

## How to make a referral from general practice in Telford and Wrekin CCG

This guidance is written for doctors and nurses who are new to this CCG. This guide will help them make referrals to the appropriate healthcare setting for their patient.

We have a referral hub called TRAQS (Telford Referral and Quality Services) that manages all gp referrals that are for a first outpatient consultant appointment. The exceptions to this are 2 week rule, Mental Health, Obstetrics. All other specialties are covered by TRAQS.

TRAQS staff will support you and your patients in following the process. For further contact details please go to:- <http://www.telfordccg.nhs.uk/clinicians>

1. **Cancer referrals;**- (not currently sent to TRAQS) If you think a patient may have cancer there are two week rule proformas (see <http://www.telfordccg.nhs.uk/2ww>) which have been developed by the local district hospital SATH from the NICE 2008 national guidance documents. They are accessed via emis web in the referral domain, from consultation manager window follow;
  - a. referral
  - b. standard outbound
  - c. source; ie Dr Inglis
  - d. target; TRAQS
  - e. clinical term; 2 space w
  - f. picking list then comes up of 2wr you have used in past; use one if appropriate, by clicking "OK" at bottom right
  - g. click "create now" at bottom
  - h. lens bottom right
  - i. click "referral templates"
  - j. then "2 week wait referrals" at top and click
  - k. choose template e.g. skin
  - l. Then populate page checking patient's telephone number as well.
  - m. Note you can cut and paste from the emis consultation any key findings into "additional information" or by highlighting text in emis then doing "control c" and clicking in additional information and doing "control v" and the text crosses over.Once the referral and the proforma has been completed you should fax both documents to the 2WR office at SaTH – Fax number (01
  
2. **Routine/or urgent referrals to hospital outpatients** your dictated letter will be entered on the TRAQS software template called ICG and electronically transferred to TRAQS. You need to check the patients address and importantly telephone number and when they like to be contacted. Give them a yellow traqs leaflet that explains their patient pathway with every referral. Referrals should include essential information as indicated below. ;
  1. Referring Drs Name; (i.e. who dictated the letter) and not the senior partner, gp trainer, etc.
  2. Reason for the referral; e.g. assess for total hip replacement
  3. Patient's history of the problem and its change in symptomatology over time.
  4. Clinical examination findings; at the time of referral and any indication of how they have changed to indicate progression or decline.
  5. Clinical metrics e.g. BP/bmi and smoking status and stopping smoking plans if relevant. Alcohol consumption Units per week
  6. Investigations done and attached relevant reports.
  7. Current and tried relevant medication and/or other treatments tried e.g. physiotherapy
  8. Differential diagnosis; what you have considered and excluded and what is in referring gps mind now. Other relevant referrals to the presenting problem
  9. What the referring gp hopes to get from the referral e.g. investigation, diagnosis or /and management advice etc.

10. Additional relevant information including patient's issues, social circumstances, and special needs, clinical warnings (e.g. allergies, blood-borne viruses).

Based on SIGN guidance "report on a recommended referral document";

<http://www.sign.ac.uk/pdf/sign31.pdf>

The ideal referral guidance is also visible on the traqs website at <http://www.telfordccg.nhs.uk/clinicians>

Your dictated letter will be electronically sent to TRAQS by our referral hub software called ICG the integrated care Gateway, a shortcut to this application will be on your desktop.

When you decide to make a referral please ensure that BP, smoking status and BMI are up to date as some providers will not accept referrals without current metrics.

Please check the patients address and telephone are up to date; the mobile often is not.

Please hand your patient a TRAQS leaflet "TRAQS ITS YOUR CHOICE" and these should be stocked in all consulting rooms. Tell the patient that if they have not heard from traqs in 2 weeks from the time of dictation that they should phone traqs on 01952 580441.

3. **What you cannot refer on the NHS;** many CCGs have worked with hospital consultants and gps to work out what is inappropriate to refer in the NHS. Locally our CCG took Herefords work and adapted it with the help of Shrewsbury and Telford Hospital (SaTH) consultants. This is now on our website and we have tabulated in alphabetical order what procedures are not paid for on the nhs with hypertext links under ; this is called Procedures of limited clinical value or PLCV; see <http://www.telfordccg.nhs.uk/clinicians> then click on the right hand box "[\*What is NOT available on the NHS\*](#)"
4. The quality of your referrals;
  - a. Sifters; local GPs working in practice "sift referral letters comparing them to quality pathways developed by GPs and signed off by our gp forum. Gps are expected to be familiar with these pathways. Sifters may phone you to discuss a referral and suggest alternative destinations or management options. They are there to facilitate the quality of referrals from primary care.
  - b. Audit tool on ICG; ICG has a powerful reporting tool enabling you to oversee all your referrals. A step by step guide is being developed by TRAQS. See how to see my personal or practice referrals in detail;

#### Who can help me with referral queries in Telford and Wrekin?

- TRAQS - Want to understand where a referral has got to in the pathway?  
Call; 01952 580367 or email [tragsteam@nhs.net](mailto:tragsteam@nhs.net)
- Sharon Clennell - Having problems with TRAQS as an organization and want to make a suggestion or seek clarification? Call; 01952 580364 or email [sharon.clennell@telfordccg.nhs.uk](mailto:sharon.clennell@telfordccg.nhs.uk)
- Jo Leahy - Clinical problems either in TRAQS or CCG itself; call 01952 580300 or email on [Jo.Leahy@telfordccg.nhs.uk](mailto:Jo.Leahy@telfordccg.nhs.uk)
- GP Sifters - Specific patient problems related to an individual referral or general guidance on pathways or on who to refer where when GP is unclear call 01952 580462 – please note that this phone is not always manned as GP Sifters work on a shift pattern.
- If no replies please ring the TRAQS Practice Support Line on 01952 580367 open 08.30 – 18.00 Monday to Friday who will do their best to assist you.