

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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.						
PRO	CEDURE		RESPONS	IBILITY				
1.	Patient is seen by a member of the clinical team and it is identified that a 2 week referral is required.							
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.							
3.	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.							
4.	Once the appointment is booked the receptionist is to complete the spreadsheet (2WW referral tracker) entering:							

PrimaryCare:24 L

5.	The receptionist is to check the ERS systems work list section everyday on regular intervals to monitor for any messages back from the service i.e incomplete forms, requests for further info, patients declined/cancelled, DNA'd etc. The cancer referral will always be highlighted and at the top. You can also go into the specific patient's referral history and check progress.	Receptionist
6.	The spreadsheet should be monitored and updated daily with any actions required or completed from the work list. An urgent task and message should be sent to the Clinician to complete any outstanding actions required. Urgent actions should be highlighted in RED on the spreadsheet.	Receptionist/ Clinician
7.	If a patient cancels or DNA's an appointment, a Clinician is to complete a follow up with the patient and the spread sheet is to be updated to inform of this.	Clinician
8.	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.	Receptionist

Spread sheet template

Patient EMIS Number	Referral Type	Staff member logging referral	Date of referral	Follow up	Is an Urgent	Details of	Date flagged to Clinician	Date action completd	Date of	Further follow up
			being made	actioned (within 2	action	action			completed	needed after
				days of referral	required?	required	_		appointment	competed
▼	▼	▼	v	being made) Y/N ▼	Y/N ▼	▼	▼	▼	▼	appointment.



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 <u>all of your hospital appointments</u> 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 Wee	k Referrals – Sefton Practices Doc. No. PCS022							
Version					v2					
Supersedes					v1					
Approving	Approving Managers/Committee				Deputy Director of Urger	nt Care				
Date Rati	Date Ratified				August 2020					
Departme	ent of	Origina	tor		Primary Care					
Responsi	ble E	xecutive	e Directo	r	Director of Service Deliv	ery				
Responsi	ble M	lanager	/Support	t	Practice Managers					
Date Issu	ied				August 2020					
Next Rev	iew D	ate			August 2022 (or when u	pdate is re	equired)			
Target Au	udieno	ce			Operations and Clinician	1				
Version	Date	9	Contro	l Rea	Accountable eason Person for this Version					
1	May	2019	New S	OP		Head of Service				
2	Aug 2020		Review	ed a	and updated DDoUC/Service Manager					
Refere	ence	docum	ents	E	Electronic Locations	Locations for Hard Copies				
Cor				Cor	nary Care 24 Intranet / porate Policies/ Current PS/		andard Operating ocedures File in the Call entre.			
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