

WAKEFIELD & NORTH KIRKLEES CCGs

e-CONSULTATION

ICE

USER GUIDE

Version Control

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1. Introduction

e-Consultation is now available in **Radiology** through the Integrated Clinical Environment (ICE). This service is for GP practices in Wakefield and North Kirklees which can access ICE.

e-Consultation enables primary care clinicians to seek advice from Radiology Specialists in secondary care by sending an electronic message through ICE. The request will take the form of a 'test' in ICE called RAD eConsultation.

This provides primary care with fast responses to clinical questions, and offers on-going support and education for primary care clinicians.

For less complex cases, e-Consultation can allow more patient care to be managed in a primary care setting and can sometimes remove the need for referral to an outpatient appointment.

PLEASE NOTE:

The e-Consultation service is available for 'routine, non-urgent specialist advice' ONLY.

Any urgent advice should be sought in the normal way. Any referrals into secondary care should be sent via normal routes.

2. Frequently Asked Questions

What is e-Consultation?

e-Consultation involves asking a question relating to the clinical management of the condition.

The specialist team will accept the e-Consultation question and return a response to the practice.

Definition of e-Consultation

An e-Consultation is defined as:

'Up to and including 3 Q&A' per e-consultation contact, or exchange within a 4 week period for the same patient

How will I receive a response to e-Consultation request?

The result of all e-Consultations will be sent as a report as with other reports into your GP Clinical System. A record of the request/report will be available on ICE to any clinical specialist to inform further management.

How will e-Consultation benefit the practice?

The use of e-Consultation will realise the following benefits:

- Provide on-going specialist support to practices
- Provide education regarding specific clinical issues
- Possibly avoid referral into secondary care
- Maintain links between primary and secondary care
- Provide fast responses to clinical questions

Who is involved in e-Consultation?

GP practices which have access to ICE and The Mid Yorkshire Hospitals Trust

What kind of questions should be asked?

- Imaging advice for existing radiology requests or radiology request not yet made
- Advice regarding an existing radiology report

- Whether to refer or not for any further specialist opinion
- Queries regarding new procedures

How quickly can I expect an answer to my question?

You should receive an answer to your question within a maximum of 5 working days, but will often be done quicker than this.

How will the e-Consultation be monitored?

Data will be reviewed against locally agreed KPIs on a monthly basis.

Practices will be asked to provide feedback on their experience of using e-Consultation.

Who can I contact for more information?

Sharon Cook

Commissioning Manager

Wakefield CCG

Tel: 01924 317587

sharon.cook@wakefieldccg.nhs.uk

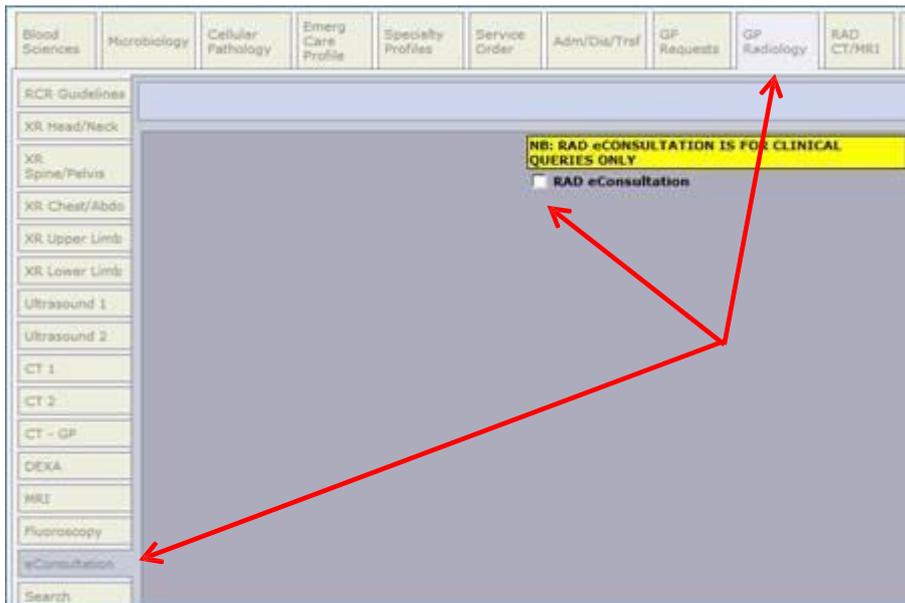
3. ICE Instructions for Use

The names in these pictures are test data and do not represent real people.

3.1 At the GP surgery

Sending an e-Consultation request via ICE:

Screen shots for RAD eConsultation



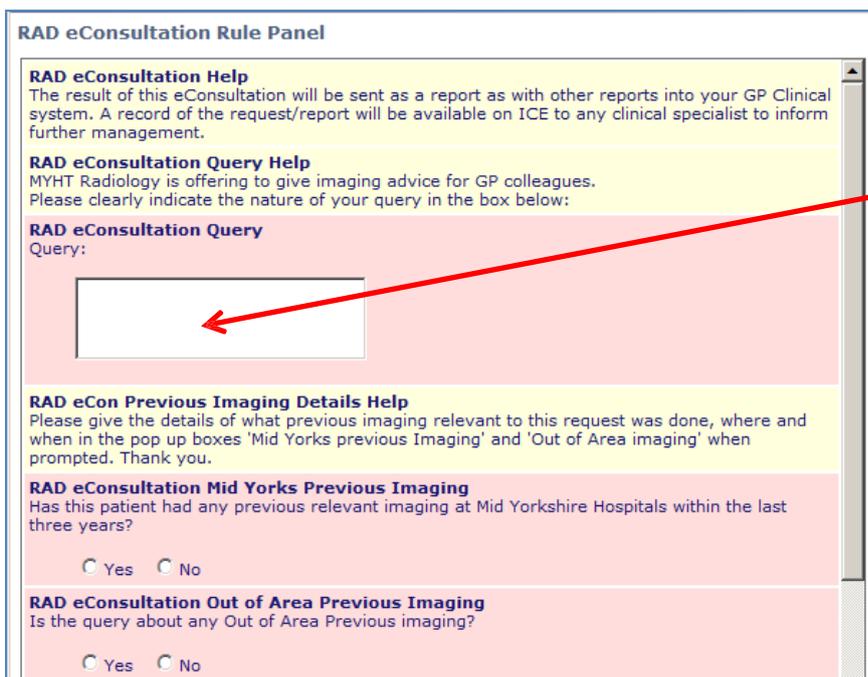
Select patient

Launch ICE

Click GP Radiology page

Click E-consultation tab

Click Radiology E-consultation tab



Write your question

RAD eConsultation Recent Request Query
Is this query about a current or recent request submitted to or report from Mid Yorkshire Hospitals?

Yes No

RAD eConsultation Clinical Radiology Opinion
Is this enquiry because you want a clinical radiology opinion?

Yes No

The questions are similar to other radiology tests, except there is no exam request. You will need information on previous exams not done at Mid Yorkshire Hospitals.

3.2 Back at the GP Surgery

Where the request is recorded

The request is stored in the patient record in the GP system and on ICE as any other request, and the reports will come down the link as any other report.



eConsultation request in SystemOne

Reported	Specialty	Location	Clinician	Status
21 Apr 2015 16:11	RAD	DDH ASC TEST WARD	TEST REFERRER 1 (Not Specified)	F

Radiology Examination: 21 Apr 2015 16:00

Radiology Clinical Consultation

Radiology Clinical Consultation

[Report Summary]
Clinical History : THIS IS A TEST PLEASE DO NOT PROCESS
[Radiology Clinical Consultation]
THIS IS A TEST PLEASE DO NOT PROCESS THIS IS A TEST PLEASE DO NOT PROCESS
Reported by: LLOYD SUE / RXFCHILE

End of report

Report View on ICE, 'Radiology Clinical Consultation'

Managing the report

Reports should be processed as any other radiology report in practice. Paper reports will still be sent for the foreseeable future.

4 Feedback / Contact for technical problems

Please report any technical problems with the e-consultation process through ICE to:

Lesley Chin

Programme Manager for Primary Care ICE and
ePrescribing The Mid Yorkshire Hospitals NHS Trust
Dewsbury

Tel: 01924 319541

Mob: 07766 905859

lesley.chin@midyorks.nhs.uk

Please forward any comments or feedback to:

Sharon Cook

Commissioning
Manager Wakefield CCG

Tel: 01924 317587

sharon.cook@wakefieldccg.nhs.uk