

Optimising Electronic Referrals Using Choose and Book

Progress Update – January 2012

Bradford and Airedale are one of five health communities that have signed up to the West Yorkshire Optimising Electronic Referrals Programme which has been progressing since November 2010. The aim of this programme is to increase the utilisation of Choose and Book, optimise electronic referrals and reduce the use of paper referrals to an exception only basis.

At Bradford Teaching Hospitals NHS Foundation Trust, a project team has been appointed to support implementation, as follows:-

Professor Sian Jones, Consultant Gynaecologist and Clinical Lead Sian.jones@bthft.nhs.uk
Adele Hartley-Spencer, Out Patient Services Manager Adele.hartley-spencer@bthft.nhs.uk
Emma Wilson, Head of Strategic Support and Development Emma.Wilson@nhsleeds.nhs.uk
Jayne Farrar, Choose and Book Manager Jayne.farrar@bthft.nhs.uk
Jane Mortimer, Training and Admin Support. Jane.mortimer@bthft.nhs.uk

Following completion of a diagnostic exercise, which assessed the level of maturity of Choose and Book across the whole Trust, the team are now working across all the individual specialties, developing action plans which will ensure the following is achieved:-

- Enhanced patient experience, by involving the patient in the choice of appointment
- Improved levels of clinical engagement in referrer and provider processes
- All services are published on the Directory of Services (aim for 100% of services), which are advertised clearly and easily accessible for referring GPs.
- All services which are currently only available for Indirect Booking are converted into directly bookable services.
- Consultants are reviewing their own referrals on-line.
- Provision of the Advice and Guidance functionality so that GPs can request advice from a Consultant relating to the referral of their patient.
- Slot capacity is increased to a maximum in order to ensure sufficient clinic slots are available to book.

In addition, since April 2011 patients can now be referred directly to a named Consultant-led team, through the named clinician functionality. Patients who want to should be able to choose a particular named Consultant-led team for their first Consultant-led outpatient appointment where it is clinically appropriate.

The team have also been working with members of the Primary Care Trust and plan to work closely with the newly developed GP Commissioning Consortia in future, looking at new ways in which to improve the CAB interface. Specifically, we are keen to work with any interested GPs who want to be involved in reviewing the Directory of Services to get in touch with one of the project team. In the meantime we would like to take this opportunity to thank those GPs who are regularly using C&B

The following table shows more detailed information about specialties which have completed their action plans and contains information on how to access their services:-

DIRECTLY BOOKABLE CHOOSE AND BOOK SERVICES

Specialty	C&B Service Name	C&B Clinic Types	Pending services to go live
Gynaecology	General Gynaecology	Menopause Pelvic Pain Not Otherwise Specified	
	Infertility/Reproductive Medicine	Infertility Recurrent Miscarriage	
	Menstrual Disorders	Menstrual Disorders	
	Pelvic Floor and Perineal Disorders	Perineal Repair Vulval and Perineal Lesions	
	Termination of Pregnancy	Pregnancy Advisory Service	
	Urogynaecology	Urogynaecology/Prolapse	
	Gynaecology IUCD/IUS Fitting Service	Family Planning	
	Vulval Disorders	Vulval and Perineal Lesions	
	Hysteroscopy	Not Otherwise Specified	
	Colposcopy	Colposcopy	
Urology	General Urology	Not Otherwise Specified Vasectomy	
	Endourology	Not Otherwise Specified	General Urology at Westcliffe
	Incontinence	(In) continence	General Urology at Idle
	Andrology at Westwood Park	Erectile Dysfunction/Andrology Male Infertility	
(GI and Liver) Medicine "Gastroenterology"	General Gastroenterology	Upper GI including Dyspepsia Lower GI (medical) excl IBD Inflammatory Bowel Disease (IBD)	
	Hepatology	Hepatology	
	Colitis	Inflammatory Bowel Disease	
Haematology	Anaemia	Not Otherwise specified	
	CLL and Myeloma	Not Otherwise Specified	
	Haemoglobinopathy	Haemoglobinopathies	
	Haemostasis Clinic	Clotting Disorders	
	Lymphoma	Oncology (Established Diagnosis) Not Otherwise Specified	
	Myeloid Clinic	Oncology (Established Diagnosis) Not Otherwise Specified	

	Non-Malignant Haematology	Clotting Disorders Not Otherwise Specified	
Cardiology	General Cardiology	Hypertension Arrhythmia Cardiology genetics Heart Failure Valve Disorders Congenital Heart Disease Lipid Management Not Otherwise specified Ischaemic Heart Disease	
	Rapid Access Chest Pain Clinic	Rapid Access Chest Pain incl Exercise ECG	
	General Cardiology Outreach at Addingham	Hypertension Arrhythmia Cardiology genetics Heart Failure Valve Disorders Congenital Heart Disease Lipid Management Not Otherwise specified Ischaemic Heart Disease	
Oral and Maxillofacial	Maxillofacial Surgery	Face Deformity	
		Oral Surgery	
		Not Otherwise Specified	
		Salivary Gland Disease	
Children's and Adolescent	Paediatric Maxillofacial	Oral and Maxillofacial	
Infectious Diseases	Infectious Diseases and Tropical Medicine	Viral Hepatitis (Not Hep A) Tropical Diseases HIV Bone and Joint Infection Not Otherwise Specified Fever Tuberculosis	
Plastic Surgery	Plastic Surgery /Major and Minor (at SLH)	Minor Plastic surgery Burns Lower Limb Mammoplasty Upper Limb Not Otherwise Specified Vascular Malformation Craniofacial Basal Cell Carcinoma Oncology (Established Diagnosis)	
	Plastic Surgery / Breast (at SLH)	Not Otherwise Specified Mamoplasty	
	Plastic Surgery / Major and Minor (at BRI)	Minor Plastic surgery Burns Lower Limb	

		Mammoplasty Upper Limb Not Otherwise Specified Vascular Malformation Craniofacial Basal Cell Carcinoma Oncology (Established Diagnosis)	
	Plastic Surgery/ Breast (at BRI)	Not Otherwise Specified Mamoplasty	
Children's and Adolescent	Plastic Surgery / Paediatric	Plastic Surgery	
Orthopaedics	Orthopaedics / Knee Disease (Only)	Knee	
	Orthopaedics / Knee Injury (Only)	Knee Sports Injury	
	Orthopaedics / Foot and Ankle	Foot and Ankle	
	Orthopaedics / Hips	Hip	
	Orthopaedics / Shoulder	Shoulder and Elbow	
	Orthopaedics / Hands	Hand and Wrist	
	Orthopaedics / Elbows	Shoulder and Elbow	
Children's and Adolescent	Paediatrics	Orthopaedics	Unfortunat ely this service is not available at present
Rheumatology	General Rheumatology	Musculoskeletal Bone/Osteoporosis Other Autoimmune Disease Inflammatory Arthritis	Unfortunat ely this is currently not available due to capacity issues

The initial meetings for all the specialties have now taken place and implementation plans have been developed. The following cohort will be the next to go live:-

Neurology
Nephrology
Vascular Surgery
General Surgery
Endocrinology
Dermatology
Respiratory Medicine

The following specialties are in the process of making their services available for direct booking and will be the final ones to go live:-

Paediatrics
Ophthalmology
E.N.T
Elderly Care
Breast Surgery
Pain Management