eConsultations

NHS
Yorkshire and the Humber

Strategic Alignment

Supports Care Closer to Home through reduced need for patients to visit Secondary Care

Supports the QIPP agenda (increased productivity, better quality care)

Supports Better for Less through reduction in unnecessary referrals to hospital

Service Background

Bradford Hospitals NHS Foundation Trust Renal Department, receives referrals from several GP practices in the Bradford area.

Referrals for patients with Chronic Kidney Disease are received through a letter from the GP with limited details about the patients condition and the appropriateness of referrals is variable.

Solution

17 practices in the area agreed to pilot the use of SystmOne to facilitate eConsultations, now rolled out to all GPs and looking at different specialties. This allows GPs to grant access to the patient record to the consultant for borderline cases, the consultant is then able to access a richer picture of the patient clinician and advise the GP in treating the patient or suggest a referral is required.

This has improved the appropriateness of referrals across the pilot practices and enabled GPs to manage the patient's condition in a primary care setting, reducing the need for patients to make visits to the hospital and reducing emergency admissions.

Top Tips

It is a big change so not everyone will be keen. Look for areas where there is already enthusiasm for the service.

Start with specialties which have problems meeting GP demand or those that are frustrated with the information available with referral

Dr John Connolly, GP with patient Barbara. The Ridge Medical Practice

Benefits

Reduction in inappropriate referrals (pilot showed of 68 e consultations only 11 were actually referred into hospital

Reduced emergency admissions.

Care closer to home

Reduced cost