

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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|------------|---|--|--|----------------------------|--------|
| Title | | 2 Week Referrals – Sefton Practices | | Doc. No. | PCS022 |
| Scope | | PC24 Operational and Clinical Teams | | | |
| Purpose | | This procedure has been created to provide guidance on managing patients under the 2 week referral process. | | | |
| Guidelines | | PC24 will manage the referral journey for all patients from start to finish in a timely manner ensuring actions and follow ups are completed and recorded. | | | |
| PROCEDURE | | | | RESPONSIBILITY | |
| 1. | Patient is seen by a member of the clinical team and it is identified that a 2 week referral is required. | | | Clinician | |
| 2. | Clinician completes the correct 2 week referral form and saves this onto the patient’s record. It is important that the clinician completes this as they will need to detail specific information which they would need to obtain from the patient. | | | Clinician | |
| 3. | Referral Clinician must access the ERS system (Electronic Referral System) to book the patient’s appointment. The clinician will provide the patient with the date and time of the appointment and the patient friendly information letter. Or Clinician sends a task to the receptionist team to undertake the referral booking. This should be detailed as referral (not note) and marked as urgent. A member of the reception team makes the referral via ERS and provides the date and time for the appointment to the patient. | | | Clinician/ Receptionist | |
| 4. | Once the appointment is booked the receptionist is to complete the spreadsheet (2WW referral tracker) entering: <ul style="list-style-type: none">• Date• Department referring to• Person recording the referral | | | Receptionist | |

Once the patient has attended their appointment and the clinic letter has been received into practice, the spreadsheet can be updated with any outcome ie diagnosis, treatment advised, follow up or discharge.

Spread sheet template

[illegible]

2WW friendly letter template

[insert practice name and address]

Long date letter merged

Home Full Address (stacked)

Dear Title Given Name Surname

This letter provides a brief summary of the discussion we have had today.

As a result of today's consultation I spoke to you regarding the need for you to be referred for what we call a '2 week' rule.

This is an urgent appointment and one we request when we are concerned that our patients might have a serious underlying illness such as cancer. The reason we refer you quickly is to ensure that you have your investigations as quickly as possible.

The vast majority of patients I refer urgently are not found to have cancer, and this is very reassuring. For my patients who receive a cancer diagnosis we can ensure that they receive their treatment as quickly as possible.

It is really important that you now attend all of your hospital appointments including clinic appointments and tests to ensure that you are investigated as quickly as possible without delay. If your first appointment was booked directly for you, you will already have the date and time of your appointment. If I have faxed through the referral the hospital should contact you in the next 3 days. If they have not been in touch by 3 days please let the surgery know.

This is understandably going to be a worrying time for you. There is help and support available for you, should you have any questions or concerns. You can of course always call the surgery to speak with one of the GPs. There are also the Macmillan centres at University Hospital Aintree Macmillan 0151 529 4742, the Macmillan Freephone helpline 0808 808 00 00 and the following websites www.macmillan.org.uk and www.cancerresearchuk.org

Yours sincerely

GP REGISTERED FULL NAME

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| Title | 2 Week Referrals – Sefton Practices | | | Doc. No. | PCS022 |
| Version | v2 | | | | |
| Supersedes | v1 | | | | |
| Approving Managers/Committee | Deputy Director of Urgent Care | | | | |
| Date Ratified | August 2020 | | | | |
| Department of Originator | Primary Care | | | | |
| Responsible Executive Director | Director of Service Delivery | | | | |
| Responsible Manager/Support | Practice Managers | | | | |
| Date Issued | August 2020 | | | | |
| Next Review Date | August 2022 (or when update is required) | | | | |
| Target Audience | Operations and Clinician | | | | |
| Version | Date | Control Reason | Accountable Person for this Version | | |
| 1 | May 2019 | New SOP | Head of Service | | |
| 2 | August 2020 | Reviewed and updated | DDoUC/Service Manager | | |
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| Reference documents | | Electronic Locations | Locations for Hard Copies | | |
| | | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ | Standard Operating Procedures File in the Call Centre. | | |
| Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled. | | | | | |