

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Knowsley Extended Access – 2 Week Referrals	Doc. No.	CL063 / OP254
Scope	All clinical and operational personnel		
Purpose	This policy has been created to provide guidance on managing patients under the 2 week referral process.		
Guidelines	For use in processing 2 week referrals		
PROCEDURE		RESPONSIBILITY	
1.	The clinician wishing to make the referral will complete the appropriate referral form from the folder and pass to the receptionist at the Extended Access Service.	Clinician	
2.	The Extended Access Service will send the 2 week referral form to Wavertree Base via fax, calling ahead to the Shift Manager	Receptionist	
3.	Shift Manager will ensure the received fax is checked for accuracy and completeness The referral form is to then be scanned A folder is to be created as Patient...(Surname)...(1st Initial) The scanned referral is to be placed in the newly created folder under the filename of patient's surname, forename(s) and NHS Number All 2 week referral folders should be stored electronically at  << Operations > Urgent and Community Services > Knowsley > Knowsley 2ww referral forms > Referral Forms	Shift Manager / designated support staff	
4.	A cover sheet will be completed providing details of the referral and saved in the individual patient's folder. A stencil of the cover sheet can be found in the above folder	Shift Manager / designated support staff	
5.	The scanned referral form and cover sheet will be emailed (using a secure pc24.net email account) to	Service Manager/ Support Manager	

	appointmentssthk@nhs.net (Adults) or referralteam@alderhey.nhs.uk (Children) with the following wording: <i>Good morning/ afternoon</i> <i>Please find attached a 2 week referral for suspected(the suspected cancer) in respect of patient(Full Name, Date of Birth and NHS Number)</i> <i>If you require any further information, please contact the patient's own GP directly at (the GP's name and contact number)</i>	
6.	Contact will be made with the Patient's surgery (up to date copy of GP surgery telephone number and emails in folder) to obtain a secure email address and a copy of the referral form and cover sheet will be sent to the surgery with the following wording: <i>Good morning/ afternoon</i> FOR INFORMATION ONLY <i>Dear GP</i> <i>We have today submitted a 2 week referral request on behalf of your patient;(Full Name, Date of Birth and NHS Number)</i> <i>Regards</i> <i>Knowsley Extended Access Service</i>	Service Manager/ Support Manager
7.	Both emails will be saved in the patient's individual folder	Service Manager/ Support Manager
8.	Contact will be made with the receptionist at the Extended Access Service to confirm that the referral has been successfully made and the documents have been stored in the patient's 2 week referral folder Once all above is complete any hard copies can be put in the confidential shredder	Service Manager/ Support Manager

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Title		Knowsley Extended Service – 2 Week Referrals		Doc. No.	CL063 / OP254
Version		V4			
Supersedes		V3			
Approving Managers/Committee		Head of Service			
Date Ratified		May 2019			
Department of Originator		Integrated Urgent Care			
Responsible Executive Director		Director of Service Delivery			
Responsible Manager/Support		Service Manager			
Date Issued		May 2019			
Next Review Date		May 2020			
Target Audience		All clinical and operational personnel			
Version	Date	Control Reason		Accountable Person for this Version	
1	18/07/2018	New process		Service Manager	
2	17/10/2018	Updated process		Service Manager	
3	Jan 2019	Updated process		Service Manager	
4	May 2019	Reviewed process		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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