

WAKEFIELD & NORTH KIRKLEES CCGs

e-Consultation

SystemOne

USER GUIDE

for

Primary Care

Version Control

Version No	Date	Details of Changes included in Update	Author's
V0.1	01/06/2014	First draft version	Julie Newman Sarah Shepherd
V0.2	06/06/2014	Second draft version	Julie Newman Sarah Shepherd
V0.3	16/06/2014	Third draft version	Julie Newman Sarah Shepherd
V0.4	23/06/2014	Final version, circulated via PSYou newsletter 23 rd June	Julie Newman Sarah Shepherd
V0.5	14/07/2014	Minor changes made to Final version, circulated via NDYou newsletter 14 th July 2014	Julie Newman Sarah Shepherd
V0.6	27/08/2014	Change in method used to complete Diabetes e-consultation. Contact details updated.	Julie Newman Sarah Shepherd
V0.7	02/10/2014	Updated intro - two further specialities have gone live.	Sharon Cook
V0.8	13/02/2015	Update intro	Sharon Cook
V0.9	05/05/2015	Reference to pilot remove & minor changes	Sharon Cook
V.10	23/06/2015	Radiology	Sharon Cook
V.11	05/10/2015	Endocrinology	Sharon Cook
V.12	12/01/2016	Pain Management	Sharon Cook
V.13	01/02/2016	Neurology	Sharon Cook
V.14	23/02/2016	Neurology no longer available - removed	Sharon Cook
V.15	03/05/2016	Paediatrics (Hospital)	Sharon Cook
V.16	01/09/2016	Respiratory Specialist Nurse will also respond to e-Consultation requests	Sharon Cook
V.17	07/12/2016	Updated main template screen shot and inserted section 3.3	Julie Newman
V.18	31/01/2017	Nephrology (Renal) service live 1.2.17	Sharon Cook
V.19	01/03/2017	Respiratory e-Consultation service reverts back to one pathway. e-Consultations will be triaged by the service on receipt and will continue to be responded to by either a nurse or consultant depending on the question.	Sharon Cook
V.20	15/01/2018	Gynaecology and Trauma & Orthopaedics go live.	Sharon Cook
V.21	23/02/2018	Updated turn-around time	Sharon Cook
V.22	23/04/2018	Hepatology goes live	Sharon Cook
V.23	21/06/2018	SystemOne e-Consultations - prompt on e-Consultation process to record patient consent to 'Share In' on behalf of the receiving service no longer active. CNS Haematology service live 18.6.18	Sharon Cook
V.24	07/01/2019	Ophthalmology goes live	Sharon Cook

CONTENTS

	Page
1. Introduction	3
2. Frequently Asked Questions	4
3. Instructions for use	7
3.1 <u>At the GP Surgery</u>	7
<i>Sending an e-Consultation request</i>	7
3.2 <u>Back at the GP Surgery</u>	9
<i>Receiving e-Consultation specialist advice</i>	9
4 Feedback / Contact for technical problems	9

1. Introduction

The e-Consultation service is available for the following specialities:

Cardiology

Diabetes

Endocrinology

Gynaecology

Haematology and CNS Haematology

Hepatology

Nephrology (Renal)

Ophthalmology

Paediatrics (Hospital)

Pain Management

Palliative Care

Radiology (via ICE)

Respiratory

Urology

Trauma & Orthopaedics

This service is for GP practices in Wakefield and North Kirklees which can access SystemOne, except for Radiology which is available through the Integrated Clinical Environment (ICE) – see e-Consultation ICE Userguide.

e-Consultation enables primary care clinicians to request advice and guidance from specialists in secondary care by sending an electronic message through SystemOne or ICE for Radiology.

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.

The shared view of the patient record provides the secondary care clinician with rich information on interventions, tests and care planning etc undertaken in general practice and/or community services, which means they can provide tailored specialist advice.

PLEASE NOTE:

Any referrals into secondary care should be sent via normal routes.

The e-Consultation service is only available to practices which have access to **SystemOne**, as the functionality does not exist in other clinical systems, and available through ICE for Radiology.

2. Frequently Asked Questions

2.1 *What is e-Consultation?*

e-Consultation involves sharing the patient record (with prior patient consent) with the specialist team, and asking a question relating to the clinical management of the condition.

The specialist team will accept the e-Consultation question and then review the medical record. They will write their answer to the clinical question posed in the medical record, and send an unassigned task to the practice rather than individual GPs.

2.2 *No acknowledgement of the receipt of the e Consultation request?*

Any e-Consultations made will be shown in the referrals section of the clinical tree (whilst in the patient record). Can also view task section (in patient record) that shows date and time assigned to Consultant Group.

2.3 *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 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

2.4 Who is involved in e-Consultation?

GP practices which have access to SystmOne and The Mid Yorkshire Hospitals Trust and GP practices that have access to ICE for Radiology.

It is currently available in the following specialties;

- Cardiology
- Diabetes
- Endocrinology
- Gynaecology
- Haematology and CNS Haematology
- Hepatology
- Nephrology (Renal)
- Ophthalmology
- Palliative Care
- Paediatrics (Hospital)
- Pain Management
- Radiology
- Respiratory
- Trauma & Orthopaedics
- Urology

and will be rolled out to include further specialties.

What kind of questions should be asked?

- For advice on a treatment plan and/or the ongoing management of a patient in primary care
- For specialist clinical advice

- Beneficial for more challenging or complex cases
- Queries regarding new treatments
- Advice regards appropriate testing and clarification of results

How quickly can I expect an answer to my question?

80% of MYHT asynchronous responses to questions are provided within 2 working days.

2.5 What about 'patient consent'?

You will need to obtain patient consent to share their full medical record prior to participating in e-Consultation.

2.6 Patient has dissented their consent to share patient record?

If sharing consent box appears to inform you that the patient has dissented it is not appropriate to send an e-Consultation request. In these instances advice and guidance from the speciality should be sought via phone/letter/fax.

2.7 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.

2.8 Who can I contact for more information?

Sharon Cook

Commissioning Manager

Wakefield CCG

Tel: 01924 317587

sharon.cook@wakefieldccg.nhs.uk

or

Murray Forrest

Joint Transformation Project Support Manager

North Kirklees CCG

Murray.Forrest@northkirkleescg.nhs.uk

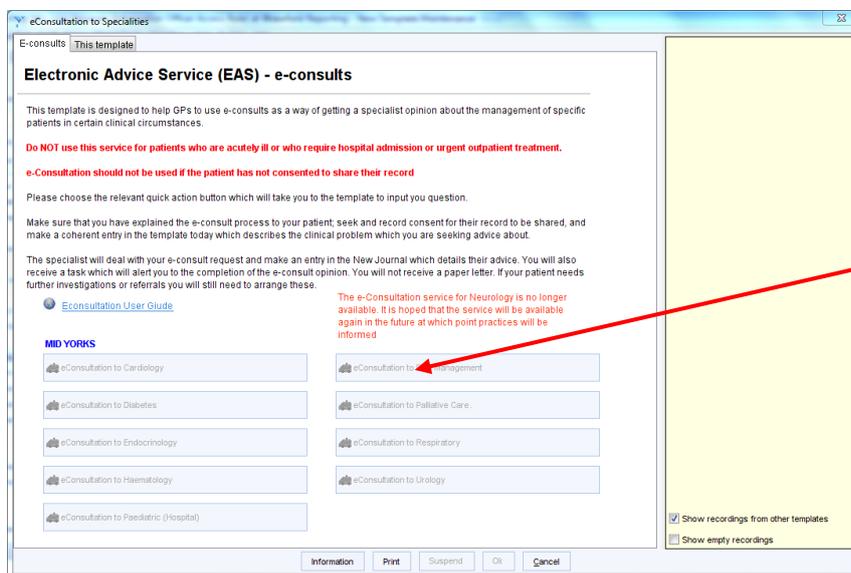
Tel: 01924 504931 Mob: 07977 489137

3. SystemOne Instructions for Use

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

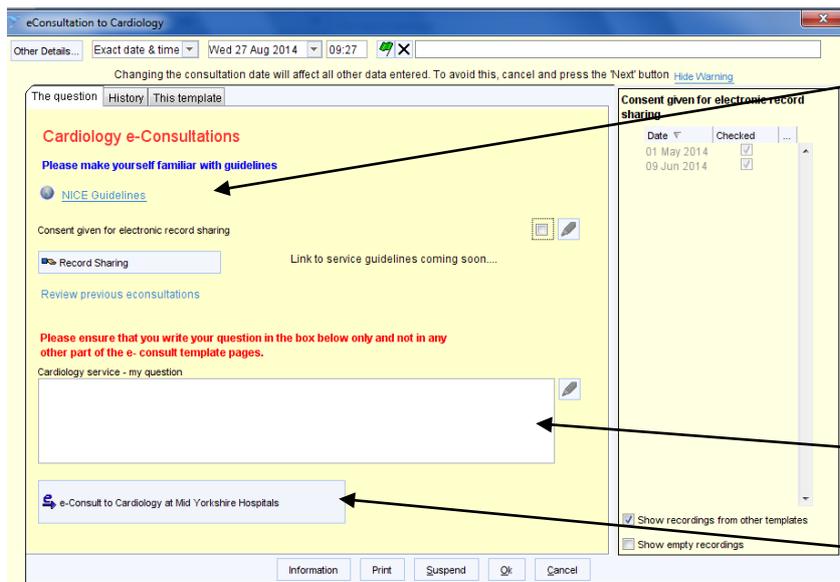
3.1 At the GP surgery

Sending an e-Consultation request:



Activate the 'e-Consultation to Services' template

Select the service



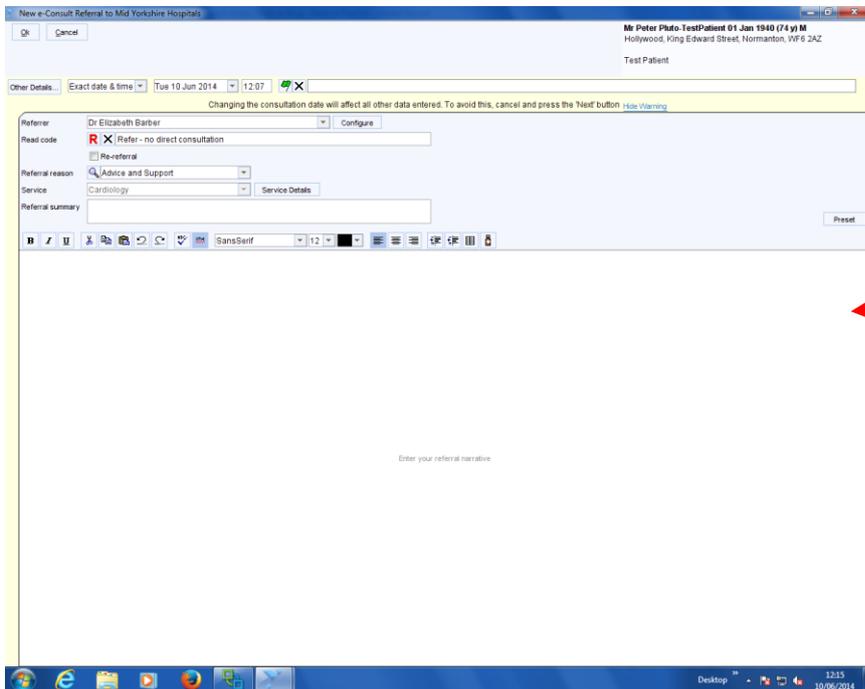
1. Access the link for further information about the service

2. Record consent to share the record

3. Click on the blue link to check previous e-Consultations

4. Write out your question here

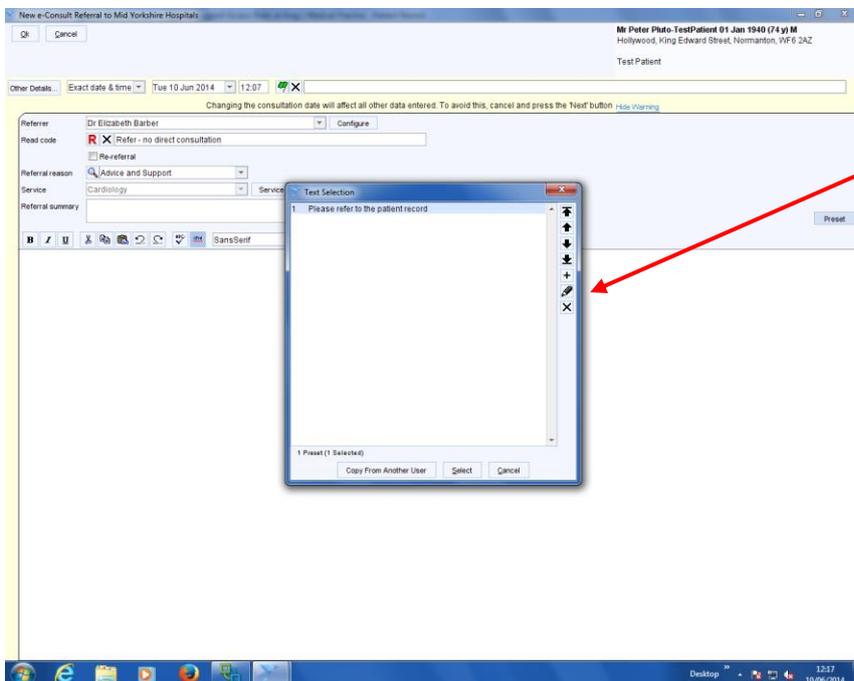
5. Select the e-Consult button



All selections are pre-populated, please do not change anything.

Select the 'Preset' button.

Please do not write your question in this section.



Click on the pencil icon and add the following text:

'Please refer to the patient record'

This will become a preset message for future use.

Remember to save the patient record



3.2 Back at the GP Surgery

Receiving e-consultation specialist advice:

Updated	By	For	Patient	Task	Status	Due Date	Start
23 Jan 2011				Rota Auto-Apply Results	Not Started		
24 Jan 2011	RWS		Mr Jose Quinoa	Diabetes Unit Advice	Not Started		
30 Tasks (1 Selected)							
Mon 24 Jan 12:30 - Robert Scott							
Please see advice							

Updated	By	For	Patient	Task	Status	Due Date	Start
16 Jun 2014	LTG		Mr Donald Duck-TestPatient	Cardiology E Consultation Response	Not Started		
1 Task (1 Selected)							
Mon 16 Jun 10:30 - Mrs Leanne Goddard at Mid Yorkshire Hospitals							
see patient record							

Medical records review (XaE42) - Suggest that you change the m
2 months (New Episode)

The Practice will see an unassigned task of the type **“Diabetes Unit Advice”** or **“Cardiology e-Consultation Response”** appear in the Task List. Highlight the task, right-click and Retrieve Patient.

In the New Journal, linked to Medical records review, the advice that the service has offered can be seen.

Remember, at some stage, to mark the Task as complete.

4 Feedback / Contact for technical problems

Please report any technical problems with the e-Consultation process to:

Julie Newman
Data Quality & Product Specialist
Tel: 01924 315805
julie.newman11@nhs.net

Please forward any comments or feedback to:

Sharon Cook
Commissioning Manager
Wakefield CCG
Tel: 01924 317587
sharon.cook@wakefieldccg.nhs.uk

Murray Forrest
Joint Transformation Project Support Manager
North Kirklees CCG
Murray.Forrest@northkirkleescg.nhs.uk
Tel: 01924 504931 Mob: 07977 489137