

CHANGING LIVES

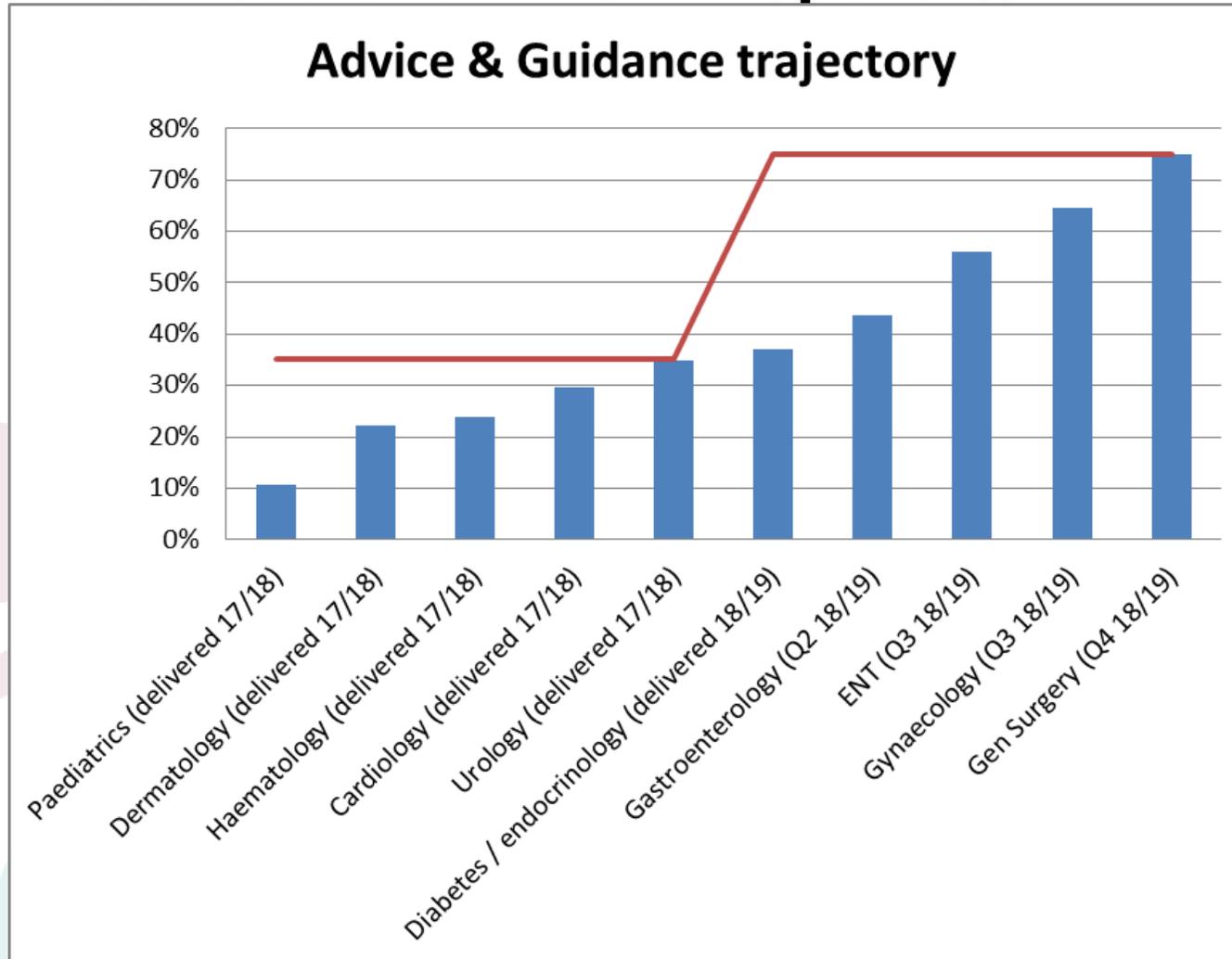
# Advice & Guidance at BHNFT

**Simon Ainsworth**

18 July 2018



# Advice & Guidance Specialties



## Advice & Guidance Quality Standards

- Non-urgent questions / queries that might have otherwise resulted in a formal referral for OPA
- All A&G access via eRS (“C&B”); there are limited specialties currently live, increasing throughout 18/19. Can be used in place of letters / faxes. Attachments can be added, including photographs
- Fully recorded, auditable and secure
- KPIs agreed with CCG:
  - 80% of responses to be issued within 2 working days
  - 100% of responses to be issued within 5 working days
- Multi-way dialogue possible (question, answer, further question, further answer)
- A&G activity is increasing month-on-month
- Briefing & training delivered to Practice Managers and Administrative colleagues in May 2018

# A&G example 1

- Cardiology A&G request 19/03/2018
- Initial request sent 10:44 (cover letter and x-ray report attached)
- Consultant Cardiologist advice issued 15:27 – follow-up action recommended, no need for referral unless abnormal

## Advice Conversation

### Summary Information

#### Priority

Routine

#### Service Name

Cardiology Advice & Guidance - Barnsley NHS  
Foundation Trust - RFF

#### Specialty

Cardiology

#### Referred By

ATCHA, Sabiha

#### Referring Organisation

WOODLAND DRIVE MEDICAL CENTRE  
WOODLAND DRIVE  
BARNSLEY  
S70 8QW  
Tel: 01226 244946

19-Mar-2018 10:44 - Sent by HARRISON, Kerry Jayne (Mrs) (Referring Clinician Admin)

Dear Dr Tahir, I would be grateful for your advice on this 62 year old gentleman who was discharged from clinic November 2017. He came to see me with severe shortness of breath symptoms, a chest x-ray shows cardiomegaly with a CTR ratio of 0.88. The worrying feature is that this patient feels his shortness of breath symptoms have escalated since he had his angiography back in November 2017. The angio he had done showed that his coronary arteries were clear. He had an echo back in 2016 according to your letter which showed preserved left ventricular systolic function.

This gentleman is now getting shortness of breath on climbing stairs and minimal exertion. He has no cough and no phlegm. We did a 24 hr blood pressure which was normal at 124/77. I have checked all his bloods and his HB was normal. On examination his heart there were no heart murmurs and his lungs were clear. Basically I would like your advice because the chest x-ray report suggests that the heart is significantly enlarged such that cardiology assessment is recommended, however with you having discharged him and in view that his symptoms having got worse after his angio I was wonder whether you would like to see him again 1 or 2 repeat echo to rule out any pericardio problems?

19-Mar-2018 10:55 - Sent by HARRISON, Kerry Jayne (Mrs) (Referring Clinician Admin)

Chest X-ray attached

[BMSSCN\\_9.tif](#)

Please see the attached chest x-ray

19-Mar-2018 15:27 - Sent by BEARDWOOD, Diane Mary (Mrs) (Service Provider Clinician)

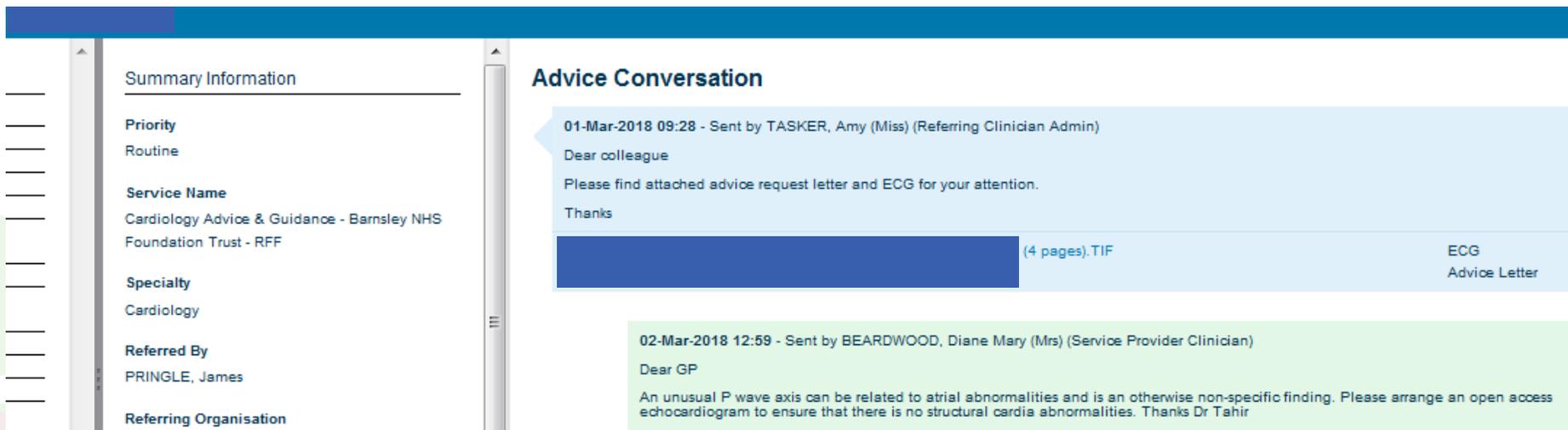
Dear Dr Atcha,

Please arrange GPOA echo. Also check BNP. Refer to cardiology if any of these are abnormal. If normal unlikely cardiac cause for his symptoms.

Many thanks  
Dr D Zamvar

## A&G example 2

- Cardiology A&G request 01/03/2018
- Initial request sent as a letter (with an ECG attached)
- Consultant Cardiologist advice issued the following day; advised a “non-specific finding” and recommended follow-up test to check for structural abnormalities



The screenshot displays a clinical system interface with a left-hand navigation pane and a main content area. The navigation pane lists various sections, with 'Summary Information' selected. The main content area is titled 'Advice Conversation' and shows a timeline of messages. The first message is from Amy Tasker (Referring Clinician Admin) on 01-Mar-2018 at 09:28, containing a letter and an ECG. The second message is from Diane Beardwood (Service Provider Clinician) on 02-Mar-2018 at 12:59, providing advice on a non-specific finding and recommending an echocardiogram.

Section	Value
Summary Information	
Priority	Routine
Service Name	Cardiology Advice & Guidance - Barnsley NHS Foundation Trust - RFF
Specialty	Cardiology
Referred By	PRINGLE, James
Referring Organisation	

### Advice Conversation

01-Mar-2018 09:28 - Sent by TASKER, Amy (Miss) (Referring Clinician Admin)

Dear colleague

Please find attached advice request letter and ECG for your attention.

Thanks

(4 pages).TIF ECG Advice Letter

02-Mar-2018 12:59 - Sent by BEARDWOOD, Diane Mary (Mrs) (Service Provider Clinician)

Dear GP

An unusual P wave axis can be related to atrial abnormalities and is an otherwise non-specific finding. Please arrange an open access echocardiogram to ensure that there is no structural cardia abnormalities. Thanks Dr Tahir

## A&G example 3

- Paediatric A&G request 15/03/2018
- Initial request sent as letter detailing symptoms and specific query
- Consultant Paediatrician advised for an urgent appointment to be made for the patient which was arranged for 29/03/2018



The screenshot displays a clinical system interface with two main panels. The left panel, titled 'Summary Information', contains the following details:

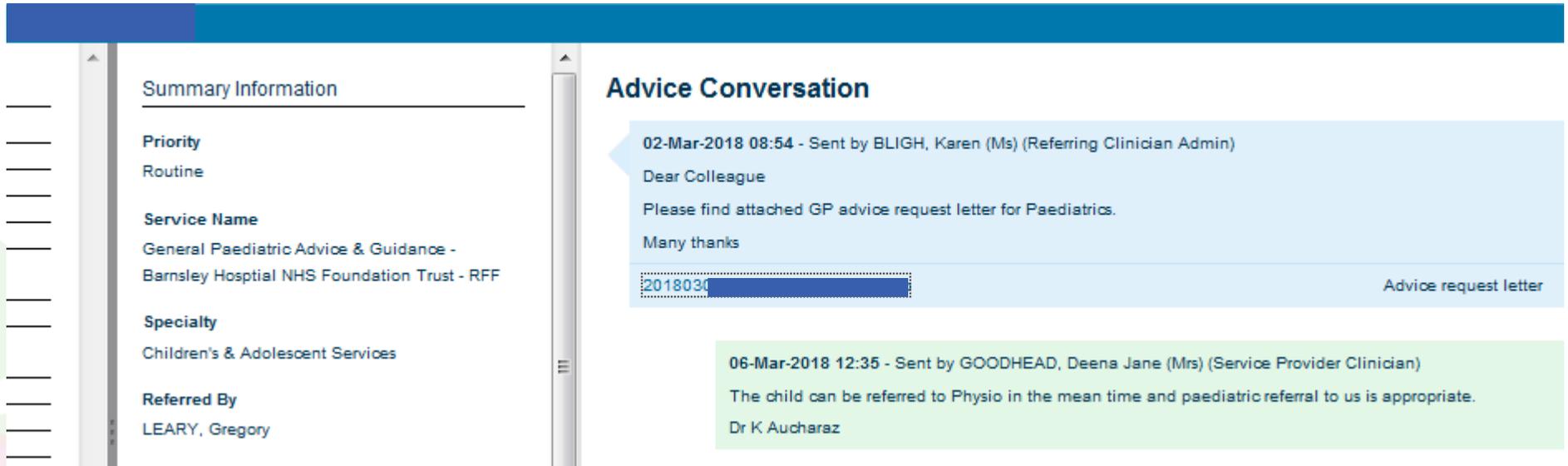
- Priority:** Routine
- Service Name:** General Paediatric Advice & Guidance - Barnsley Hospital NHS Foundation Trust - RFF
- Specialty:** Children's & Adolescent Services
- Referred By:** LEARY, Gregory

The right panel, titled 'Advice Conversation', shows two messages:

- 15-Mar-2018 09:11 - Sent by BLIGH, Karen (Ms) (Referring Clinician Admin)**  
Dear Consultant  
Please find attached GP letter requesting further advice.  
Many thanks  
[Redacted] GP Advice letter
- 20-Mar-2018 11:52 - Sent by GOODHEAD, Deena Jane (Mrs) (Service Provider Clinician)**  
An urgent appointment has been made for 29.3.18 to see Dr Sharma in Paed OPD at 4.15pm a letter has been sent to parents  
Dr R Gupta

## A&G example 4

- Paediatric A&G request 02/03/2018 (Friday)
- Initial request sent as letter detailing symptoms and specific query
- Consultant Paediatrician issued a response on 06/03/2018 (Tuesday); advised for referral to a paediatric physiotherapist in the first instance



The screenshot displays a clinical system interface with two main panels. The left panel, titled 'Summary Information', contains the following details:

- Priority:** Routine
- Service Name:** General Paediatric Advice & Guidance - Barnsley Hospital NHS Foundation Trust - RFF
- Specialty:** Children's & Adolescent Services
- Referred By:** LEARY, Gregory

The right panel, titled 'Advice Conversation', shows a message history:

- 02-Mar-2018 08:54 - Sent by BLIGH, Karen (Ms) (Referring Clinician Admin)**  
Dear Colleague  
Please find attached GP advice request letter for Paediatrics.  
Many thanks  
20180302 [redacted] Advice request letter
- 06-Mar-2018 12:35 - Sent by GOODHEAD, Deena Jane (Mrs) (Service Provider Clinician)**  
The child can be referred to Physio in the mean time and paediatric referral to us is appropriate.  
Dr K. Aucharaz

## A&G example 5

- Haematology A&G request 26/03/2018
- Initial request sent along with clinical information summary detailing recent blood test results
- Consultant Haematologist advice issued 28/03/2018 – advised a “non-specific finding”, no need for any further action in absence of other symptoms

**Summary Information**

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**Priority**  
Routine

**Service Name**  
Haematology Advice & Guidance - Barnsley NHS Foundation Trust - RFF

**Specialty**  
Haematology

**Referred By**  
MORRIS, Helen

**Referring Organisation**  
PENISTONE GROUP PMS PRACTICE  
19 HIGH STREET  
PENISTONE  
SHEFFIELD  
S38 6BR  
Tel: 01226 762424

**Registered Practice**  
PENISTONE GROUP PMS PRACTICE  
19 HIGH STREET

26-Mar-2018 13:20 - Sent by ERATT, Sarah (Mrs) (Referring Clinician Admin)

Dear Haematologist

I wonder if you could have a look at this gentlemen blood. He had his IGA done by Neurologist in January and it came back raised. He has chronic back problems.

I have repeated it and it is still raised - do we need to do any other tests? He is other wise reasonably well.

Many thanks

Dr H Morris

26-Mar-2018 13:23 - Sent by MORRIS, Helen Diane (Dr)

NOTE: Clinical Information has been added / amended. [Click here to view](#)

28-Mar-2018 10:42 - Sent by SOROUR, Youssef Hamed (Dr) (Service Provider Clinician)

Dear Dr Morris,

Thank you for your letter. As you have mentioned this patient has a slight increase in polyclonal gamma globulin, but no monoclonal. This is usually non-specific but can be due to chronic inflammation/infection or liver disease. From a haematology point of view it requires no further intervention or specific monitoring.

Kind regards

Dr Youssef Sorour  
Consultant Haematologist

**Advice Status:** Conversation Ended

## A&G Tips

- Dermatology A&G – please, please, please include photographs with your enquiry. One localiser shot; one zoomed, in focus shot.
- Please note that this is not an alternative referral route. If the advice is that an Outpatient appointment is the best solution, a formal referral will be required
- A&G is for non-urgent enquiries only. For urgent enquiries, please continue to use the appropriate telephone numbers which are displayed on the BEST website:  
<http://best.barnsleyccg.nhs.uk/>
- A video providing more detail on how to use eRS (“C&B”) for A&G can be seen here:  
<https://www.youtube.com/watch?v=AVtzoWDKKMY&feature=youtu.be>

# Testimonials



# Advice & Guidance User Guide



## NHS e-Referral Service – Advice and Guidance

Help Alerts (9)

Patient: XXXXXXXX, XXXXX (Ms) Gender: Female Date of birth: XX/XX/XXXX Age: XX years NHS: XXX,XXX,XXXX

### e-Referral Service

Service Search Criteria

**Search By:**

\* Request Type

\* Priority

\* Enter one or more of the following fields. Entering information in more than one row may reduce the services returned.

\* Clinical Term

\* Speciality  Clinic Type

\* Named Clinician

**Refine Your Search With**

Distance within  miles of

Indicative Wait Time less Than  Days

Organisation or Site Name

Postcode

**Advice Requestor screens**

Cancel
Add Additional Requirements
View/Modify Shortlist
Search Primary Care
Search All

## NHS e-Referral Service – Advice and Guidance

Help Alerts (9)

e-Referral Service Patient: XXXXXXXX, XXXXX (Ms) Gender: Female Date of birth: XXX/XX/XXXX Age: XX years NHS: XXX,XXX,XXXX

Advice Request Details – 0002 8374 5414

Advice Request Details	Summary Information	
	<p>Priority <input type="button" value="Urgent"/></p> <p>Named Clinician Dr Smith</p> <p>Service Name Endocrinology Service- Birmingham Treatment Centre at City Hospital-ROO</p> <p>Speciality Endocrinology and Metabolic Medicine</p> <p>Referrer Alert We offer an advice and guidance service with a 1-2 business day turnaround</p> <p>Referred By Dr Miller</p> <p>Referring Organisation NAME Outpatient NAME STREET TOWN LS1 4HY Tel: 0113 496 1234</p> <p>Registered Practice NAME STREET TOWN LS1 4HY Tel: 0113 496 1234</p>	<p>Attachments can be added directly to Advice Request</p> <p><a href="#">Add attachment</a> <a href="#">Add Web Link</a></p> <p>Enter advice request details here</p> <p>2000 characters remaining</p> <p>Enter Advice Request in the text box</p> <p><input type="button" value="Send Request"/></p>

New Advice and Guidance Multi-  
way conversation screen

## NHS e-Referral Service – Advice and Guidance

Help Alerts (9)

e-Referral Service Patient: XXXXXXXX,XXXX (Ms) Gender: Female Date of birth: XXX/XX/XXXX Age: XX years NHS: XXX XXX XXXX

Advice Request Details – 0002 8374 5414

Advice Request Details Summary Information Advice Status: Not Submitted

Priority  
Urgent ▼

Named Clinician  
Dr Smith

Service Name  
Endocrinology Service-  
Birmingham Treatment  
Centre at City Hospital-ROO

Speciality  
Endocrinology and  
Metabolic Medicine

Referrer Alert  
We offer an advice and  
guidance service with a 1-2  
business day turnaround

Referred By  
Dr Miller

Referring Organisation  
NAME: Outpatient  
NAME  
STREET  
TOWN  
LS1 4HY  
Tel: 0113 436 1234

Registered Practice  
NAME  
STREET  
TOWN  
LS1 4HY  
Tel: 0113 436 1234

Add attachment Add web link

Many thanks for your advice - this 72 year old lady is well in herself, however bloods recently showed a suppressed TSH. Looking at her previous results the TSH has been suppressed for some time and the free T4 is normal at 17 pmol/l. There are no discrete lumps in the neck to feel.

[TestResults.doc](#) Patients test results X Remove

[CurrentMedication.doc](#) Patients current medication X Remove

1715 characters remaining

Send Request

Advice Requestor screens

Back Print ▼ Update Person

Select 'Send Request' to  
Submit Advice Request

Further information and more detailed user guides available here: <https://www.digital.nhs.uk/e-Referral-Service/Future-Service/Enhanced-advice-and-guidance>

# NHS e-Referral Service – Advice and Guidance

Accessing Advice & Guidance Replies.

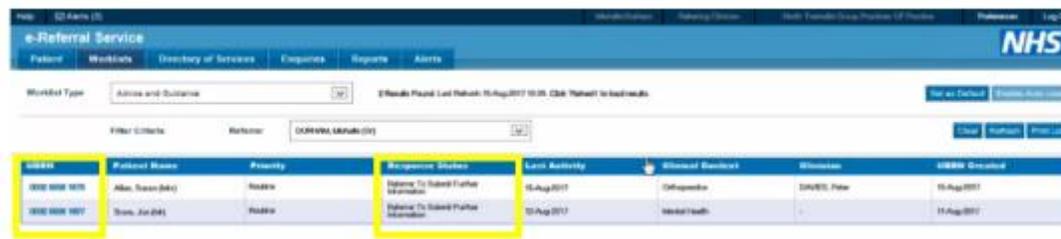
1. Open the NHS e-Referral Service (choose and book) and navigate to 'Worklists'.



2. On the Worklist Type open the drop-down menu and select Advice and Guidance



3. A worklist will load detailing the Response status. Click on the UBRN (Unique Booking Reference Number) to load the Advice and Guidance query.



UBRN	Referral Name	Priority	Response Status	Last Activity	Clinical Specialist	Specialist	UBRN Created
002 000 103	Alan, Sean (dr)	Urgent	Response To Referral Further Information	15-Aug-2017	DrFoster@nhs.uk	DRFES, Peter	15-Aug-2017
002 000 107	Don, Julie (dr)	Urgent	Response To Referral Further Information	15-Aug-2017	WestHealth	-	15-Aug-2017

## Advice & Guidance

Any questions?

