Lung</td>
</tr>
<tr>
<td>2WW Upper GI Telephone Assessment (Straight to test) @ Croydon University Hospital - RJ6</td>
<td>7928509</td>
<td>Telephone Appointment</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Upper GI</td>
</tr>
<tr>
<td>2WW Colorectal / Lower GI Service @ Croydon University Hospital - RJ6</td>
<td>7943909</td>
<td>Telephone Appointment</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Lower GI</td>
</tr>
<tr>
<td>2WW Gynaecology Cervical Service @ Croydon University Hospital - RJ6</td>
<td>7933217</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Gynaecology</td>
</tr>
<tr>
<td>2WW Gynaecology One Stop Service @ Croydon University Hospital - RJ6</td>
<td>7928502</td>
<td>At CUH</td>
<td>2WW</td>
<td>2WW</td>
<td>2WW Gynaecology</td>
</tr>
</tbody>
</table>
GP Concerns

- Communications
  - the process for referral is changing in 2 ways – for Primary Care (ERS) but also with CHS – Tele triage/direct to test.
- The pilot was extended and the ‘go-live is phased
  - How can we ensure the correct messages are being sent out?
- DXS
  - Lack of DXS support is a problem – how is this being resolved
- Any other concerns?
How can CUH help?

- GP information leaflet

**eRS 2WW Urgent Referral Information for GP’s Practices**

Croydon University Hospital will be live on eRS from the 19th of March for all 2WW services.

Croydon will be offering two types of appointments; directly bookable and telephone assessment clinics.

**Directly Bookable Services:**
- Breast 2WW and Breast Non Symptomatic, Head and Neck 2WW, Maxillofacial 2WW, Dermatology 2WW, Urology General 2WW, Children’s Suspected Cancer 2WW, Brain 2WW and Gynaecology 2WW

**Telephone Assessment Services:**
- LGI 2WW, UGI 2WW, Lung 2WW, Urology Bladder / Haematuria 2WW

Best practice is all appointments to be booked by the GP or Practice administrators with the patient before they leave the practice.

This will ensure that the patient leaves with a booked appointment and a Patient Information leaflet. (Please also ensure the patients phone number, email, and address are correct on your GP system.)

If you are referring the patient after they have left the surgery please ensure the GP administrator has called the patient to book them into an agreed appointment date and time; and that this is done with 24 hours (per the Patient Information Leaflet).

Please ensure that the patient is aware of the nature of the referral and are available to attend an appointment within 14 days.

**If you are experiencing any issues/ have any questions please contact:**

1. Croydon University Hospital – Urgent Referral Office on: 0208 401 3986 / CH-TRUrgentreferraloffice@nhs.net
2. The CCG can be contacted on: CROCCG.referralenquiries@nhs.net
3. For GP IT issues accessing eRS please contact your EMIS/Vision Provider
4. CHS eRS Team: 0208 401 3000 x 4060 or email: CH-TR.eRS@nhs.net
Urgent Referral Patient Information

Your GP has referred you to Croydon University Hospital urgently.
Please ensure you are available to attend either your appointment or your telephone assessment appointment within the next 14 days.
to be seen by a specialist.

What happens next?
Your GP will have given you an “Appointment Details” letter; containing your Unique Booking Reference number (UBRN); please ensure you have read Section 2 and 3 of this letter.

There are two types of appointments; one is for you to attend the hospital; the other is for the hospital to ring you to attend a diagnostic appointment at a later date.

Please read the information section of your letter which will have the details for your appointment.
If your GP has not given you an “Appointment Details” letter; please contact your GP to confirm that you have been referred to Croydon University Hospital.

The Urgent Referral Office at Croydon University Hospital will contact you via telephone and text message within 72 hours to confirm the details of your appointment.

What do you need to do now?
• Make sure before you leave the GP surgery that they have the correct and most up to date contact details (mobile number, postal and email address and next of kin details) as your GP and the hospital use the same information to contact you.
• Please ensure you are available to attend either your appointment or your telephone assessment appointment within the next 14 days.
• If you require a translator please let your GP know (before you leave the surgery) and the hospital know when they contact you with the details of your appointment.
• Once you have agreed your appointment it is very important that you attend it, so that your care is not delayed.

Carers or Next of Kin
If you have a carer or are a carer please ensure that you have given the relevant details to your GP.
The hospital will require your carer to attend all of your hospital appointments with you.

Contacting Croydon University Hospital Urgent Referral Office
Your GP has referred you to the hospital urgently; if you need to change your appointment (please note that we will need 48 hours notice; so we can offer this urgent appointment to another patient) contact the Urgent Referral Office via the below:
Telephone:
0208 401 3986—Monday—Friday 8.30am-5pm

Croydon Health Services
NHS Trust
What else would help?
How can GP’s help CUH

<table>
<thead>
<tr>
<th>Month</th>
<th>Number</th>
<th>Practice</th>
<th>Name</th>
<th>Specialty</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>February</td>
<td>6302889383</td>
<td>Woodcote Medical</td>
<td>Claudia Webster-Smith</td>
<td>Dermatology</td>
<td>The GP didn’t tell this ERS patient their appointment date and time</td>
</tr>
<tr>
<td>February</td>
<td>7070966563</td>
<td>Thornton Road Surgery</td>
<td>Fauzia Amar</td>
<td>Head and Neck</td>
<td>The GP sent a Head and Neck referral. But the patient has urological symptoms</td>
</tr>
<tr>
<td>February</td>
<td>4328417436</td>
<td>Parkway Health Centre 02</td>
<td>Shifa Rahman</td>
<td>Colorectal</td>
<td>No GP details, No bloods, No allergies, no medication (boxes not completed)</td>
</tr>
<tr>
<td>February</td>
<td>4103662816</td>
<td>Morland Road Surgery</td>
<td>Eric Pepra</td>
<td>Dermatology</td>
<td>The Transport Required box wasn’t ticked (patient is in wheelchair)</td>
</tr>
<tr>
<td>March</td>
<td>4100168616</td>
<td>Hartland Way Surgery</td>
<td>Asra Ziaulla</td>
<td>Urology</td>
<td>Booked Testicular patient for Day 6</td>
</tr>
</tbody>
</table>