

Leeds GP Confederation Extended Access HUB Manual

Shaftesbury Medical Centre – York Road PCN

	NAME	TITLE	SIGNATURE	DATE
Author	Tracy Lindsay	Operational Team Leader	T.Lindsay	01/04/2022
Reviewer	Jane Sadler	Head of Operations	<i>J Sadler</i>	10 th July 2022
Authoriser	Jane Sadler	Head of Operations	<i>J Sadler</i>	10 th July 2022
Reviewed	Mark Gulliver	Operational Team Leader	<i>M Gulliver</i>	23/08/2023

Effective Date:	01/04/2022
Review Date:	23/08/2024

CONTENTS

<u>Page 3</u>	<u>Site Overview</u>
<u>Page 4</u>	<u>Key Contacts</u>
<u>Page 6</u>	<u>Organisational Information for colleagues</u>
<u>Page 10</u>	<u>Where can I find?</u>
<u>Page 12</u>	<u>System information</u>
<u>Page 15</u>	<u>Clinical Information</u>
<u>Page 17</u>	<u>Complaints / Significant Events</u>
<u>Page 18</u>	<u>General Hub procedures</u>
<u>Page 21</u>	<u>Appendices</u>

Site Overview

Welcome to the York Road PCN Hub at The Shaftesbury Medical Centre

Hub Telephone Number: 0113 2214708

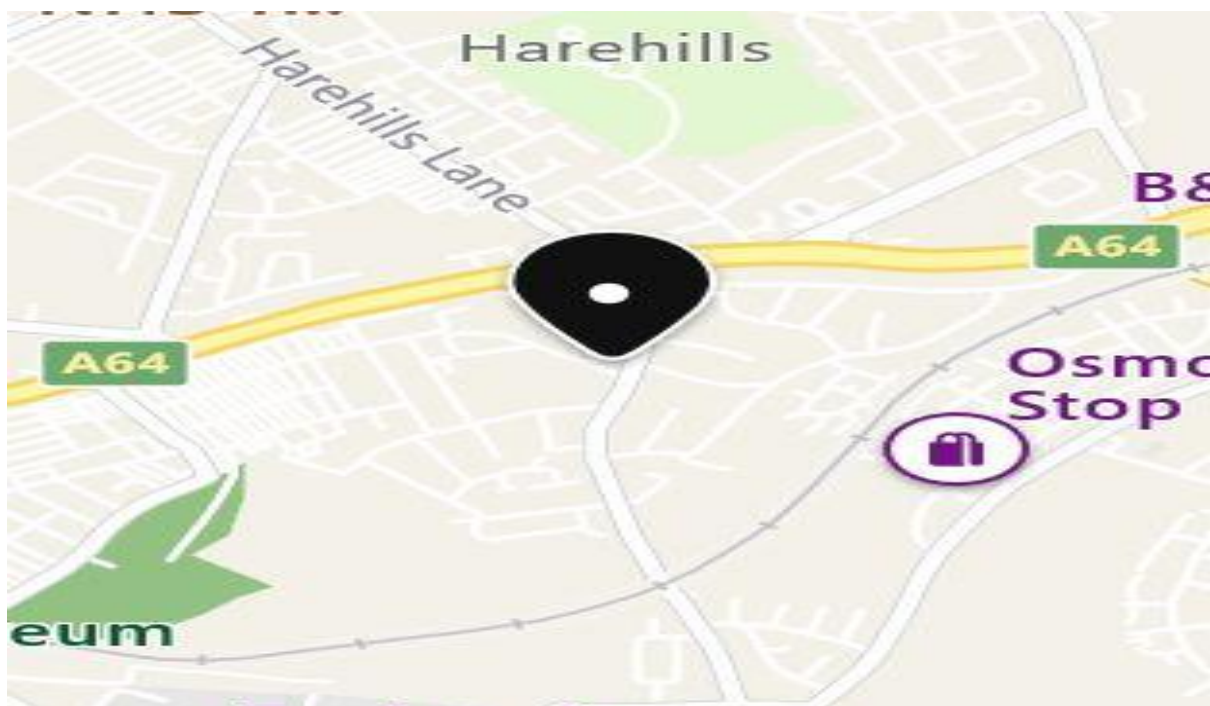
Hub Opening Hours: Sat 8am – 2pm

OTL Contact Number (Automatically diverts from 5pm midweek): 0113 887 3899

**PANIC/EMERGENCY ALARM IS LOCATED: Panic Button Function on Systmone
DEFIBRILLATOR AND EMERGENCY DRUGS ARE LOCATED: IN ROOM 20**



Useful Transport Links



<http://www.wymetro.com> <http://www.traveline.info/>

Car Parking

Parking for staff, patients and visitors to the surgery is the onsite car park at the rear of the building and a 2nd car park available just outside the main car park, CHP are responsible for opening and locking the building and car park gates at the beginning and end of every shift

Sessions available

Session / Clinician	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
GP	6-8pm	6-8pm	6-8pm	6-8pm	6-8pm	8-2pm x2	
LARC GP						8-2pm	
Nurse						8-2pm	
LARC HCA						8-2pm	
Pharmacy – Virtual	6-8pm	6-8pm	6-8pm	6-8pm	6-8pm	11-1pm 1-5pm	11-1pm x2
Healthy Minds – Virtual	6-9pm		9-11am				

Pathology Collections Samples are collected 1st Choice

If no collection is required, please contact First Choice using the following details.

1st Choice Leeds Ltd

Block 2, Suite 4, Brooklands Business Court

Tunstall Road, Leeds, LS11 5HL

Tel: 0113 203 8928

Email: pat.1stchoice@gmail.com

hannahl.1stchoice@gmail.com

Key Contacts:
Key contact details - Names and Contacts Leeds GP Confederation Extended Access
Date last updated 26/01/2023

	Name[s]	Contact Details
Infection Prevention & Control lead(s)	Catherine Harrison Sam Battye	Catherine.harrison34@nhs.net Samantha.battye@nhs.net
Infection Control advice at your local Acute Trust(s) – for advice on patients, who are carriers of MRSA who are being admitted to secondary care	Public Health England Yorkshire and the Humber	Blenheim House Duncombe Street Leeds LS1 4PL 0113 3860300
Health and Safety Competent Person	Ian McKechnie	Ian.Mckechnie@lighthouse-risk-services.co.uk Lighthouse Services
Health Protection Agency – your regional office	Public Health England Yorkshire and the Humber	Blenheim House Duncombe Street Leeds LS1 4PL 0113 3860300
Notification of Communicable Diseases	Blenheim House Duncombe Street Leeds LS1 4PL	https://www.gov.uk/government/publications/notification-of-communicable-diseases-form-for-registered-medical-practitioners 0113 3860300

Prescribing Lead	Dr David Kirby	Dave.kirby@nhs.net
Safeguarding Adults Lead	Steph Lawrence	slawrence6@nhs.net
Safeguarding Children Lead	Steph Lawrence	slawrence6@nhs.net
ICB Safeguarding Lead	Dr Yen Anderson	Yen.anderson@nhs.net
MCA & DoLs Lead	Steph Lawrence	slawrence6@nhs.net
Caldicott Guardian	Dr Ruth Burnett	Ruth.burnett@nhs.net
Operational Team Leaders	Mark Gulliver Jane Kennard Tracy Lindsay	Mark.gulliver@nhs.net jane.kennard1@nhs.net Tlindsay2@nhs.net
Information Governance Lead	Lucia Dey Simon Harris	Lucia.dey@nhs.net Simon.harris2@nhs.net
Freedom to Speak Up Guardian	John Walsh	0113 2954840 John.walsh@nhs.net

Display the completed contacts list where it is available for all staff to see.

Organisational Information for colleagues

Safeguarding

Safeguarding is everyone's responsibility and aims to protect people's health, wellbeing and human rights, enabling them to live free from harm, abuse and neglect. All services must have systems in place to identify adults and children at risk of, or suffering, significant harm. Clinical teams must ensure they work in partnership with other agencies to so that victims are helped, supported and protected. Leeds GP Confederation has in place a clinical safeguarding lead for children, adults, PREVENT, MCA and DOLs. All staff must have completed the appropriate safeguarding training as set out in the organisation's safeguarding policies. All staff must be aware of all safeguarding policies and how to manage a safeguarding event safely. These policies are available in Document Library

Infection prevention and control (IPC)

There are clearly defined processes for maintaining standards of cleanliness and hygiene which also ensures that arrangements for managing waste and clinical specimens keep people safe. In order to give assurance that these processes are in place, all hubs undertake infection control auditing and hand washing audits are part of our annual audit cycle. Hubs must also consider the systems in place to prevent and protect people from healthcare-associated infection. All staff are encouraged to be vaccinated annually from the flu and clinical staff are required to have the appropriate vaccinations in line with HR policy.

Information Governance and Caldicott Requirements

All services must fully comply with the requirements of the Information Governance Toolkit and Caldicott principles. It is mandatory that all staff undertake the approved NHS e-learning module on Information Governance and Caldicott as part of induction and annual mandatory training. The Senior Information Risk Owner (SIRO) is Jim Barwick. The Caldicott Guardian is Dr Ruth Burnett. The Caldicott Guardian is available to offer advice and support with concerns relating to information sharing and privacy and the 7 principles of Caldicott.

Medicines Management and Alerts

The MHRA and patient safety alerts reporting system is led by Mark Gulliver. All reporting of incidents involving medicines, are to be reported through DATIX reporting tool in line with national and local guidelines.

Alerts originate through NHSE central alerting system (CAS). Alerts cover a wide range of topics, from vaccines to patient identification. Types of alerts include Rapid Response Reports, Patient Safety Alerts, and Safer Practice Notices. Further details on the CAS can be found here:

<https://www.cas.dh.gov.uk/Home.aspx>

Accreditation, Qualifications, Skills and Experience

All staff involved in advising and treating patients must be appropriately qualified and competent to do so. GPs hold full registration with the GMC, undertake appraisal and revalidation and have an appropriate certificate confirming their legal eligibility to work in General Practice. Nursing Staff hold appropriate NMC's registration, undertake appraisal and revalidation, and, if they prescribe drugs and/or medicines, their entry in the NMC's register includes an indicator signifying that they hold a prescribing qualification. All independent prescribing nurses will have an up to date V300 on file, be held on a register and their details shared with the CCG medicines management teams. Nurse Practitioners and other Specialist Nurses have appropriate training, competence, and qualifications (and where appropriate are recorded on the NMC's register). Regular HR audits are undertaken to ensure these processes are robust. Pharmacists, physiotherapists, and other Allied Health Professions must be appropriately qualified, competent to undertake their contracted role and registered with the appropriate governing bodies.

Professional Performance, Development and Training

The service has a mandatory training matrix overseen by the Operational Team Leader. Clinicians are required to be equipped with the skills and knowledge necessary to perform effectively and efficiently in their roles and keep up to date with best clinical practices and any requirements of their professional and governing bodies. Clinical supervision identifies solutions to problems, improves practice and increases understanding of professional issues. Clinical supervision and support must take place at a local level through clinical meetings, appraisal, and opportunist process. Further detail is included in the Clinical Supervision Policy. Professional performance issues should be identified at the earliest possible stage to protect both staff and patients.

Appraisal and Revalidation

All staff undergo annual appraisal to support them with their ongoing development and ensure the highest levels of professionalism and competence are maintained. All GPs will be on the NHS England Performers List and as such undertake the local appraisal and revalidation system overseen by the Responsible Officer for Revalidation within NHS England. For nursing staff, the NMC stipulates that every Registered Nurse is individually responsible for ensuring that they undertake CPD to meet the needs of Revalidation. Other Allied Health Professionals must undertake internal appraisal and

are expected to keep up to date and maintain competences in line with the appropriate governing body.

Confidentiality and consent

All individuals have a right to confidentiality with regards to their personal information. All staff must have a good understanding patient confidentiality and rights to privacy in line with data protection and information governance. Patients have a fundamental legal and ethical right to determine what happens to their own bodies. Valid consent to treatment is therefore absolutely central in all forms of healthcare, from providing personal care to undertaking major surgery. Seeking consent is also a matter of common courtesy between health professionals and patients.

Did not attend and Late arrivals

All services must have clear processes in place for identifying safeguarding concerns in both adults and children, who do not attend planned appointments. All organisations in The NHS are required to have 'did not attend' guidelines to help deal with the 'unseen child'. Please see the "child not brought" flowchart available in Document Library.

Clinical staff have a key role in ensuring patients are given every opportunity to continue engagement with services. It is recognised that disengagement is a strong feature in domestic abuse, serious neglect and physical abuse in children and families. Families who do not engage or disengage from services will need to be reviewed on an individual basis as part of a holistic assessment to determine any potential risk to the child. Practitioners should seek to obtain information from other professionals involved in the family and review any previous records to inform their assessment. Staff must raise any concerns in line with the organisation's safeguarding policies. No patient should ever be refused access to medical advice or assessment simply due to late arrival.

Patient Experience

Patient and public engagement is fundamental to the development of quality services. Patient experience is gathered through using patient questionnaires with a quarterly patient experience report. Leeds GP Confederation (LGPC) strives to deliver personalised patient care within standardised high quality patient pathways across the organisation, to ensure that each patient's journey is consistently excellent. Services must look to deliver care with the right person, at the right time for all patients within a standardised model to ensure consistency throughout the service.

Freedom to speak up

We encourage an open learning culture and encourage all staff to feel confident and supported in raising concerns. Any individual working within a LGPC service who has a safety concern must raise this within the organisation at the earliest opportunity. If staff have concerns about professional and or clinical practice of any of their colleagues, they should raise this with their line manager, and

where this is not possible any concern should be escalated to the leadership team. Staff also have access to the Leeds GP Confederation's Freedom to Speak Up Guardian if they wish to Whistle Blow or raised concerns anonymously.

Access to care

All services must offer timely access to appropriate services in line with contractual compliance and best practice. Service models should be designed to ensure patients can access the 'right person, at the right time, in the right place'. All services must have clear processes for the safe triage and assessment of patients seeking urgent care and appointments. This process should ensure that care is delivered within the opening times of the service in a manner that is safe for both patients and staff.

Complaints, Comments, Concerns and Compliments.

The organisation's complaints policy is to ensure that all staff are empowered to resolve complaints effectively, in a timely manner and in an open and positive way.

The policy sets out the process for handling, responding to and learning from complaints, both formal and informal. All complaints should be documented locally on the service complaints tracker via the Operational Team Leader where outcomes and learning are clearly documented. All learning should be shared both locally and across the organisation. Support and advice for leaders across the organisation when managing complaints at local services is also available.

CQC Compliance

Extended Access has a Registered Manager (RM) as part of CQC compliance. The RM needs to be someone who has responsibility for the local service and who is hands on day to day. The Registered Manager is supported by the organisations Nominated Individual who has overall responsibility for service delivery in line with the standards set by the CQC.

Where can I find?

Car park	Onsite car park opened and closed at the beginning and end of every shift
Main Door	
EA access point to the building	Main Entrance at the front of the building
Disabled Entrances	Main Entrance at the Front of the building
Goods Entrances	Main Entrance Front of the building

Defibrillator and Equipment	ROOM 20
Emergency Drugs	ROOM 20
Oxygen	ROOM 20
Emergency button/panic alarm	System one Panic button
Pulse Oximeter	All clinical rooms and emergency bag
Paeds Pulse Oximeter	All clinical rooms and emergency bag
Baby scales	ROOM 20
ECG Machine	ROOM 20
Nebuliser	ROOM 20

Fire Assembly Point

Is opposite the main car park on the grass wasteland, Ensure all patients and visitors are taken to a place of safety outside the premises. All EA staff are provided with local induction of building, including fire escapes and fire assembly point prior to the start of first shift

Fire & Emergency Planning Manual

Is stored in the back admin office, plan located in back admin office

Domestic Waste disposal

Is located outside in the locked waste store room at the rear of the building.

Clinical Waste disposal

Is stored in a locked clinical waste store room at the side of the building, key for the cupboard is stored in the key cupboard at the back of reception, all keys should be put back in the key cupboard after every use.

Confidential Waste

Confidential waste console available in reception, clinical rooms, and back admin office.

Useful Buttons on SystemONE top of screen

Datix – to access Datix and report incidents that may need investigation

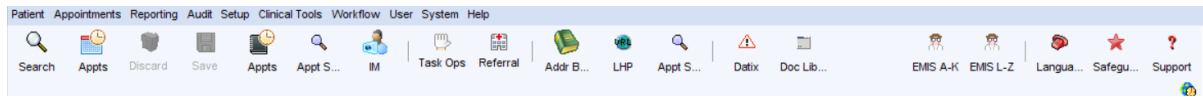
Document Library – Links to ALL Docs needed

Emis A-K and Emis L – Z Brings pop up of EMIS practice and Code

Language (Red Telephone) - Pop up with details of Language Empire process

Support (?) - Pop up with Telephone numbers of Ops Team and IT contacts

Safeguarding Icon – With Safeguard referral information



Secretarial Support: Please see referral section on Page 12, System information for further details.

System Information

<p style="text-align: center;">Logging in</p>	<p>Clinical system SystemOne or EMIS is used (patients' notes will be accessed via their home surgery's clinical system and not via the Extended Access booking platform)</p> <p>Windows Login: U/N Registrar Password: Registrar</p> <p>SystemOne Login: Via Smart Card</p> <p>ICE Access should be setup. If you are unable to access, please contact the Operational Team Leader on call</p> <p>Gateshead Cervical Screening access</p>
<p style="text-align: center;">Incident reporting</p>	<p>Incidents can be reported through the CCG's DATIX website available at: https://leedswestccg.datix.thirdparty.nhs.uk/Live/index.php?module=INC</p> <p>Escalate to the on call Operational Team Leader if additional action is required or urgent input needed.</p>
<p style="text-align: center;">Complaints</p>	<p>If a patient wishes to make a complaint please ask them to fill in the complaints form (as per appendix 1.1) or email the complaint to the operational team at confed.ea@nhs.net</p>
<p style="text-align: center;">Making a phone call</p>	<p>No code for outside line</p>
<p style="text-align: center;">Hub policies</p>	<p>Available via Document Library</p>
<p style="text-align: center;">Local clinical and prescribing guidelines (including antibiotic)</p>	<p>Available from: http://nww.lhp.leedsth.nhs.uk/</p>
<p style="text-align: center;">Routine referral information</p>	<p>Please see Appendix 1.4 for Referral process and guidance</p>
<p style="text-align: center;">How do I summon a patient?</p>	<p>Go to reception to call in the patient</p>
<p style="text-align: center;">How do I make a video Call?</p>	<p>Access https://fleming accurx.com/login and use your NHS mail account to log in. Please see attached appendix 1.2 for Instructions on how to use Fleming. If you are having technical difficulties, please contact the operational team leader who will be able to assist.</p>

Where is the patient toilet?	Patient toilet is clearly visible
How to find a Chaperone?	Trained chaperones are available from Reception
How to obtain an interpreter	<p>Should be booked by practice when appointment made. Call Language Empire: 0333 188 3716 Quote Practice Code: 44854736 Customer Services: 0330 2020 270 Language Button on SystmOne below tool bar picture of Red Telephone gives details of the process.</p>
How to remotely consult with deaf or a blind patient	<p>Please call Language Empire. Details can be found on the main screen of the EA booking platform.</p> <p>Call Language Empire: 0333 188 3716 Quote Practice Code: 44854736 Customer Services: 0330 2020 270 Language Button on SystmOne below tool bar picture of Red Telephone gives details of the process.</p> <p>Please see appendix 1.2 at the end of this document.</p>

Clinical Information

For hospital admission or advice from secondary care clinicians	<p>Contact the Primary Care Access Line (PCAL): 0113 2065996</p> <p>Opening hours are 8am until 9pm midweek and 8am until 7pm weekends Or 999 if medical emergency (e.g. MI/CVA etc)</p> <p>Health professional line for Yorkshire Ambulance Service: 0300 330 0295</p>
District Nurses – SPUR (urgent referral)	0113 8430222
Crisis Team	0300 300 1485
Safeguarding	<p>The Safeguarding Leads for Extended Access are as follows:</p> <p>Safeguarding EA leads – Steph Lawrence slarwrence6@nhs.net Dr Dave Kirby (Deputy) – David.kirby@nhs.net</p> <p>Useful Contact Numbers: Adult office in hours: 0113 2224401 Adult office out of hours: 0113 378 0644 Children’s office in hours: 0113 3760336 (option 3)</p>

	<p>Children's office out of hours: 0113 5350600 Child in immediate danger: 999</p> <p>In the event of a Safeguarding concern and a referral is made, the Operational Team Leader must be informed as they will be able to support with the referral at this point, a DATIX should also be raised. The Operational Team Leader on duty will take the appropriate action to follow up the referral.</p>

Additional resources

Counselling/Talking therapy	Leeds Mental Wellbeing Service https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/home/
Sexual Health	Leeds Sexual Health https://leedssexualhealth.com/
Lifestyle/Smoking/Weight services	One You Leeds https://oneyouleeds.co.uk/
Drug and Alcohol services	Forward Leeds https://www.forwardleeds.co.uk/

Women's Health

Smear or cervical swabs	Equipment available in Store cupboard back of reception
Where are spare speculae kept?	Equipment available in Store cupboard back of reception
Where do I put "used" speculae	Clinical Waste Disposal
How are patients notified of abnormal smears?	Via the national screening programme.

Family Planning

Contraceptive Advice Leaflets	Print via nhs.uk/conditions/contraception
Pregnancy Test	Pregnancy tests can be found Treatment room
Termination of Pregnancy	British Pregnancy Advisory Service (BPAS)

	https://www.bpas.org/
--	---

Antenatal/Postnatal

First antenatal appointment	Patient to book appointment with their GP practice for a Midwife appointment
Maternity Assessment Centre	LGI: 0113 3926731 SJUH: 0113 2065781

Cardiac

Echocardiogram	Refer to cardiology
ECG	Appointment with HCA/Practice Nurse at the patient's normal surgery
24 hour ECG	Refer to cardiology – Also available via ICE

Respiratory

X-ray	Via ICE
Lung Function Tests	Spirometry – Practice Nurse at the patient's practice
Nebuliser	Located in Treatment Room
Booking into an Asthma Clinic	Appointment with Practice Nurse at Hub / the patient's normal surgery (Delete where appropriate)

Specialist Investigations

X-ray	Via ICE
Ultrasound	Via ICE
Bone Densitometry	Via ICE
Hearing Test - Child	Task referral to practice/ Hub secretary (Delete where appropriate)
Hearing Test - Adult	Task referral to practice / Hub secretary (Delete where appropriate)

Investigations – Pathology

Pathology	Via ICE
Phlebotomy Services	Patient to contact their own GP practice to organise a phlebotomy appointment or book an appointment through Extended Access Service (Location dependant) via reception.
How patients are notified of abnormal pathology results?	Patient to contact their normal surgery for follow up of test results
When are specimens taken to hospital?	Specimens are collected at 1.45pm Saturday and 11.45pm Sunday. For specimens that won't be collected until the next day, place them in reception.

Paperwork and Administration

Is there a policy relating to urgent referrals?	Indicate in the task to the Hub/practice (delete where appropriate) Secretary if the referral is urgent.

Complaints and Significant Incidents:

Complaints

Complaints should be handled and reported to the Operational Team Leader at the earliest convenience. In the event of a complaint, please could you call the Operational Team leader on call (0113 887 3899) following up with an email to confed.ea@nhs.net with any information you think would be useful so that it can be investigated accordingly.

Patients should be advised to email confed.ea@nhs.net or write to us using the attached appendix 1.1

Significant Incidents

If a significant incident/event arises within the hub, on SystemOne, select the Datix icon and fill in the Leeds Clinical Commissioning Groups Incident Report Form. Please contact the Operational Team Leader on call as soon as possible if you require immediate/ urgent assistance.

General Procedures

Opening procedures

Ensure that the Privacy Notice, Chaperone and Needle stick posters are displayed in reception.

Set up and Assurance Checks – Including Emergency drug and Equipment checks

- Sharps bins must be signed and dated and fully closed if full and left for collection.
- Admin staff are responsible for ensuring GP rooms are fully equipped for their session. If admin staff are unsure of what is required, this can be escalated to the Operational Team Leader on call.
- HCA and Nurses are responsible for ensuring their rooms are fully equipped for their session. This means a check must be undertaken at the start of session on the emergency drugs to ensure they are in date and equipment is calibrated prior to use and a stock check at the end of the session so that the room is left as you would expect to find it. For Healthcare and Nurse Sessions, this is factored into the start and end of the session and the clinician must write a textual comment to say it has been completed in the “set up and assurance” and “stock/samples” blocks.
- If your room is not equipped, please feedback any issues you may have to the Operational Team Leaders by emailing confed.ea@nhs.net

Accessing and using the appointments system (SystemOne)

1. Turn on the computer.
2. If using a laptop, you will need to log onto the Wifi / Use cisco to create a VPN connection (Passwords will be in site specific information).
3. Insert your smart card into the keyboard/ card reader.
4. You will be asked to enter your pin and then select your role. (This can be your practice / Leeds GP Confederation for the booking platform).
5. Double click on the ‘SystemOne’ icon on the desktop and wait for it to load.
6. Click on the ‘log on with NHS smart card’ box / Log on with your Username and Password if no smartcard present.
7. Scroll down and find ‘Out of hours PCC – Leeds GP Confederation’ and click the ‘log on’ button.
8. Once the home screen has loaded, click on the ‘Appointments’ tab in the top left corner and select Ledger or Overview.
9. On the left hand side of the screen locate the ‘Site’ tab, open the drop down box and select the site you are working at which will bring up the appointments for this hub location only.

If you are using EMIS (Clinicians only)

Please follow the above steps 1-3. Proceed with the below:

4) If you have the roles on your smartcard click the surgery you are wanting to access and EMIS should automatically load up the clinical system. If this does not happen or your smartcard is logged into another practice, please enter the organisation ID and your username / password manually. This method will not allow you to prescribe electronically. You would have to log out and log back in with your smartcard and link it to your EMIS profile to prescribe electronically.

5) Click the search button and find the patient which you would like to consult in their medical record.

Booking an appointment

- Right click on the available slot and click 'book appointment'; this will reserve the slot.
- You will be asked to enter both first and last name as well as date of birth to search for a patient, HOWEVER, it is much easier to enter the first two letters of each name and the date of birth as the system is very sensitive to spelling.
- Click 'view all matches' when prompted and check the patient's address and best contact telephone number.
- Double click on the patient.
- Check patient details are correct and they are registered at the correct surgery (if showing a different surgery are they newly registered?).
- Click 'select'.

Booking telephone consultations

- Follow the booking appointments procedure.
- Once appointment is booked right click on the appointment slot.
- Click 'amend appointment'.
- In the details section enter "***Telephone**" and in flags section – select "telephone appointment" and click 'ok'.
- Right click on appointment and select 'waiting' and the slot will turn orange, with vertical blue line.

Cancelling an appointment

- Right click on the appointment slot.
- Scroll down to administration.
- A list will appear at the side.
- Click on 'cancelled by patient'.
- Click on 'cancel appointment'.
- Click 'don't re-book'.

Re-booking appointments

- Follow cancelling appointment procedure but instead of clicking 'don't re-book' click 're-book now'.
- The patient's details will appear in the bottom right-hand corner of the screen.
- Double click the new appointment slot and the patient details will be entered into that slot.

To mark a patient as arrived

- Right click on the appointment slot.
- Select 'arrived'.
- The appointment slot will change to purple.

When the hub is full

When all of the appointments are full for that day:

- Look for alternative free hub slots on different days.
- If the need for an appointment is urgent for that day direct patients to NHS111 service.
- After 4pm midweek and 10am weekends, you may use the Same Day City Wide response located at St Georges Centre and Bellebrooke. If this is at full capacity and so is the hub you are working at, please inform the Operational Team Leader on duty who will switch off the Directory of Services (DOS).

Handover

If a handover to another team member is clinically indicated, please use the "SBAR" handover guidelines.

It is based on the following:

S – Situation: What is happening at the present time?

B – Background: What are the circumstances leading up to this situation?

A – Assessment: What do I think the problem is?

R – Recommendation: What should we do to correct the problem?

It can include additional information (not listed above) that is clinically relevant to ensure that patient safety is maintained, and the patient journey is a positive one.

Ideally, the method of handover would be via an electronic means, primarily task, to the most appropriate person/group. In the event of this being impractical, the SBAR process will reduce the risks of miscommunication.

Business Continuity Plan



Shaftsbury%20Busin
ess%20Continuity%20

APPENDIX 1.1

Extended Access Complaint Form

This form may be returned by post on the address overleaf. Alternatively, you can email details of your complaint to confed.ea@nhs.net

Complainant's Details

Name

Contact Telephone No.

Address
.....

Patient's Details (if different from above)

Name

Contact Telephone No.....

Address
.....

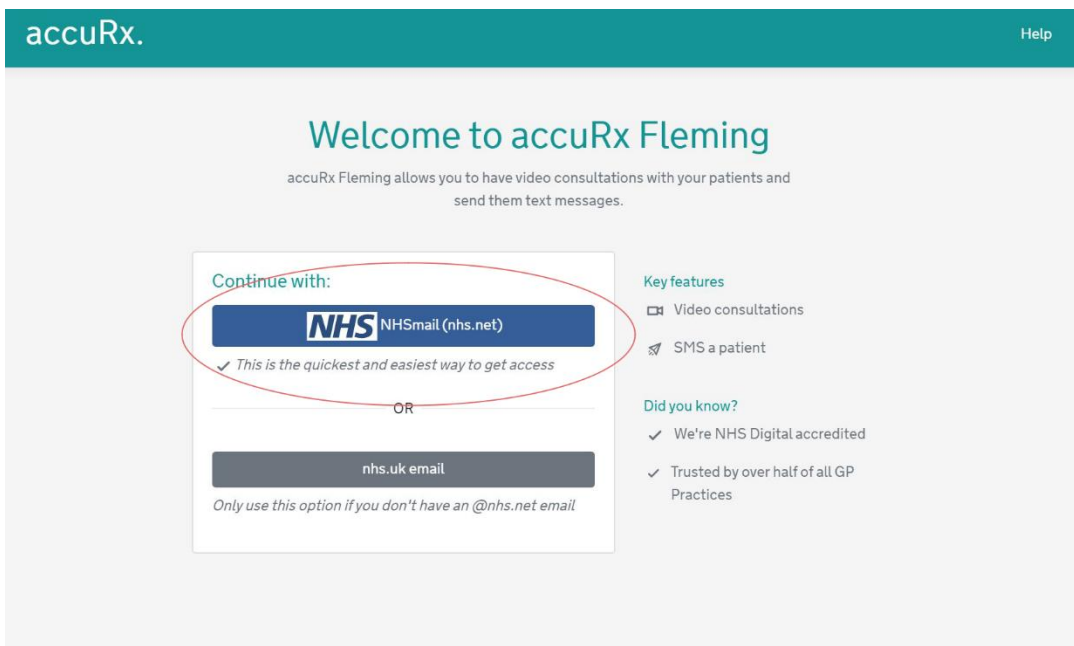
I hereby authorise the above complaint to be made and I agree that members of the practice staff may disclose (in so far as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patient's SignatureDate
.....

Once complete, please send this form by post to:

FAO Operational Team
Leeds GP Confederation
Building 3
White Rose Park
Millshaw Park Lane
Leeds
LS11 0DL
F

Appendix 1.2



accuRx.

Help

Welcome to accuRx Fleming

accuRx Fleming allows you to have video consultations with your patients and send them text messages.

Continue with:

NHS NHSmail (nhs.net)

✓ This is the quickest and easiest way to get access

OR

nhs.uk email

Only use this option if you don't have an @nhs.net email

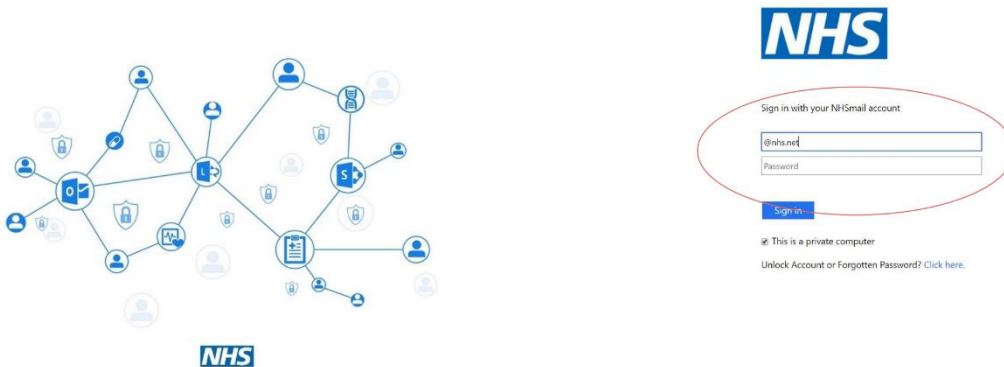
Key features

- Video consultations
- SMS a patient

Did you know?

- We're NHS Digital accredited
- Trusted by over half of all GP Practices

1) Click login via NHSmail (if you do not have an NHS.net account select the bottom option. If you already use accuRx, you can just use this login)



NHS

Sign in with your NHSmail account

@nhs.net

Password

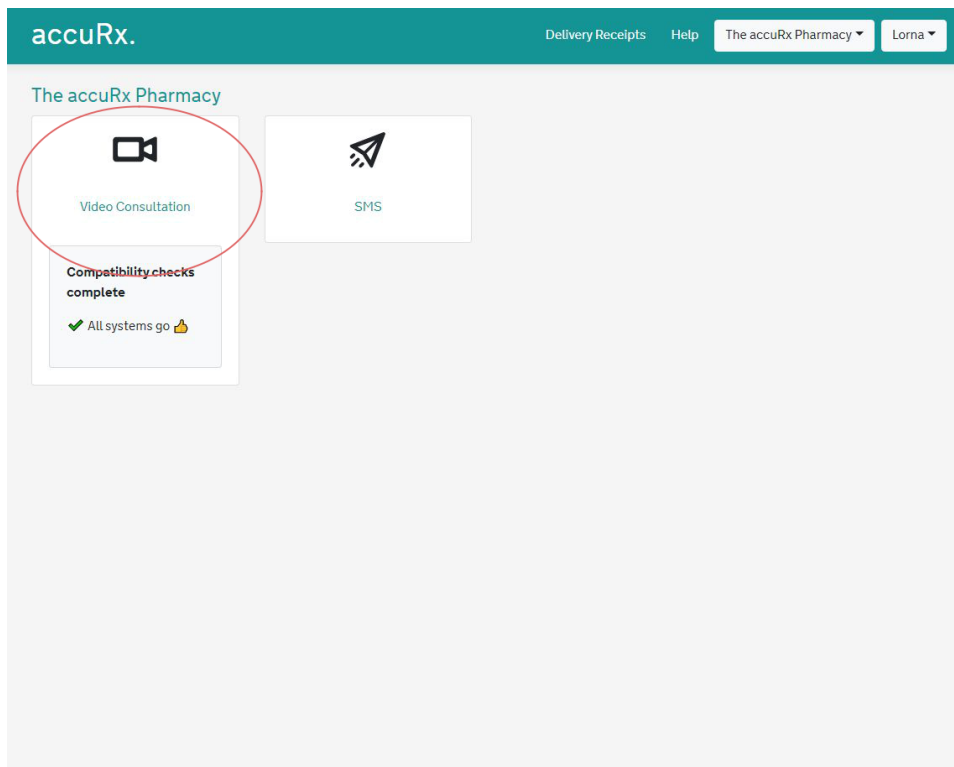
Sign in

This is a private computer

Unlock Account or Forgotten Password? Click here.

NHS

2) Login using your NHSmail credentials *(we integrate with this just for verification purposes)*



3) Click video consultation

accuRx.

Delivery Receipts Help

The accuRx Pharmacy ▾

Lorna ▾

Search for a patient

To find a patient you need their NHS number and date of birth.

NHS number

Date of Birth (dd/mm/yyyy)

[Go Back](#)

4) Enter your patient's NHS number and DOB

accuRx.

Delivery Receipts Help

The accuRx Pharmacy ▾

Lorna ▾

Confirm patient

Your video consultation invitation will be sent to this patient.

Patient: PATIENT, Example (Mr)

Born: 03-Oct-1991 (28y)

Gender: Male

NHS No: 000 000 0000

Mobile No: XXXXXXXX000

[Go back](#)

5) Confirm your patient

accuRx. Delivery Receipts Help The accuRx Pharmacy Lorna

Video Consultation Invitation

Selected patient

Patient: PATIENT, Example (Mr) Born: 03-Oct-1991 (28y) Gender: Male NHS No: 000 000 0000

Mobile number

XXXXXXXX000

Message text

Hi Example,

I'm ready to start our video consultation. Click the link below to join and wait for me to connect.

Thanks,
Lorna

Please click the link to begin: [link with appear here]
The accuRx Pharmacy

[Go Back](#) [Send video consultation invite](#)

6) Send the video consult invite

accuRx. Delivery Receipts Help The accuRx Pharmacy Lorna

Your invitation has been successfully sent!

PATIENT, Example (Mr)

NHS No
0000000000

Age
03-Oct-1991 (28y)

Gender
Male

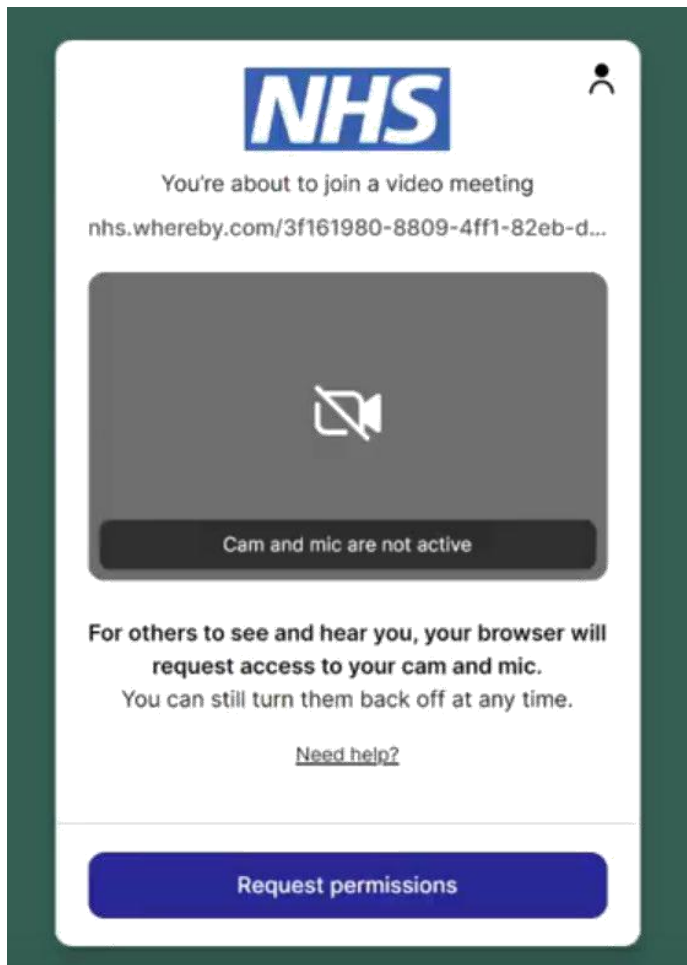
Mobile No
XXXXXXXX299

Patient's Progress

- ✓ Message sent
11:14 on 06/04/2020
- ✓ Message received
11:14 on 06/04/2020
- ... Waiting for patient to open video link
- ... Waiting for patient to set up device

[Message a new patient](#) [Open video consultation](#)

7) Once your patient is ready and setup, click open video consultation



8) You may need to enable your browser for camera/mic



9) You should then be up and running with your video consultation

Appendix 1.3

Translation Services - update

As from the 1st September 2020 Language Empire provides Leeds CCG with all Language Service Requirements.

The portal will allow you access to the following services:

- F2F Spoken bookings (Polish, Urdu, Arabic, etc)
- F2F Non Spoken Bookings (BSL)
- Scheduled Telephone
- Scheduled Video
- Translations

You will all be able to access an on-demand telephone interpreting platform, this can be used in emergency situations, or when there is no requirement to have a F2F interpreter on site.

You can access OnDemand Telephone in the following ways:

- Step 1) Dial 03331 883716
- Step 2) Give the Operator your 8 digit access code (44854736)
- Step 3) Ask for the language you require

Email: bookings@empire-groupuk.com

Telephone: **0330 20 20 270**

A tutorial on how to use the portal can be found through the following link:

<https://vimeo.com/451466484/089c0938f7>

Appendix 1.4**Leeds GP Confederation - Referrals Standard Operating Procedure**

Document	Standard Operating procedure for making referrals from Leeds GP Confederations Services
Author(s)	Mark Gulliver Shaun Major-Preece
Date	August 2023
Review Due	August 2025

Referral Process when working in the Leeds GP Confederation Services

There will be occasions when following clinical assessment, you identify that a referral is needed to further assess and manage a patient. This guide details the referral process that must be followed.

ALWAYS check patient details including address and telephone numbers are up to date during the consultation and ensure the patient fully understands the reason for the referral.

Some of the practices across the Confederation have their Leeds GP Confederation referrals processed by Hub Secretaries. Other practices have their referrals processed by their own secretarial team, as detailed further below:

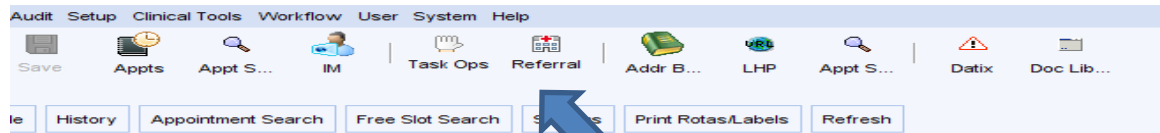
The Hub secretaries for EA cover the following practices:

- Abbey Grange Medical Practice, Norman Street, LS5 3JN. Tel: 29 51844 - Email: moorgrangesurgery@nhs.net – EMIS
- Arthington Medical Centre, 5 Moor Road, Leeds, LS10 2JJ. Tel: 385 2180 - SYS1
- Beeston Village Surgery, Town Street, Beeston, Leeds, LS11 8PN. Tel: 272 0720 - SYS1
- Burley Park Med Centre, 273 Burley Road, Leeds, LS4 2EL. Tel: 29 53850/53860 Email: burleyparkmedicalcentre@nhs.net- EMIS
- Burton Croft Surgery, 2nd floor, Headingley Medical Centre, 1 Shire Oak Street, LS6 2AE Tel: 274 4777 Email: traceyoconnell@nhs.net – EMIS
- Church Street Surgery, 57 Church Street, Hunslet, Leeds, LS10 2PE. Tel: 271 1884 - SYS1
- City View Medical Practice, 123 Cemetery Road, Leeds, LS11 8LH. Tel: 467 7515 - SYS1
- Craven Road Surgery/HollyBank, 1st Floor, Headingley Medical Centre, 1 Shire Oak Street, LS6 2AE Tel: 0113 295 3540 - SYS 1
- Fieldhead Surgery ,65 New Roadside, Leeds, LS18 4JY Tel:295 3410 Email: fieldhead.surgery@nhs.net - SYS 1
- Highfield Surgery Holtdale Approach, Leeds LS16 7RX. Tel: 295 3601 Email: hydeparksurgery@nhs.net -SYS 1
- Hyde Park Surgery, Woodsley Road, Leeds LS6 1SG. Tel: 2001090 Email: hydeparksurgery@nhs.net -SYS 1
- Ireland Wood Surgery (Dr Manock & Partners) (incorporating New Croft Surgery) Iveson Approach, Ireland Wood, Leeds LS16 6FR. Tel: 0113 230 3470 Email: irelandwood.surgery@nhs.net -EMIS
- (New Croft Surgery Broadgate Lane, Horsforth, LS18 4SE. Tel: 0113 239 5550)
- Kirkstall Lane Medical Centre, 216 Kirkstall Lane, LS6 3DS. Tel: 295 3666 Email: Kirkstall.lane@nhs.net SYS 1
- Laurel Bank Surgery, 216B Kirkstall Lane LS6 3DS. Tel: 29 53900 Email: Lbs.reception@nhs.net – EMIS
- Leeds City Medical Practice, 123 Cemetery Road, Leeds, LS11 8BS. Tel: 467 7500 - SYS1
- Oakley Medical Practice, 12 Oakley Terrace, Leeds, LS11 5HT. Tel: 272 0900 - SYS1
- South Bank Surgery, Hunslet Health Centre, 24 Church Street, Hunslet, Leeds, LS10 2PT. Tel: 733 2003 - SYS1
- Vesper Road Surgery, 43 Vesper Road Leeds LS5 3QT Tel: 275 1248 Email: enquiries.vesperroad@nhs.net - SYS 1

If the practice is not listed above, please send the task directly to the relevant practice secretary via a 'task' on the individual practices clinical system.

If the practice is listed above the Confederation Secretary needs to be altered via the task process detailed below (on the Confed booking platform).

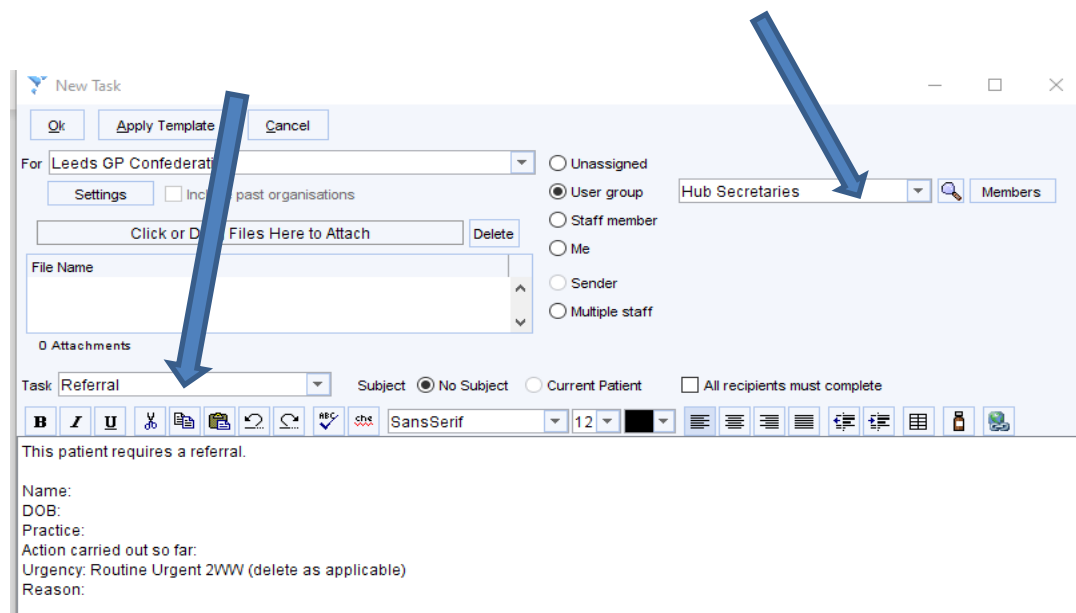
Alerting the Confederation Hub Secretary of a referral:



In the body of the referral template include the following details

- Registered GP Practice:
- Urgency: Urgent 2WW / Routine (delete as applicable).

Ensure the **User Group** is set to **Hub Secretaries** and ensure the **Subject Header** is set to **Referral**.



DO NOT put referral information/details in the body of the referral template all information should be documented within the patients notes using the correct referral templates where appropriate.

Any problems or queries contact the Operational Team Leader/ Deputy Operational Team Leader on call for further support. Alternatively for any I.T queries contact Craig Calvert or Andy Beaumont via the support button on S1.

The EA secretary checks referral tasks daily in the Extended Access SystemOne booking platform **only**. From the Referral task, the secretary will identify the patient and open the patients registered GP practice via SystemOne or EMIS to action the referral.

2 WEEK WAIT REFERRALS:

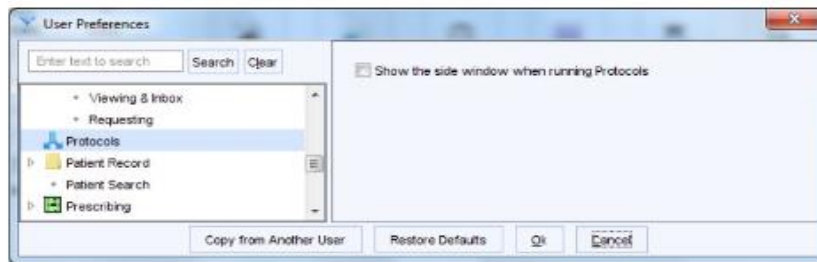
Inform the patient of the decision to do a fast-track referral for suspected cancer. The referring clinician must clearly document this in the patients notes and ensure the patient fully understands what is going to happen.

Making a referral on S1:

The referring clinician should always complete the DART templates on **Systemone**.

DART 2WW Process

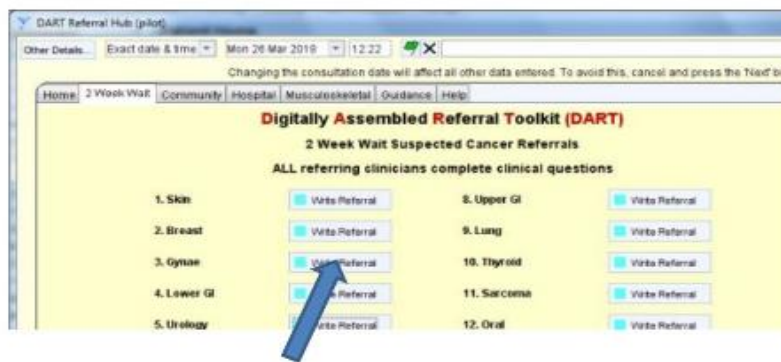
Make sure your user preferences are set to not show protocol side window



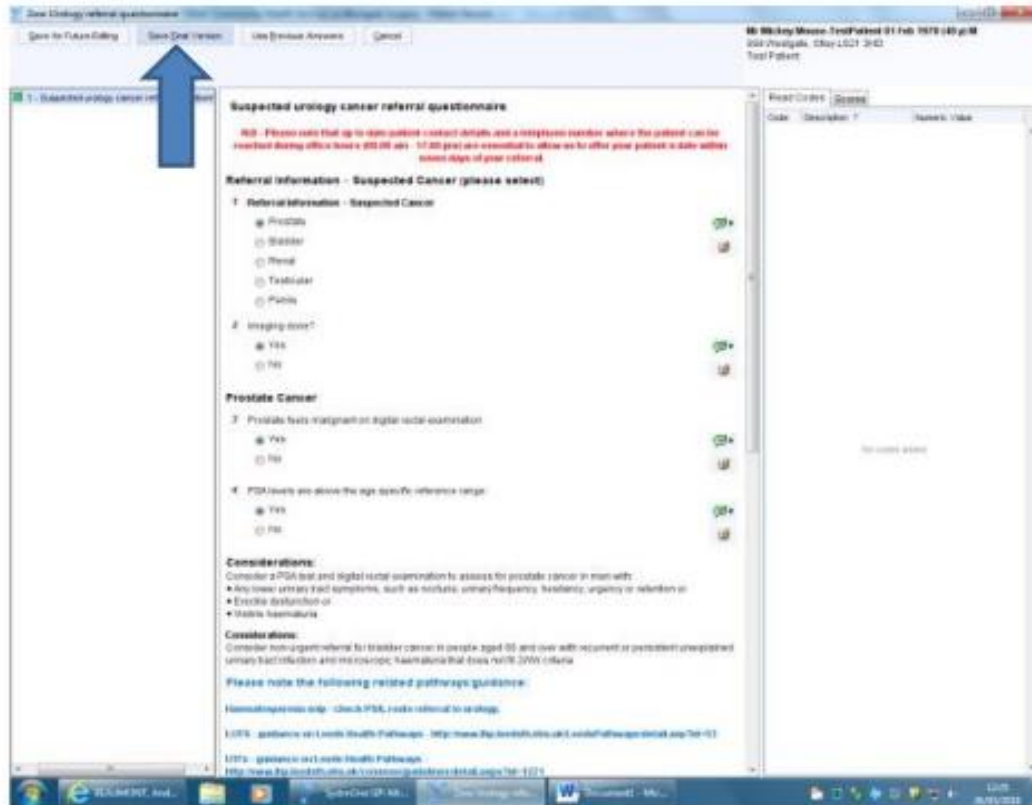
Click Dart button (Blue Square on small toolbar) (or search in box in bottom LEFT of screen if icon absent)



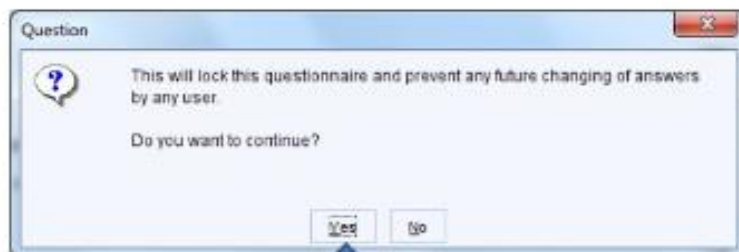
Click required button



Complete questionnaire



Click **Save Final Version**



"YES"

2 Week Wait Suspected Cancer and ACE (Non Specific Symptoms) Referrals

Question

Do you want to automatically assemble the completed Referral Form?

Choose 'No Thanks' if you intend to task a secretary to assemble and send the form
Choose 'ERS' if you intend to assemble the form and then send it yourself using ERS

Please ALWAYS use RAS on ELECTRONIC REFERRAL SYSTEM (ERS) - 'ZWWW TELEDERMATOLOGY' to submit referral. Remember to attach your photos to the ERS referral if sending yourself.

No Thanks ERS Pause

ADMIN STAFF

Choose "No Thanks"



Highly Suspected Referral Form

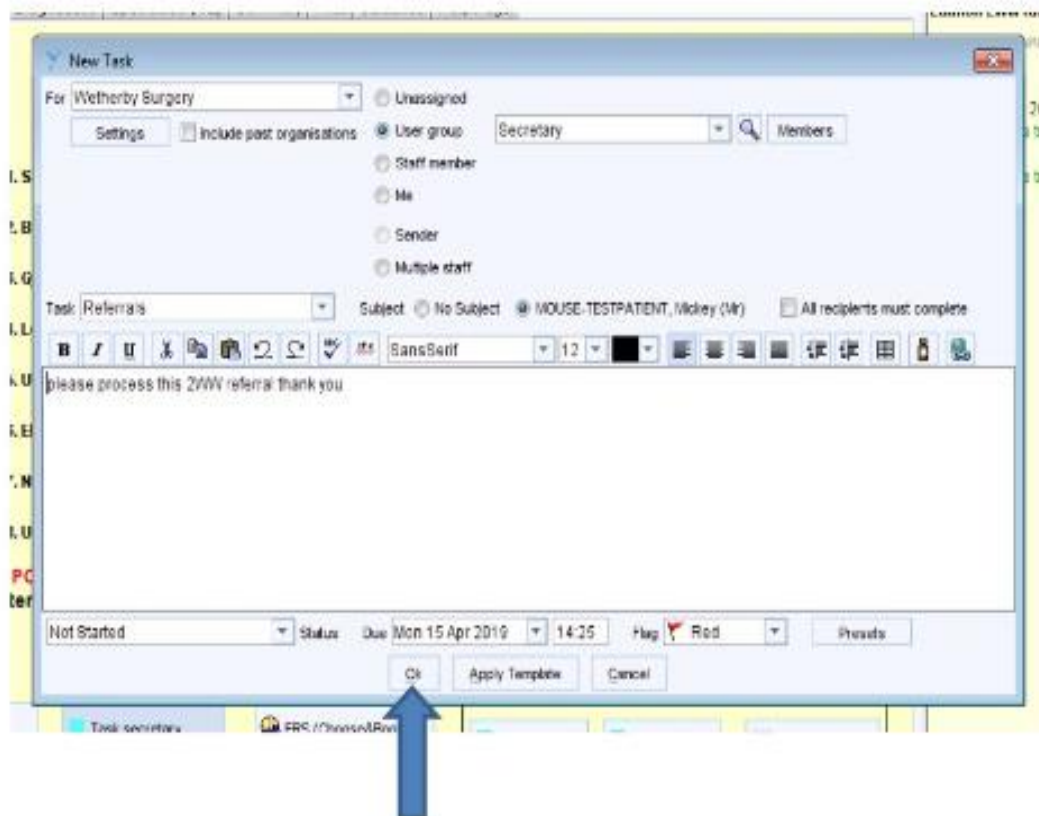
Question

Do you want to send a task to the secretary to assemble and send the referral form?

Yes No Pause

Click "Yes" to task secretary





Click "OK"

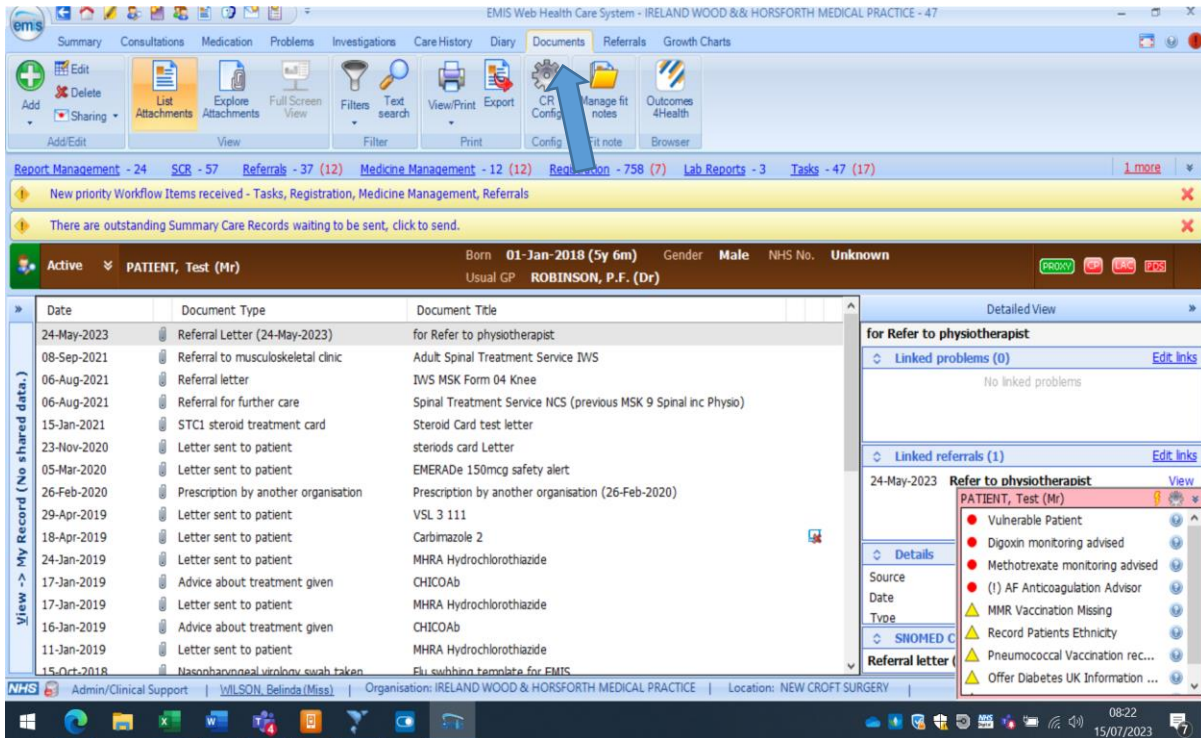
(The task box pre-populates with the surgery's preferred recipient and task subject heading)

SAVE & EXIT PATIENT

Making a referral on EMIS:

- Select Patient

Select Document

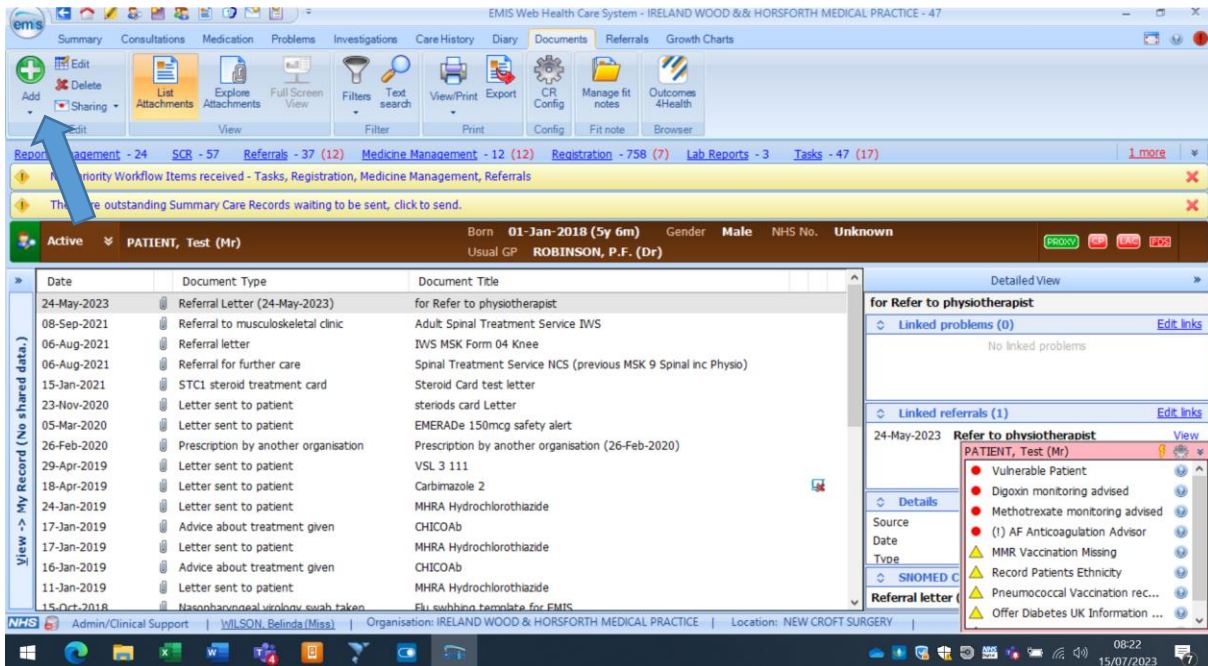


The screenshot shows the EMIS Web Health Care System interface for IRELAND WOOD & HORSFORTH MEDICAL PRACTICE. The 'Documents' menu is open, and a blue arrow points to the 'Add' button. The patient's details are visible at the top: PATIENT, Test (Mr), Born 01-Jan-2018 (5y 6m), Gender Male, NHS No. Unknown, Usual GP ROBINSON, P.F. (Dr).

Date	Document Type	Document Title
24-May-2023	Referral Letter (24-May-2023)	for Refer to physiotherapist
08-Sep-2021	Referral to musculoskeletal clinic	Adult Spinal Treatment Service IWS
06-Aug-2021	Referral letter	IWS MSK Form 04 Knee
06-Aug-2021	Referral for further care	Spinal Treatment Service NCS (previous MSK 9 Spinal inc Physio)
15-Jan-2021	STC1 steroid treatment card	Steroid Card test letter
23-Nov-2020	Letter sent to patient	steroids card Letter
05-Mar-2020	Letter sent to patient	EMERADE 150mcg safety alert
26-Feb-2020	Prescription by another organisation	Prescription by another organisation (26-Feb-2020)
29-Apr-2019	Letter sent to patient	VSL 3 111
18-Apr-2019	Letter sent to patient	Carbimazole 2
24-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
17-Jan-2019	Advice about treatment given	CHICOAb
17-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
16-Jan-2019	Advice about treatment given	CHICOAb
11-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
15-Oct-2018	Nasopharyngeal swab taken	Flu swabbing template for EMIS

The 'Detailed View' for the selected document shows a list of linked problems and referrals. The 'Refer to physiotherapist' referral is highlighted, showing details for 'PATIENT, Test (Mr)' with various clinical alerts such as 'Vulnerable Patient', 'Digoxin monitoring advised', and 'Methotrexate monitoring advised'.

Click 'Add' and then 'Create Letter'



EMIS Web Health Care System - IRELAND WOOD & HORSFORTH MEDICAL PRACTICE - 47

Summary Consultations Medication Problems Investigations Care History Diary Documents Referrals Growth Charts

Add Edit Delete Sharing List Attachments Explore Attachments Full Screen View Filters Text search View/Print Export CR Config Manage fit notes Outcomes 4Health

Report Management - 24 SCR - 57 Referrals - 37 (12) Medicine Management - 12 (12) Registration - 758 (7) Lab Reports - 3 Tasks - 47 (17) 1 more

Priority Workflow Items received - Tasks, Registration, Medicine Management, Referrals

There are outstanding Summary Care Records waiting to be sent, click to send.

Active PATIENT, Test (Mr) Born 01-Jan-2018 (5y 6m) Gender Male NHS No. Unknown Usual GP ROBINSON, P.F. (Dr)

Date	Document Type	Document Title
24-May-2023	Referral Letter (24-May-2023)	for Refer to physiotherapist
08-Sep-2021	Referral to musculoskeletal clinic	Adult Spinal Treatment Service IWS
06-Aug-2021	Referral letter	IWS MSK Form 04 Knee
06-Aug-2021	Referral for further care	Spinal Treatment Service NCS (previous MSK 9 Spinal Inc Physio)
15-Jan-2021	STC1 steroid treatment card	Steroid Card test letter
23-Nov-2020	Letter sent to patient	steroids card Letter
05-Mar-2020	Letter sent to patient	EMERADe 150mcg safety alert
26-Feb-2020	Prescription by another organisation	Prescription by another organisation (26-Feb-2020)
29-Apr-2019	Letter sent to patient	VSL 3 111
18-Apr-2019	Letter sent to patient	Carbamazole 2
24-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
17-Jan-2019	Advice about treatment given	CHICOAb
17-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
16-Jan-2019	Advice about treatment given	CHICOAb
11-Jan-2019	Letter sent to patient	MHRA Hydrochlorothiazide
15-Oct-2018	Naophan/naoanal virology swab taken	FLU swabbing template for EMIS

View -> My Record (No shared data.)

for Refer to physiotherapist

Linked problems (0) Edit links

Linked referrals (1) Edit links

24-May-2023 Refer to physiotherapist View

PATIENT, Test (Mr)

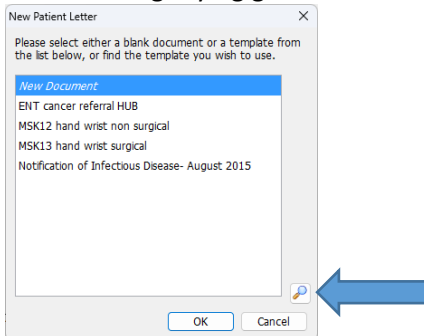
- Vulnerable Patient
- Digoxin monitoring advised
- Methotrexate monitoring advised
- (1) AF Anticoagulation Advisor
- MMR Vaccination Missing
- Record Patients Ethnicity
- Pneumococcal Vaccination rec...
- Offer Diabetes UK Information ...

Referral letter (

NHS Admin/Clinical Support WILSON, Belinda (Miss) Organisation: IRELAND WOOD & HORSFORTH MEDICAL PRACTICE Location: NEW CROFT SURGERY

08:22 15/07/2023

Click the magnifying glass icon



New Patient Letter

Please select either a blank document or a template from the list below, or find the template you wish to use.

New Document

- ENT cancer referral HUB
- MSK12 hand wrist non surgical
- MSK13 hand wrist surgical
- Notification of Infectious Disease- August 2015

OK Cancel

Type the name of the referral template and click the magnifying glass icon to search for the letter template

Find Document Templates

Find document template or use the hierarchy to browse

skin

	DART - Urology Referral	
	MSK13 hand wrist surgical	
	MSK12 hand wrist non surgical	
	Notification of Infectious Disease- Augus...	
	ENT cancer referral HUB	

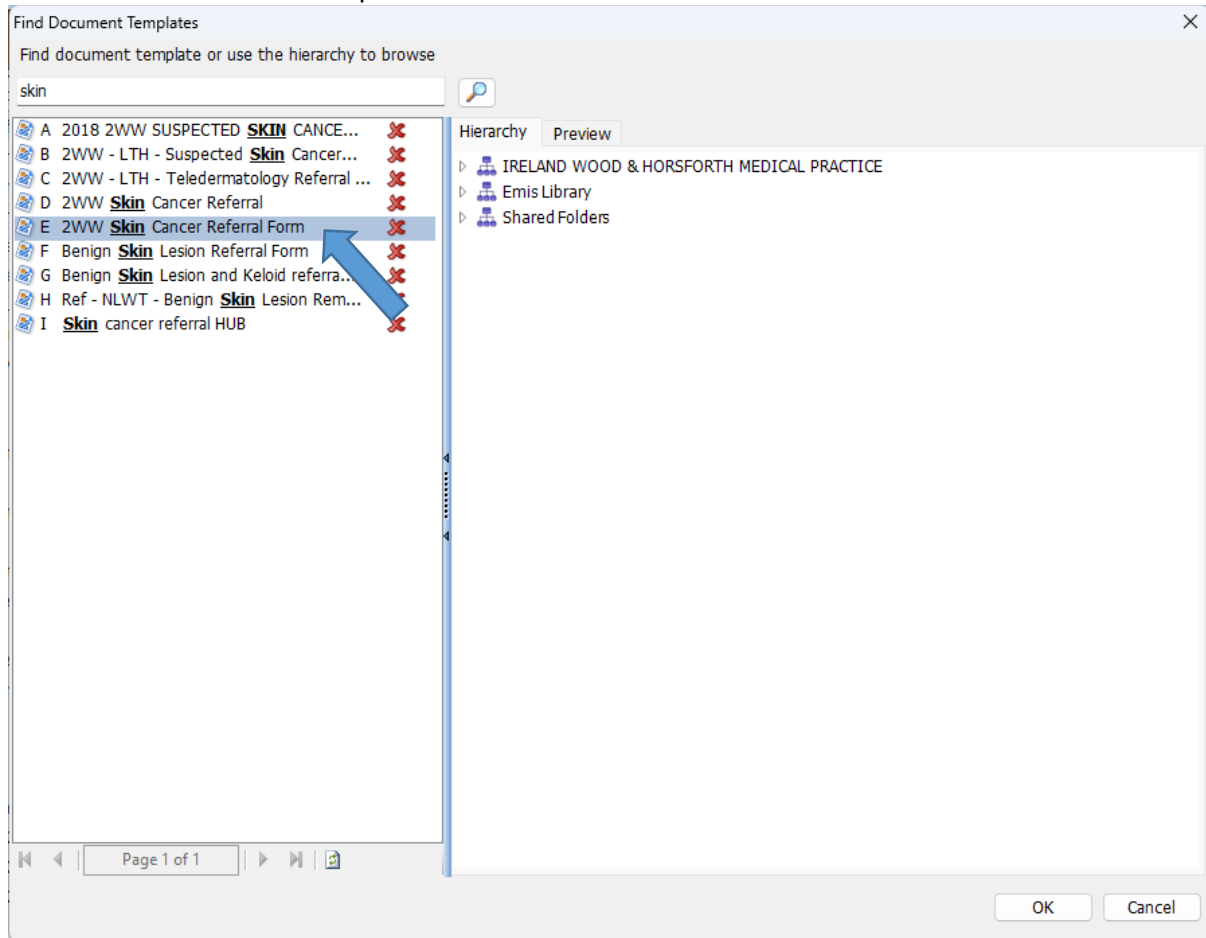
Hierarchy Preview

- IRELAND WOOD & HORSFORTH MEDICAL PRACTICE
 - 2019
 - 2022
 - 2WW
 - Ardens Registration Forms
 - CCC referral forms
 - CCSp / YOC
 - COVID
 - DART
 - DVT
 - Eye Clinic
 - Flu Swab
 - Frailty
 - Freya
 - ICS
 - IWS
 - Jane
 - Keeley PCN
 - MISCELLANEOUS
 - NCS
 - Orphaned Migrated Document Templates
 - PCN document templates
 - PCN Physio
 - PRACTICE FORMS
 - Recall system templates
 - ReSPECT
 - Snomed
 - SOPHIE

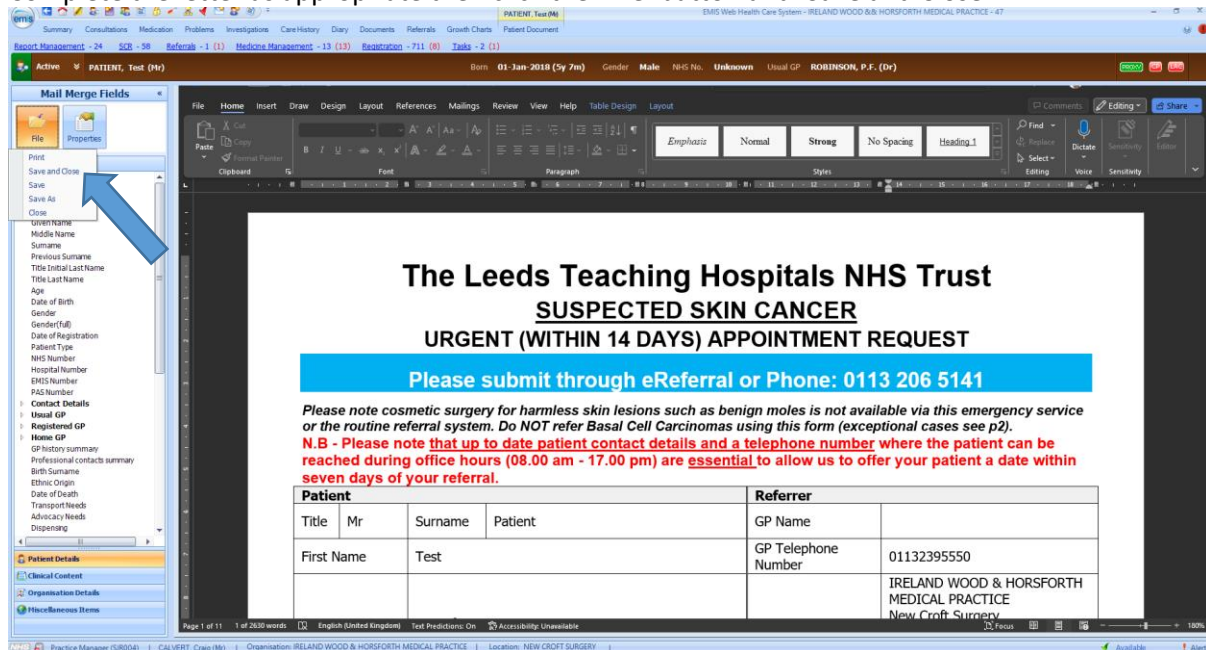
(No data)

OK Cancel

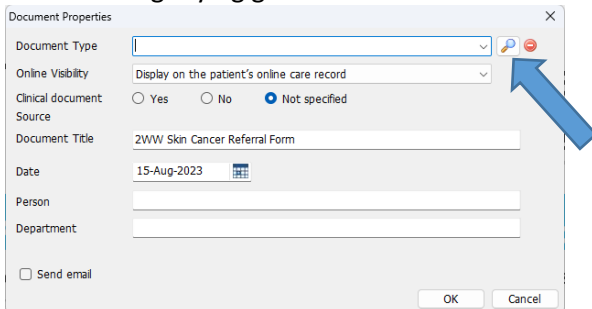
Select the relevant letter template and click 'OK'



Complete the letter as appropriate then click the 'File' button and 'Save and Close'



Click the magnifying glass icon



Document Properties

Document Type: [dropdown]

Online Visibility: Display on the patient's online care record [dropdown]

Clinical document Source: Yes No Not specified

Document Title: 2WW Skin Cancer Referral Form

Date: 15-Aug-2023 [calendar icon]

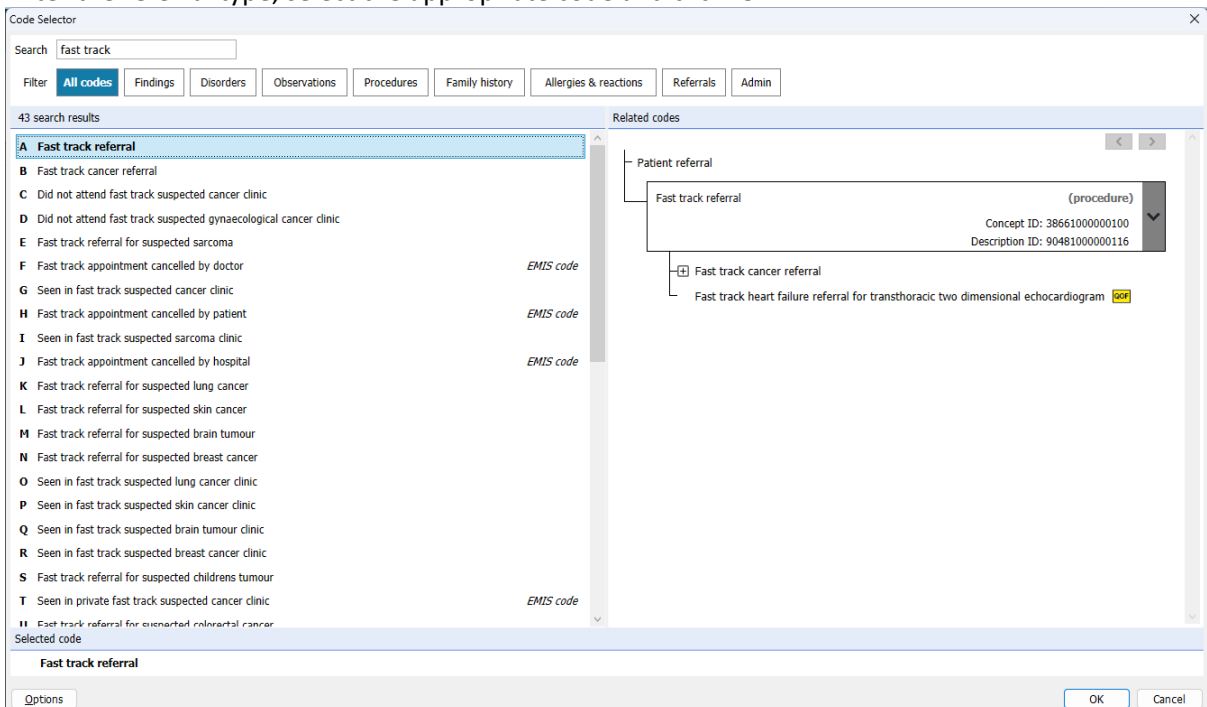
Person: [text box]

Department: [text box]

Send email

OK Cancel

Enter the referral type, select the appropriate code and click 'OK'



Code Selector

Search: fast track

Filter: All codes Findings Disorders Observations Procedures Family history Allergies & reactions Referrals Admin

43 search results

A Fast track referral

B Fast track cancer referral

C Did not attend fast track suspected cancer clinic

D Did not attend fast track suspected gynaecological cancer clinic

E Fast track referral for suspected sarcoma

F Fast track appointment cancelled by doctor *EMIS code*

G Seen in fast track suspected cancer clinic

H Fast track appointment cancelled by patient *EMIS code*

I Seen in fast track suspected sarcoma clinic

J Fast track appointment cancelled by hospital *EMIS code*

K Fast track referral for suspected lung cancer

L Fast track referral for suspected skin cancer

M Fast track referral for suspected brain tumour

N Fast track referral for suspected breast cancer

O Seen in fast track suspected lung cancer clinic

P Seen in fast track suspected skin cancer clinic

Q Seen in fast track suspected brain tumour clinic

R Seen in fast track suspected breast cancer clinic

S Fast track referral for suspected childrens tumour

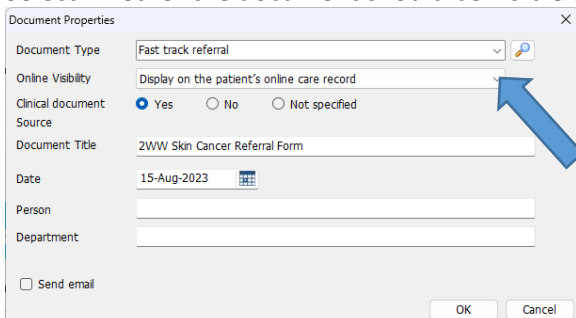
T Seen in private fast track suspected cancer clinic *EMIS code*

U Fast track referral for suspected colorectal cancer

Selected code: **Fast track referral**

Options OK Cancel

Select whether the document should be visible to the patient via their online record



Document Properties

Document Type: Fast track referral [dropdown]

Online Visibility: Display on the patient's online care record [dropdown]

Clinical document Source: Yes No Not specified

Document Title: 2WW Skin Cancer Referral Form

Date: 15-Aug-2023 [calendar icon]

Person: [text box]

Department: [text box]

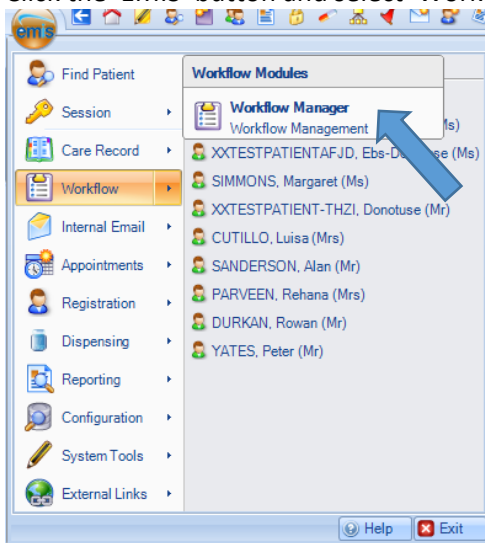
Send email

OK Cancel

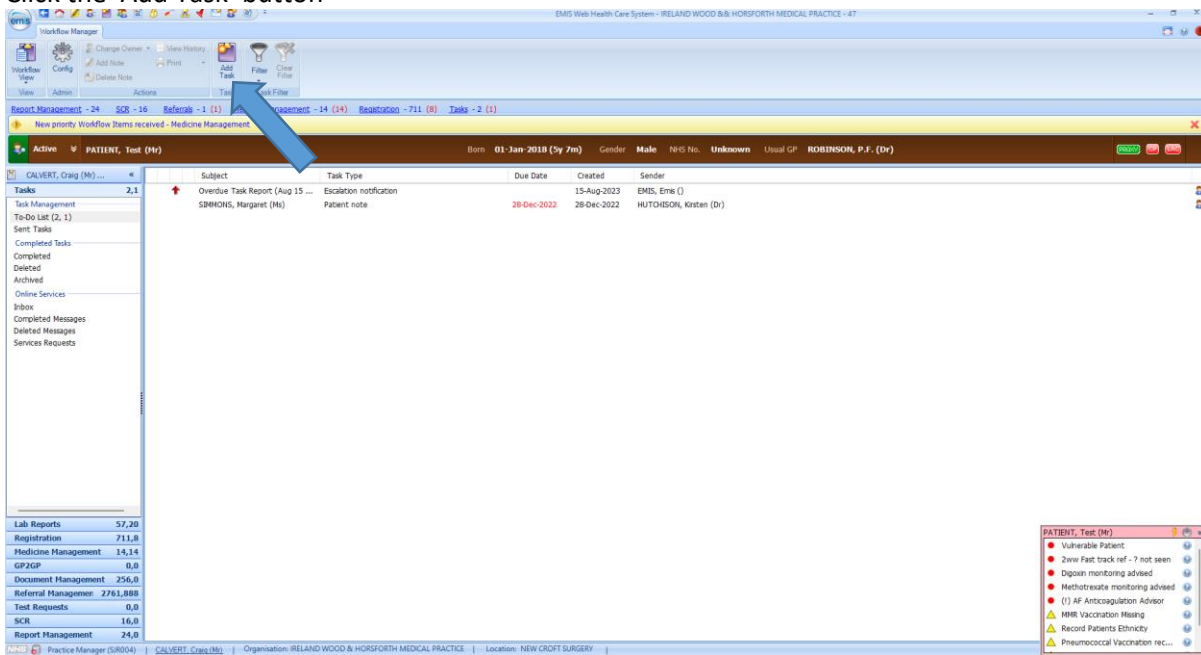
Select 'Yes' beside 'Clinical document'

Click 'OK'

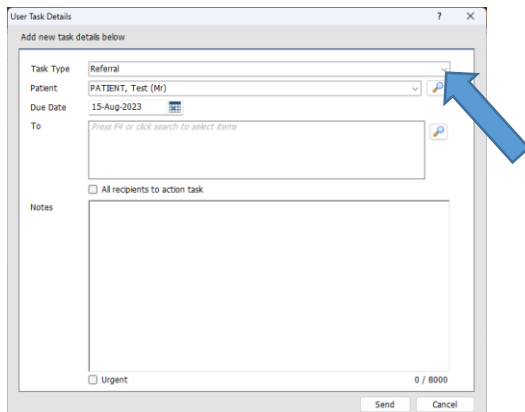
Click the 'EMIS' button and select 'Workflow > Workflow Manager'



Click the 'Add Task' button

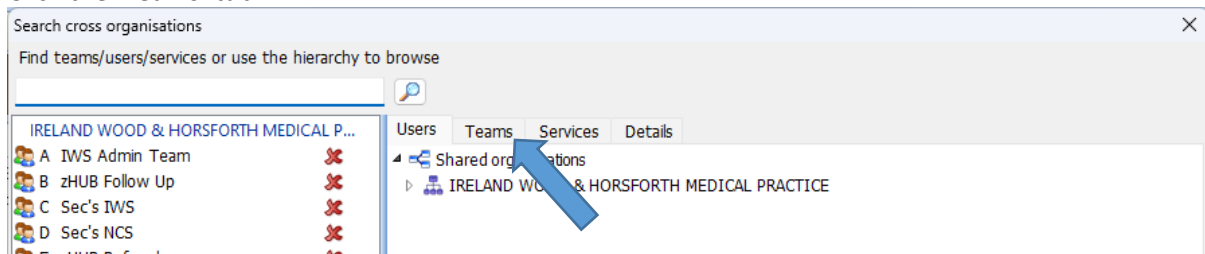


Select 'Referral' from the 'Task Type' dropdown

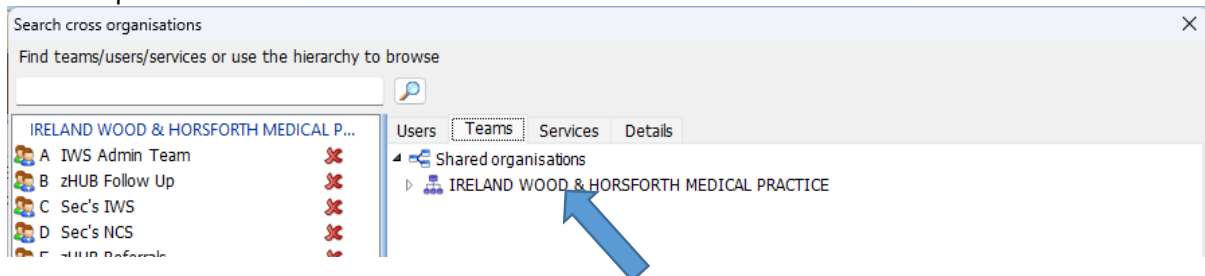


Click the magnifying glass icon besides 'To'

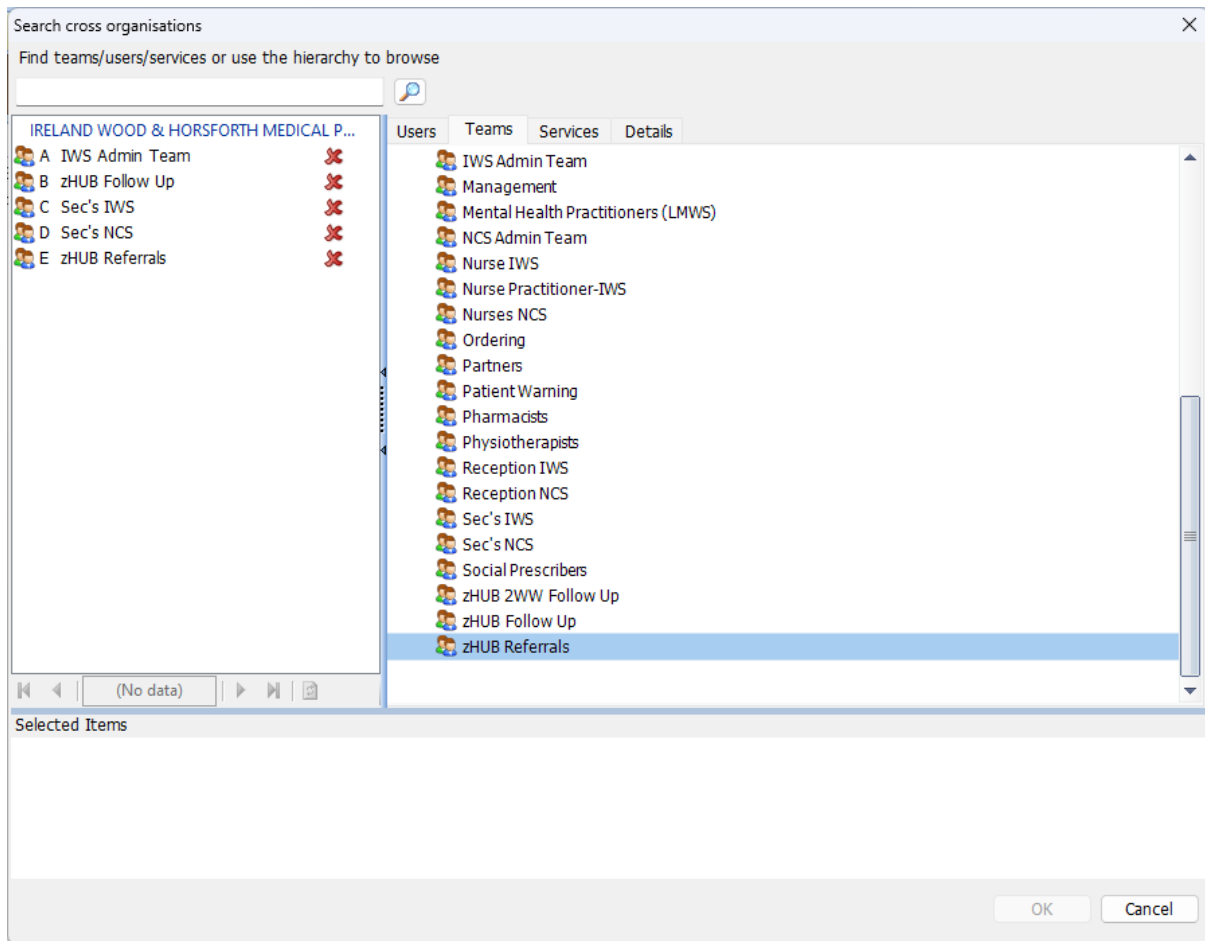
Click the 'Teams' tab



Click the practice name



Double-click the appropriate team to send the task to



Click 'OK'

Complete the 'Notes' section, tick 'Urgent' if necessary and click 'Send'

User Task Details
? X

Add new task details below

Task Type

Patient

Due Date

To

All recipients to action task

Notes

Urgent 61 / 8000

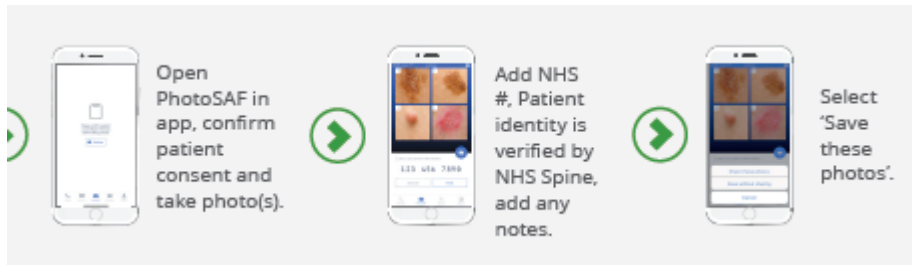
Making a Dermatology 2ww referral using the Dermatoscope for images:

The referring clinician, in required cases should also send photos using ConsultantConnect app. Use the dermatoscope attachment from the hub/practice reception but use YOUR OWN PHONE using the details below (the hub iPod will not be logged into the correct account).

1. Obtain the tele Dermatology attachment/dermatoscope from reception
2. Using your personal Mobile phone, download the consult connect app from **Google Play** or the **Apple app Store**
3. Open the app and sign into the Leeds GP Confed Account

Username: wycb-leeds.leeds.confed2ww@nhs.net

Password: Summer2022!



4. Follow instructions

to take 3 x photos

These photos will store on a cloud, a member of the secretary team will then login to download and attach to the 2ww referral. Please record in NJ notes if pictures were obtained.