



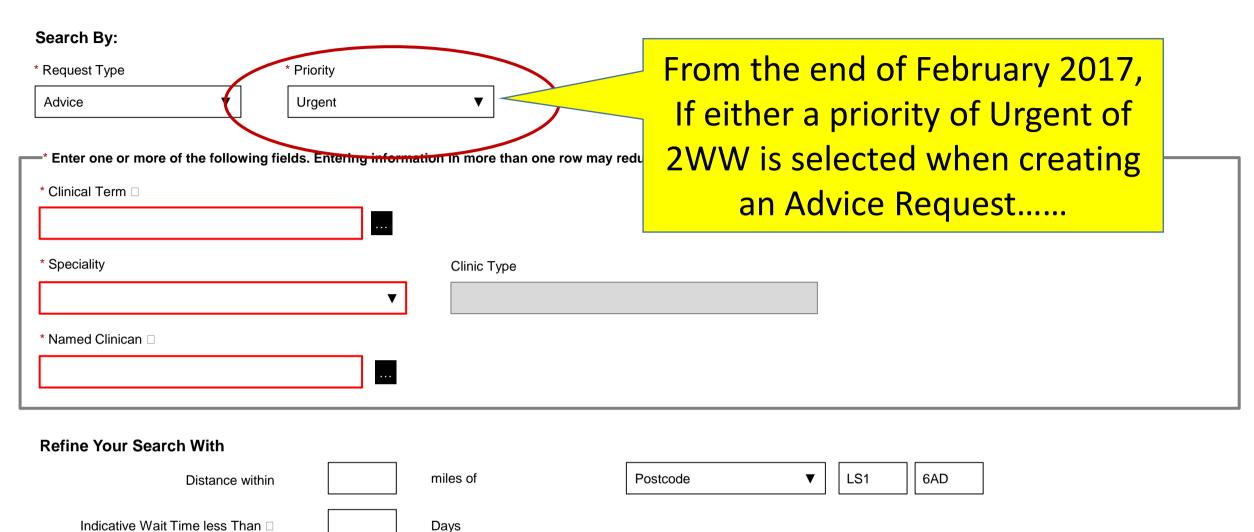
Minor change to the Advice Requestor (GP/Referrer) screen

Enhanced Advice and Guidance

NOTE

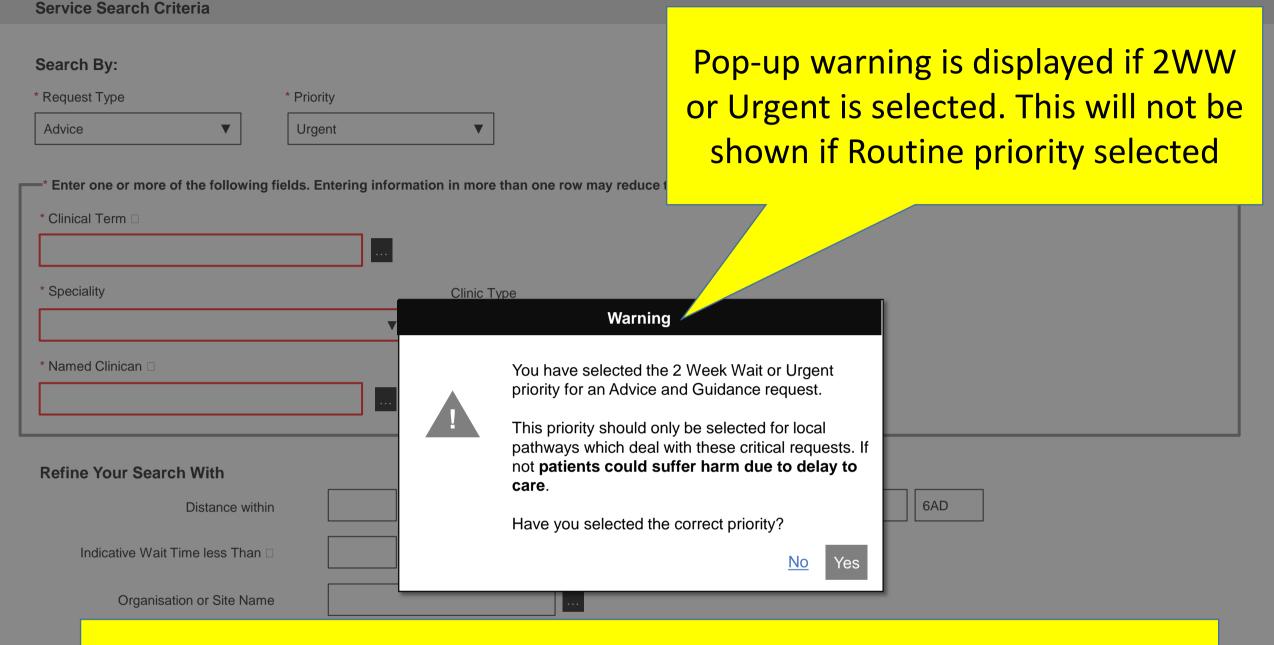
The following slides are a representation of how the new feature will be displayed

Service Search Criteria



Advice Requestor screens

Organisation or Site Name



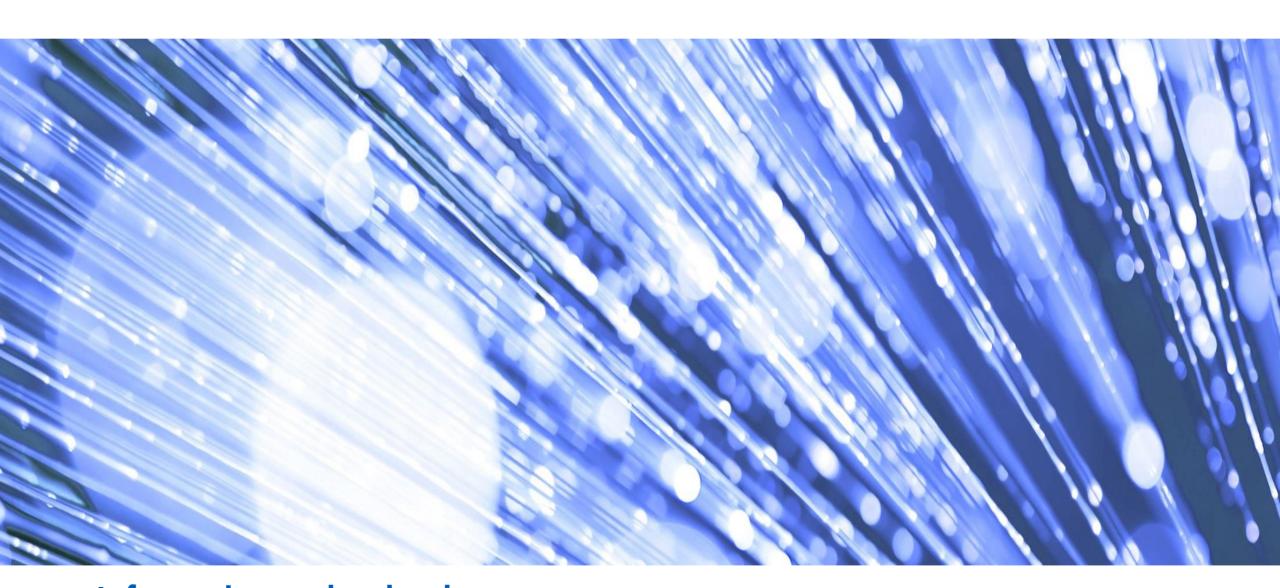
Note: This is the only change to Advice and Guidance in February, all other aspects of Advice and Guidance remain the same

Advice Requestor screens

Cance



NHS e-Referral Service Advice and Guidance - Multi-way Conversation



Information and technology for better health and care

Enhanced Advice and Guidance Multi-way Conversation



 Advice and Guidance multi-way conversation will introduce the ability for clinicians to have multi-way conversations about patients using the NHS e-Referral Service.

 The changes include enhancements to the current Advice and Guidance screens and changes to the workflow.

These changes will impact all users of the current e-RS Advice and Guidance functionality.

Enhanced Advice and Guidance Multi-way Conversation



Advice Requestor (GP/Referrer)
Initiating an Advice and Guidance
Request

NOTE

The following slides are a representation of the new Advice and Guidance – Multi-way conversation screens

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

Service Search Criteria



No change to searching for an appropriate Advice and Guidance Service

* Clinical Term		non in more than one row may	reduce the services returned		
* Speciality		Clinic Type			
Endocrinology and Metabolic Medicine	•	Thyroid / Parathyroid		▼	
* Named Clinican □					
Refine Your Search With					
Distance within	30	miles of	Postcode	▼ LS1	6AD
Indicative Wait Time less Than □		Davs			

Advice Requestor screens

Organisation or Site Name

Cancel

Search Primary Care

Search All

Service Selection

► Service Search Criteria

Group By:

None ▼

▼ (Results returned: 20)

No change to searching for an appropriate Advice and Guidance Service

Select	Miles	Appointment Type	Service Name	Indicative Appointment Wait	Indicative Treatment Wait	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
	0	First outpatient	Endocrinology Service- Sandwell Hospital SWBH NHS Trust-RXK	Limited Availability		Yes	0	0	SANDWELL GENERAL HOSPITAL
	4	First outpatient	Endocrinology Service-Birmingham Treatment Centre at City Hospital- RXK	60 Days		Yes	0	0	BIRMINGHAM TREATMENT CENTRE
	4	First outpatient	Thyroid Disorders-Endocrinology- Birmingham Treatment Centre at City Hospital NHS-RXK	Limited Availability		Yes	0	0	BIRMINGHAM TREATMENT CENTRE
\bigcirc	6	First outpatient	Endocrine Clinic- New Cross Hospital-Royal Wolverhampton Trust-RL4	54 Days		Yes		0	NEW CROSS HOSPITAL
\bigcirc	6	First outpatient	Endocrinology Thyroid Disorders Medical Clinic – QEHB – RRK15	Limited Availability		Yes	0	0	QUEEN ELIZABETH HOSPITAL BIRMINGHAM
\bigcirc	7	First outpatient	Endocrinology – Heartlands Hospital – RR101	55 Days		Yes		0	HEARTLANDS HOSPITAL
\bigcirc	7	First outpatient	Endocrinology – Treatment Centre- Good Hope – RR106	49 Days		Yes		0	GOOD HOPE HOSPITAL TREATMENT CENTRE
\bigcirc	7	First outpatient	Thyroid Disorders – Heartlands Hospital – RR101	7 Days		Yes		0	HEARTLANDS HOSPITAL
\bigcirc	7	First outpatient	Thyroid Service – Treatment Centre – Good Hope – RR106	35 Days		Yes		0	GOOD HOPE HOSPITAL TREATMENT CENTRE
\bigcirc	12	First outpatient	Endocrinology – Samuel Johnson - RJF	61 Days		Yes	0	Ð	SAMUEL JOHNSON COMMUNITY HOSPITAL
\bigcirc	12	First outpatient	Endocrinology – Sir Robert Peel – Tamworth - RJF	40 Days		Yes	0	0	SIR ROBERT PEEL HOSPITAL

Advice Requestor screens

Cancel Search Criteria

Appointment Search

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

Advice Request Details - 0002 8374 5414

Advice Request Details

Summary Information

Priority

Urgent ▼

Named Clinican **Dr Smith**

Service Name
Endocrinology ServiceBirmingham Treatment
Centre at City Hospital-RXK

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

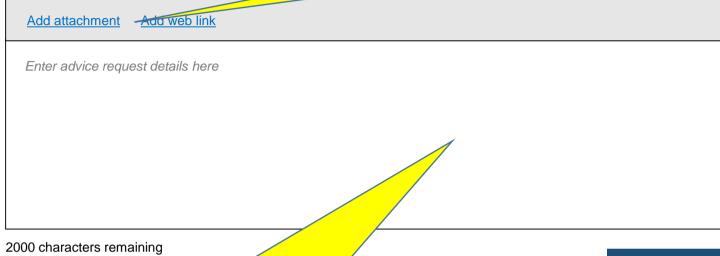
Tel: 0113 496 1234

Registered Practice

NAME STREET TOWN LS1 4HY

Tel: 0113 496 1234

Attachments can be added directly to Advice Request



Enter Advice Request in the text box

Send Request

New Advice and Guidance Multiway conversation screen

Advice Request Details - 0002 8374 5414

Advice Request Details

Summary Information

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

Advice Status: Not Submitted

CurrentMedication.doc Patients current medication

X Remove

1715 characters remaining

Send Request

Select 'Send Request' to **Submit Advice Request**

Urgent ▼

Priority

Named Clinican Dr Smith

Service Name

Endocrinology Service-Birmingham Treatment Centre at City Hospital-RXK

Speciality

Endocrinology and Metabolic Medicine

Referrer Alert

We offer an advice and quidance service with a 1-2 business day turnaround

Referred By **Dr Miller**

Referring Organisation

NAME Outpatient NAME **STREET TOWN** LS1 4HY

Tel: 0113 496 1234

Registered Practice

NAME **STREET TOWN** LS1 4HY

Tel: 0113 496 1234

Advice Requestor screens

Advice Request Details – 0002 8374 5414

Advice Request Details

Summary Information

Advice Status: Provider Response Required

Advice Requestor has the option to Print or Save as a PDF document by selecting *Print*

Speciality

STREET TOWN LS1 4HY

Tel: 0113 496 1234

achment Add web link

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

Endocrinology and Metabolic Medicine Referrer Alert We offer an advice a quidance service with business day turnard Referred By **Dr Miller** Referring Organisation **NAME Outpatient** NAME STREET **TOWN** LS1 4HY Tel: 0113 496 1234 Registered Practice NAME

Advice Requestor screens

st Submitted

The advice request has be sent to the provider.

Print ▼

Send Request

X Remove

X Remove

Enhanced Advice and Guidance Multi-way Conversation



Advice Requestor

Advice Requester reviewing Advice and Guidance Response

NOTE

The following slides are a representation of the new Advice and Guidance – Multi-way conversation screens

Worklists

Directory of Services

Enquiries

 \blacksquare

Reports

Alerts

Worklist Type

Advice and Guidance Responses

3 Results Found. Last Refresh 17-Oct-2016 16:05. Click 'Refresh' to load results.

Set as Default

Enable Auto Load

Filter Criteria

Referrer

ALTAF, Noor (Mr)

Clear

Refresh_

Print List

UBRN	Patient Name	Priority	UBRN Created	Clinical Context	Clinican	Response Status	Last Action
002 8376 5071	NAME, Surname	Routine	17-Oct-2016	Endocrinology and Metabolic Medicine	-	Referrer To Review Response	17-Oct-2016
002 8283 3077	NAME, Surname	Routine	11-Mar-2015	Orthopaedics	-	Referrer To Submit Further Information	07-Jul-2016

Selecting the UBRN will immediately open Advice Response

Referrer to Review Response

Advice Requestor to review the Response given

Advice Requestor screens

Referrer to Submit Further Information

Responder requires additional information to be able to give an appropriate Advice Response

Advice Request Details - 0002 8374 5414

Advice Request Details

Summary Information

Clincal Information

Priority

Urgent ▼

Named Clinican **Dr Smith**

Entire conversation is visible, using scroll-bar if required

Referrer Alert

Note the Advice status

Referring Organisation

If no further action is required, the Advice Requestor can 'End Conversation'

Tel: 0113 496 1234

Advice Requestor screens

Outronimodication.goo | attorno outront modication

19-Oct-2016 09:15 - Sent by ALTAF, Noor (Mr) (Service Provider Clinician)

Suppressed TSH is not uncommon in older people, I would suggest checking the free T3 level to ensure your patient does not have 'T3 toxicosis' and also some thyroid antibodies in case she may have underlying autoimmune thyroid disease.

19-Oct-2016 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

NOTE: Clinical Information

19-Oct-2016 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

Thanks for that advice - the free T3 is elevated at 7.8, but the thyroid antibodies are negative, 30 (normal less than 50). How should the patient be managed?

20-Oct-2016 13:00 - Sent by ALTAF, Noor (Mr) (Service Provider Clinician)

The elevated free T3 means this is T3 thyrotoxicosis, which needs treatment with antithyroid drugs, I would recommend you commence carbimazole 20 mg once-a-day, please warn your patient about the rare but possible side-effect of agranulocytosis.

http://www.imperialendo.co.uk/CBZ.pdf links to a suitable patient information leaflet you can share with them. I would recommend that this patient requires a referral to an Endocrinologist patient choses to come to this trust I would be very happy to see them. Best wishes.

Advice Status: Referrer to Review Response

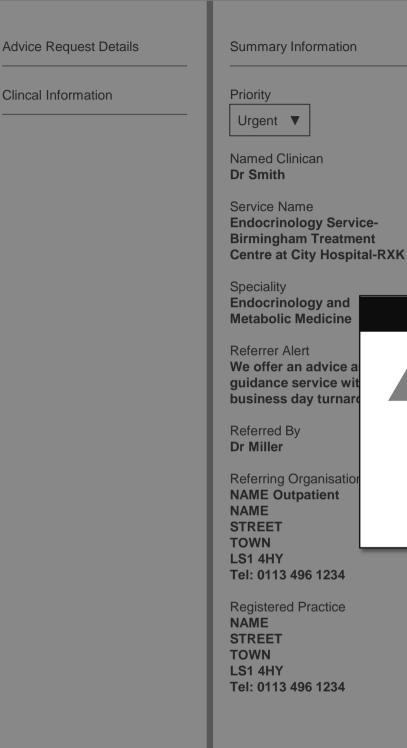
Add attachment Add web link

Enter advice request details here

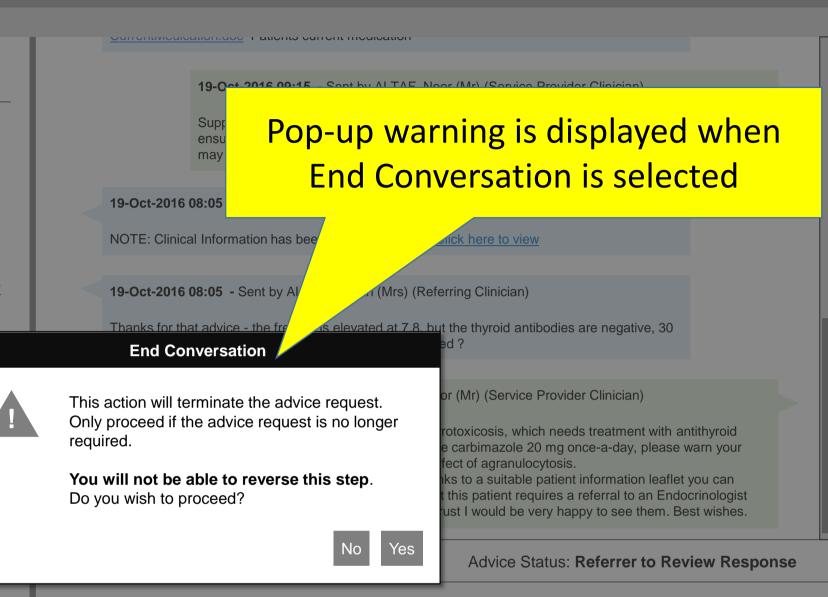
2000 characters remaining

Send Request

Advice Request Details – 0002 8374 5414



Advice Requestor screens



Add web link

2000 characters remaining

Send Request

Advice Request Details - 0002 8374 5414

Advice Request Details

Summary Information

This can be completed within the Advice and Guidance conversation, rather than having to exit to Refer the patient

19-Oct-2016 09:15 - Sent by ALTAF, Noor (Mr) (Service Provider Clinician)

Suppressed TSH is not uncommon in older people, I would suggest checking the free T3 level to ensure your patient does not have 'T3 toxicosis' and also some thyroid antibodies in case she may have underlying autoimmune thyroid disease.

16 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

nical Information has been added / amended Click here to view

16 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

Thanks for that advice - the free T3 is elevated at 7.8, but the thyroid antibodies are negative, 30 (normal less than 50). How should the patient be managed?

20-Oct-2016 13:00 - Sent by ALTAF, Noor (Mr) (Service Provider Clinician)

Endocrinology and Metabolic Medicine

Referrer Alert

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

Referred By **Dr Miller**

Speciality

Referring Organisation NAME Outpatient NAME STREET TOWN LS1 4HY Tel: 0113 496 1234

Registered Practice NAME STREET TOWN LS1 4HY

Tel: 0113 496 1234

If required, the Advice Requestor can choose to 'Refer Now' exicosis, which needs treatment with antithyroid arbimazole 20 mg once-a-day, please warn your to fagranulocytosis.

to a suitable patient information leaflet you can s patient requires a referral to an Endocrinologist I would be very happy to see them. Best wishes.

Advice Status: Referrer to Review Response

Add attachment

Add web link

Enter advice request details here

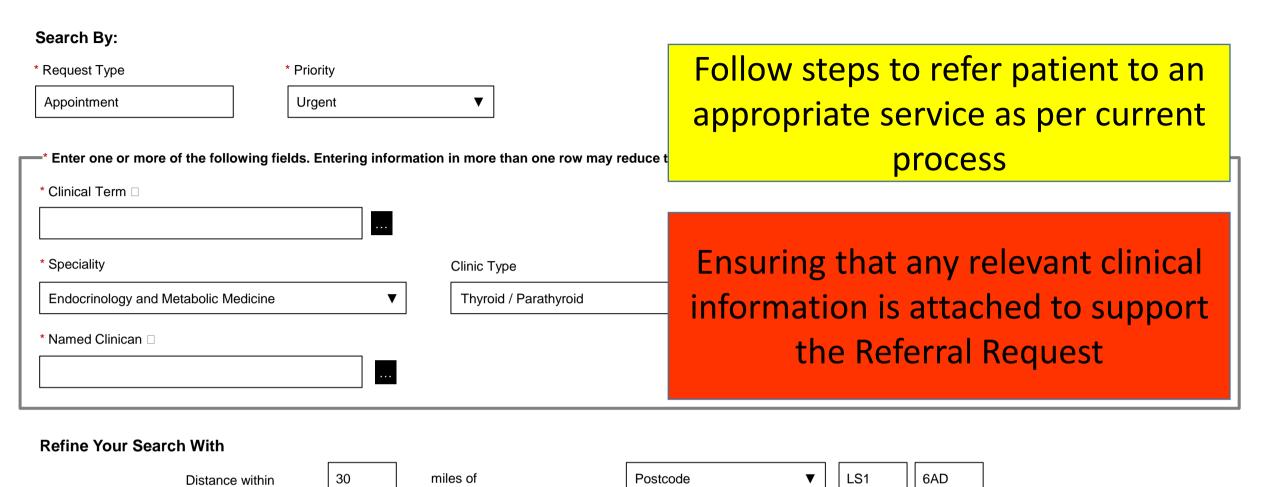
Advice Requestor screens

2000 characters remaining

Send Request

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

Service Search Criteria



Referring Clinician screen

Indicative Wait Time less Than

Organisation or Site Name

Days

Enhanced Advice and GuidanceMulti-way Conversation



Printing the Advice and Guidance Conversation

Note: For both Advice Requestors and Advice Responders



Selecting 'Print' opens the Advice and Guidance conversation within PDF Viewer – which can be printed or saved.

Date of Birth: 29/09/1964
Age: 52 years
Gender: Female

Referring Organisation: NAME Outpatient

NAME STREET TOWN LS1 4HY

Telephone: 0113 496 1234

Registered Practice: NAME

STREET TOWN LS1 4HY

Telephone: 0113 496 1234

Service Name:

Endocrinology Service-Birmingham Treatment

Centre at City Hospital-RXK

Speciality:

Endocrinology and Metabolic Medicine

Referred By:

Dr Miller

Conversation

Referral Status: Referrer to Review Response

18-Oct-2016 16:30 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

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

CurrentMedication.doc Patients current medication

19-Oct-2016 09:15 - Sent by ALTAF, Noor (Mr) (Service Provider Clinician)

Suppressed TSH is not uncommon in older people, I would suggest checking the free T3 level to ensure your patient does not have 'T3 toxicosis' and also some thyroid antibodies in case she may have underlying autoimmune thyroid disease.

19-Oct-2016 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

NOTE: Clinical Information has been added / amended by the referrer system. This is available to view/print from within the e-RS application.

19-Oct-2016 08:05 - Sent by ALLAN, Susan (Mrs) (Referring Clinician)

Thanks for that advice - the free T3 is elevated at 7.8, but the thyroid antibodies are negative, 30 (normal less than 50). How should the patient be managed?

Key Points and Considerations INFORMATION FOR CCGs/GENERAL PRACTICE



Integrated Clinical Information from GP Systems

- Advice and Guidance requests can be initiated from within GP clinical systems. Supporting clinical information can also be sent from integrated GP Systems as well as directly via the e-RS website
- For integrated clinical information uploaded to e-RS, e-RS limits the total size of all attachments to 50Mb. Some GP clinical system suppliers may set individual file-size limit.

Note - For an Advice and Guidance that is converted to a Referral Request, you must ensure all relevant clinical information is attached to support the referral.





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