

## Monthly Newsletter

# E-Referrals and Advice & Guidance

8th Edition

February 2018

### Services available via ERS

Plastic Surgery  
Breast Surgery  
Lung—Suspected Cancer  
Rheumatology  
Paediatrics  
General Surgery  
Vascular Surgery  
Dermatology  
Upper GI Surgery  
Pain Management  
Gynaecology  
Gynaecology—Suspected  
Cancer  
Trauma and Orthopaedics  
(Hip, Knee, Foot and Ankle  
services)  
Adult Medicine

Services not listed above  
are not yet available via  
ERS so you may not be able  
to book an appointment /  
defer to provider

**By 31st March 2018, all  
services will be published**

## How are we doing?

**% appointments at TGH  
booked via ERS**

(January 2018—includes all CCG's)

**39.95%**

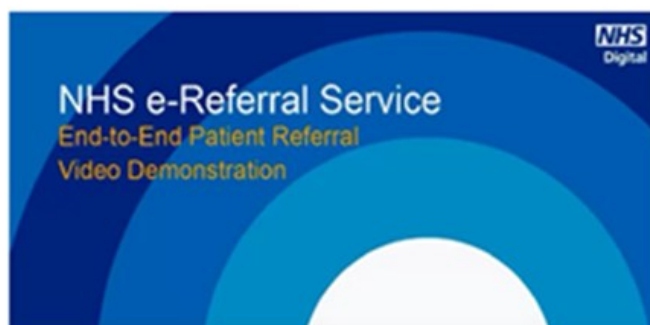
**% ERS usage by T&G  
GPs**

(January 2018—by Neighbourhood)

**Ashton: 23.7%**  
**Denton: 22.35%**  
**Glossop: 27.6%**  
**Stalybridge: 24.22%**  
**Hyde: 28.46%**

Please use the link below to view the video demonstration for the  
end-to-end referral process provided by NHS Digital

### Video Demonstration Hyperlink



<https://www.youtube.com/watch?v=AVtzoWDKMY>

### Still require training?

Sue Gibson - Commissioning Development Officer - T&G CCG  
is in the process of arranging a one-off training session with  
NHS Digital

Please confirm numbers by **19th February** of anyone wish-  
ing to attend from your GP Practice to [suegibson2@nhs.net](mailto:suegibson2@nhs.net)

**Date & Venue TBC**

## Deferring to Provider

If you need to '*defer to provider*' due to no appointments available on ERS

Please provide the patient with the Trust's Central Booking Office number :

**0161 922 6991**

NHS Digital are working on advanced functionality to allow the Trust's contact number to be added into the system which will print onto the patient letter—this is expected in 3-4 months

At point of referral, please provide the patient with the 'Thank you for choosing Tameside and Glossop Integrated Care NHS Trust' leaflet

## Paper Referral Switch-off

Paper referral switch-off is in place within Plastic Surgery and Paediatrics

Discussions are underway to set a date to switch-off paper for all other services

Further communications to follow

## Advice and Guidance

This service is currently live in;

- Cardiology
- Paediatrics
- Rheumatology (*trial with 5 GP Practices*)

Work-up underway within Diabetes, Respiratory and Dermatology

*Please use A&G for queries regarding NEW patients only, please do not use to expedite current referrals*

## Have your say.....

Following feedback from a number of GPs and Practice Managers, a session is going to be arranged with NHS Digital to talk through technical system issues and future functional changes

**Date, time and location to be confirmed and communicated out to all practice teams**

## PROJECT CONTACTS

**Zoe Maher**  
Directorate Manager  
Outpatients and  
Medical Records,  
ICFT: 0161 922 6364

**Sue Gibson**  
Commissioning  
Development Officer,  
CCG: 07500 571913

**Michelle Shiels**  
Senior  
Transformation  
Manager. ICFT:  
0161 922 5501

8.22% of patients failed to attend their Outpatient appointment in January

Please obtain patients mobile numbers and remind patients to attend their appointments at the point of referral