







E-Referral Service

What's Working (and what's not!)

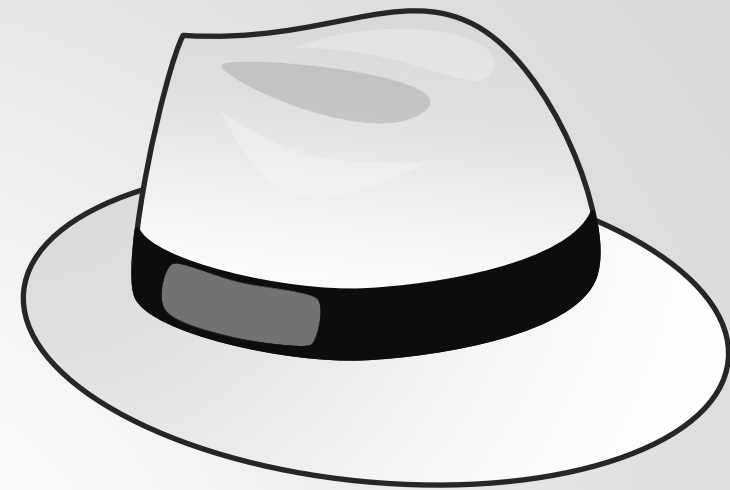
Dr Osman Bhatti
OsmanBhatti@nhs.net
@OsmanBhatti

Six Thinking Hats

Colored Hat	Think Of	Detailed Description
	White Paper	Considering purely what information is available, what are the facts?
	Fire and Warmth	Intuitive or instinctive gut reactions or statements of emotional feeling (without justification)
	Sunshine	A yellow hat is for a positive view of things. It looks for benefits in a situation.
	A Stern Judge	Logic applied to identifying reasons to be cautious and conservative
	Vegetation and Rich Growth	Statements of provocation and investigation, seeing where a thought goes
	The sky and overview	The Blue hat is about process control. It is used for thinking about thinking.

White Hat

– White Paper



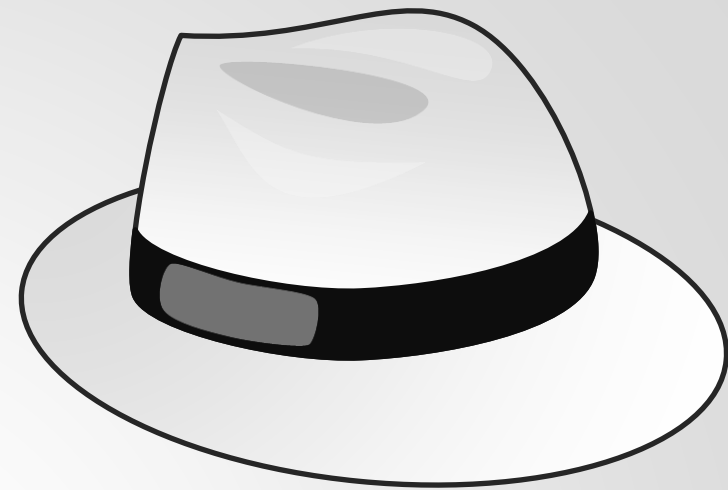
The information seeking hat

What are the facts?
What information is available?
What is relevant?

What do we know?
What don't we know?
What do we need to know?

White Hat

– White Paper



What Do We Know?

eRS is contractual

Referral from primary to secondary care should go through eRS

3 main referral processes

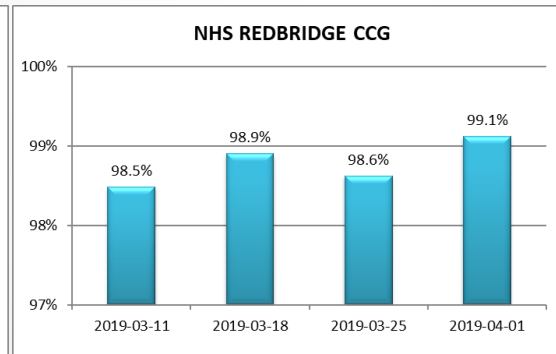
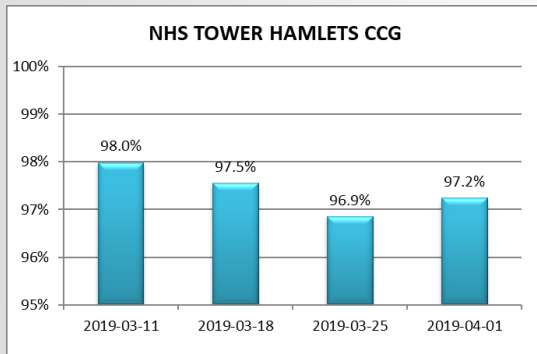
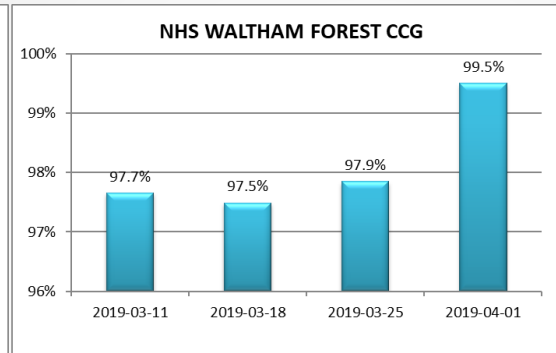
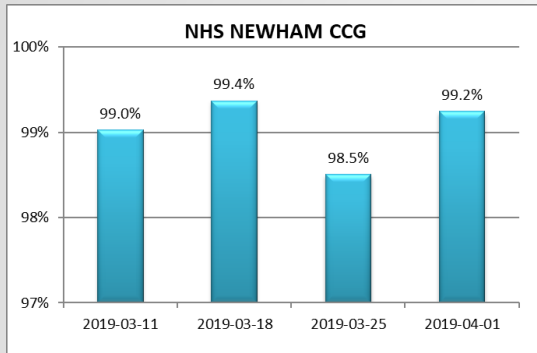
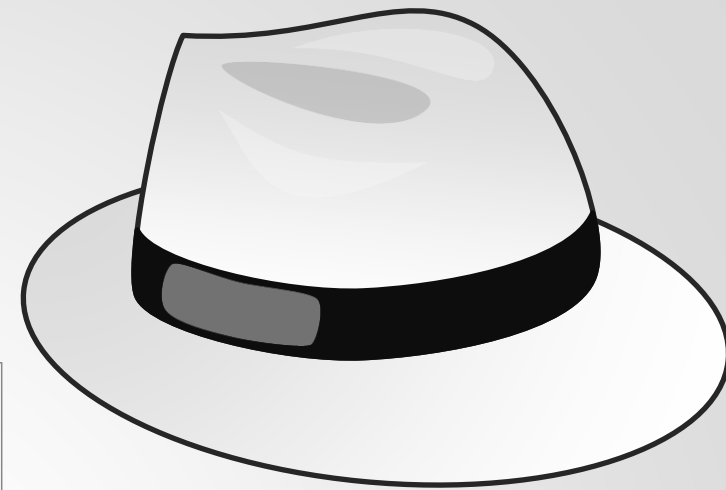
- Booking into clinics (direct / indirect)
- RAS (Referral Assessment Service) – Send For Triage
- Advice & Guidance

Known Issues

- Response times – attaching documents / receiving feedback
- Directory of Service
- Worklist issues / alerts to responses
- RAS referrals requiring prior investigations

White Hat

– White Paper

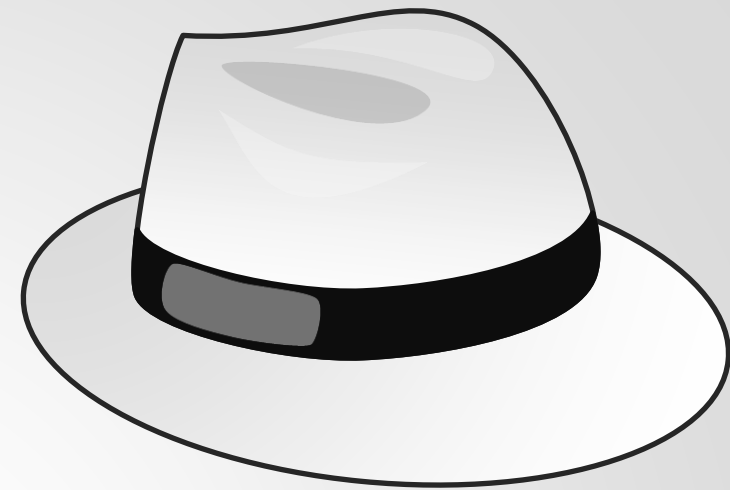


Barts Health eRS Referrals

CCG	Week commencing											
	2019-03-11			2019-03-18			2019-03-25			2019-04-01		
	eRS	Paper	eRS %	eRS	Paper	eRS %	eRS	Paper	eRS %	eRS	Paper	eRS %
NHS NEWHAM CCG	1118	11	99%	1102	7	99%	1055	16	99%	923	7	99%
NHS REDBRIDGE CCG	390	6	98%	360	4	99%	358	5	99%	338	3	99%
NHS TOWER HAMLETS CCG	778	16	98%	796	20	98%	739	24	97%	669	19	97%
NHS WALTHAM FOREST CCG	708	17	98%	660	17	97%	683	15	98%	598	3	100%
4 Main CCGs Total	2994	50	98%	2918	48	98%	2835	60	98%	2528	32	99%

White Hat

– White Paper



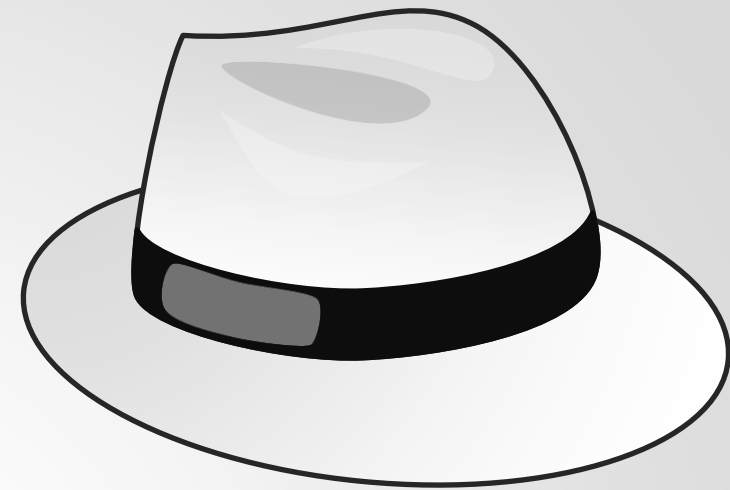
Row Labels	eRS	Paper	eRS %	Paper %
ABERFELDY PRACTICE	63	2	97%	3%
ALBION HEALTH CENTRE	71	2	97%	3%
Barts Virtual Hospital	5	0	100%	0%
BETHNAL GREEN HEALTH CTR.	100	2	98%	2%
BETHNAL GREEN HEALTH CTR.	1	0	100%	0%
BRAYFORD SQUARE SURGERY	40	0	100%	0%
BRUNSWICK MEDICAL CENTRE UHPC	4	0	100%	0%
CITY WELLBEING PRACTICE	56	1	98%	2%
DOCKLANDS MEDICAL CENTRE	74	0	100%	0%
E12 HEALTH	5	0	100%	0%
EAST ONE HEALTH	90	3	97%	3%
GOUGH WALK PRACTICE	112	2	98%	2%
HARFORD HEALTH CENTRE	98	3	97%	3%
HARLEY GROVE MEDICAL CTR.	64	6	91%	9%
HEALTH E1	11	0	100%	0%
ISLAND HEALTH	134	1	99%	1%
JUBILEE STREET PRACTICE	132	5	96%	4%
MERCHANT STREET PRACTICE	42	3	93%	7%
POLLARD ROW SURGERY	29	1	97%	3%
ROBERTON STREET SURGERY	68	0	100%	0%
RUSTON STREET CLINIC	38	0	100%	0%
ST ANDREWS HEALTH CENTRE	134	7	95%	5%
ST ANDREWS HEALTH CENTRE	1	0	100%	0%
ST. KATHERINE'S DOCK PRACTICE	21	1	95%	5%
ST. PAUL'S WAY MEDICAL CTR	172	1	99%	1%

ST. PAUL'S WAY MEDICAL CTR	2	0	100%	0%
ST. STEPHENS HEALTH CENTRE	154	1	99%	1%
ST. STEPHENS HEALTH CENTRE	1	0	100%	0%
ST.PAUL'S WAY MEDICAL CTR	1	0	100%	0%
STROUTS PLACE MEDICAL CENTRE	33	0	100%	0%
THE BARKANTINE PRACTICE	139	5	97%	3%
THE BLITHEHALE MED.CTR.	94	6	94%	6%
THE CHRISP STREET HTH CTR	145	4	97%	3%
THE GLOBE TOWN SURGERY	74	3	96%	4%
THE GROVE ROAD SURGERY	5	0	100%	0%
THE LIMEHOUSE PRACTICE	117	4	97%	3%
THE LIMEHOUSE PRACTICE	1	0	100%	0%
THE MISSION PRACTICE	85	2	98%	2%
THE SPITALFIELDS PRACTICE	118	0	100%	0%
THE STROUDLEY WLK HTH CTR	27	0	100%	0%
THE WAPPING GROUP PRACTICE	100	1	99%	1%
THE WAPPING GROUP PRACTICE	1	0	100%	0%
TREDEGAR PRACTICE	53	1	98%	2%
WHITECHAPEL HEALTH CENTRE	87	3	97%	3%
XX PLACE HEALTH CENTRE	12	1	92%	8%
XX PLACE HEALTH CENTRE	168	8	95%	5%

Grand Total 2982 79 97% 3%

White Hat

– White Paper

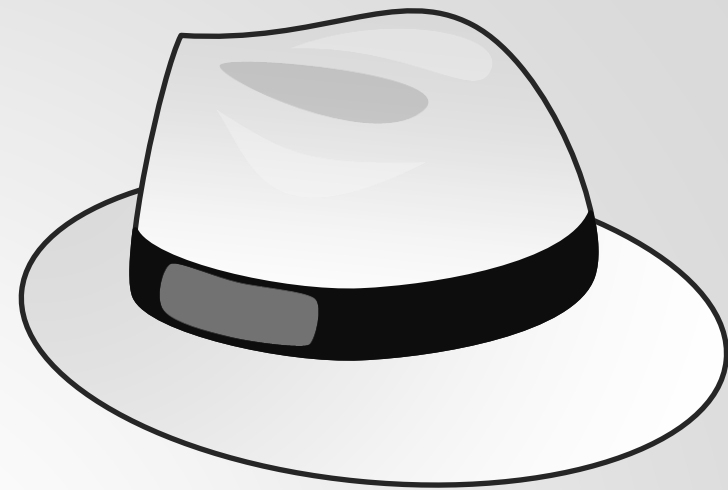


Row Labels	Paper %	Paper	eRS %	eRS
Trauma and Orthopaedics	0%	0	100%	170
Rheumatology	0%	0	100%	100
Cardiology	0%	0	100%	97
Paediatric Ear Nose and Throat	0%	0	100%	90
Nephrology	0%	0	100%	81
Paediatric Dermatology	0%	0	100%	66
Paediatric Ophthalmology	0%	0	100%	51
Vascular Surgery	0%	0	100%	50
Clinical Haematology	0%	0	100%	37
Allergy	0%	0	100%	33
Neurology	0%	0	100%	30
Gynaecology (Fertility)	0%	0	100%	28
Paediatric Gastroenterology	0%	0	100%	23
Pain Management	0%	0	100%	22
Paediatric Trauma and Orthopaedics	0%	0	100%	15
Paediatric Surgery	0%	0	100%	9
Hepatobiliary & Pancreatic	0%	0	100%	8
Haem Oncology	0%	0	100%	4
Haemophilia	0%	0	100%	3
Diabetes	0%	0	100%	2
Neurosurgery	0%	0	100%	2
Paediatric Endocrinology	0%	0	100%	2
Paediatric Plastic Surgery	0%	0	100%	2
Paediatric Urology	0%	0	100%	2
Podiatry	0%	0	100%	2
Cardiac Surgery	0%	0	100%	1

Colorectal Surgery	1%	1	99%	191
Ophthalmology	1%	1	99%	122
Dermatology	1%	3	99%	314
ENT	1%	2	99%	193
Gynaecology	1%	3	99%	202
Breast Surgery	2%	6	98%	245
Paediatrics	3%	5	97%	158
Gastroenterology	3%	10	97%	307
Urology	4%	3	96%	73
General Surgery	4%	2	96%	46
Endocrinology	4%	1	96%	22
Metabolism and Diabetes	5%	2	95%	37
Plastic Surgery	6%	2	94%	30
Respiratory Medicine	10%	6	90%	52
Tuberculosis	17%	1	83%	5
Gynaecological Oncology	20%	3	80%	12
Hepatology	21%	10	79%	37
General Medicine	50%	1	50%	1
Infectious Diseases	60%	6	40%	4
Paediatric Respiratory Medicine	67%	2	33%	1
Dietetics	100%	3	0%	0
Trauma & Orthopaedics - Upper Limb	100%	2	0%	0
Colposcopy	100%	1	0%	0
Paed Dietetics	100%	1	0%	0
Stroke Medicine	100%	1	0%	0
Trauma & Orthopaedics - Lower Limb	100%	1	0%	0

White Hat

– White Paper



Published Resources

Coding and Attaching Documents to eRS

<https://1drv.ms/b/s!AopJKW6n1BzGhcEaYQj-SkV2b4rUIQ>

Screencast on RAS referral process

<https://youtu.be/Oowj1le9GwE>

Screencast on Resource Publisher and finding documents

<https://youtu.be/C7zU3vpQ6rA>

How to refer suspected cancer (2ww) referrals:

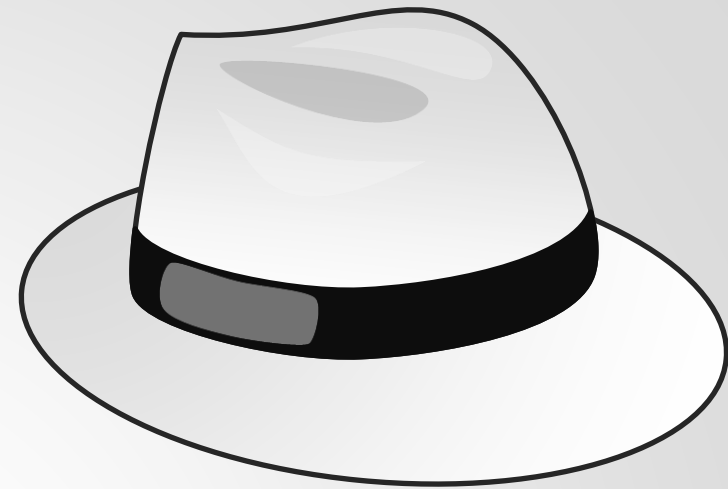
<https://1drv.ms/b/s!AopJKW6n1BzGhdQwUl9hLBgXg4RSQ>

Worklist guide

https://1drv.ms/b/s!AopJKW6n1BzGhdQsOOT3U_zz6WQHew

White Hat

– White Paper



The information seeking hat

When wearing the white hat we are neutral in our thinking

Exclude opinions, hunches, judgements

Remove feelings & impressions

What are the additional facts you have on eRS?

What information is available to you?

What is relevant to know?

What do we know?

What don't we know?

What do we need to know?

Red Hat

- Fire and Warmth

Emotions & feelings

What do you feel about eRS?

What are your gut reactions?

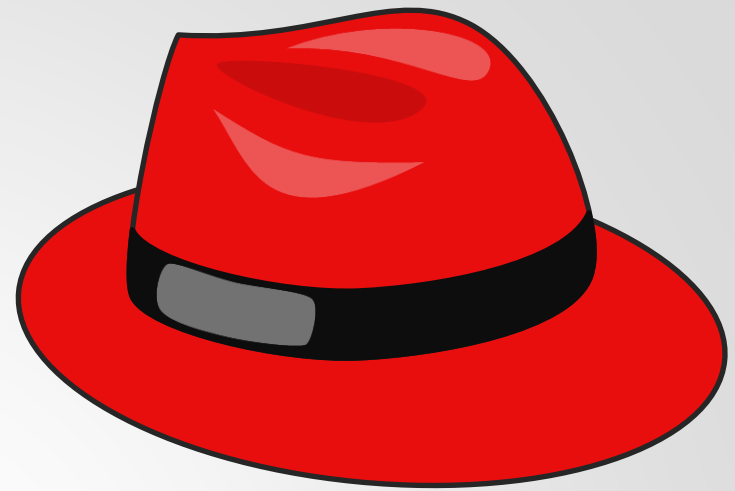
What intuitions do you have?

Don't think too long or too hard

Hunches, intuitions, impressions

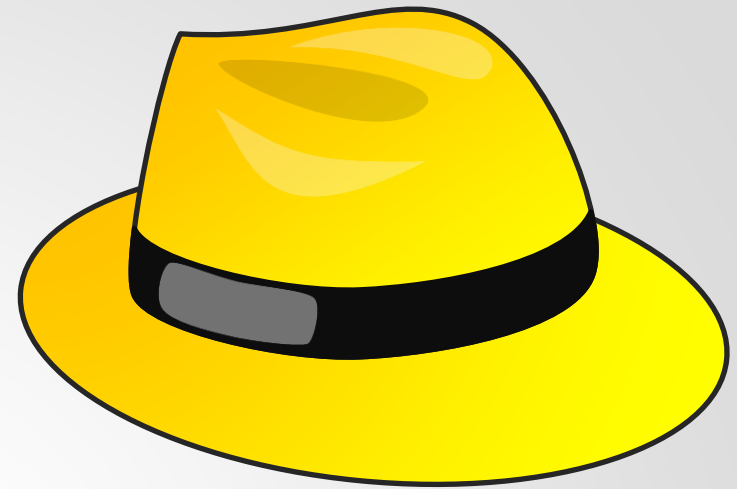
Doesn't have to be logical or consistent

No justifications, reasons or basis



Yellow Hat

- Sunshine



Positive & speculative

Be positive and constructive

All about effectiveness and getting a job done

What are the benefits, the advantages of eRS?

Positive thinking, optimism, opportunity

Benefits

Best-case scenarios

Exploration

Black (Purple) Hat

- A Stern Judge



Cautious and careful

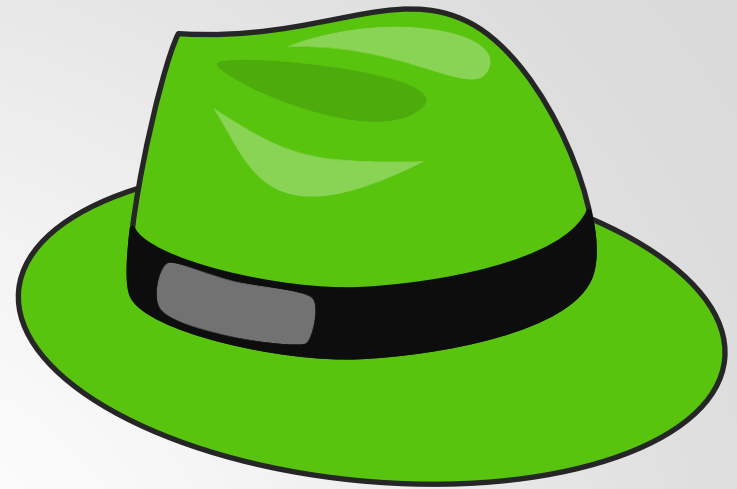
The caution hat

Look for errors or pit-falls within eRS
What are the risks or dangers involved?
Identify difficulties and problems

Logical negative – why it won't work
Critical judgement - pessimistic view
Separates logical negative from emotional
Focus on errors, evidence, conclusions
Logical & truthful, but not necessarily fair

Green Hat

- Vegetation & Rich Growth



New ideas, concepts, perceptions

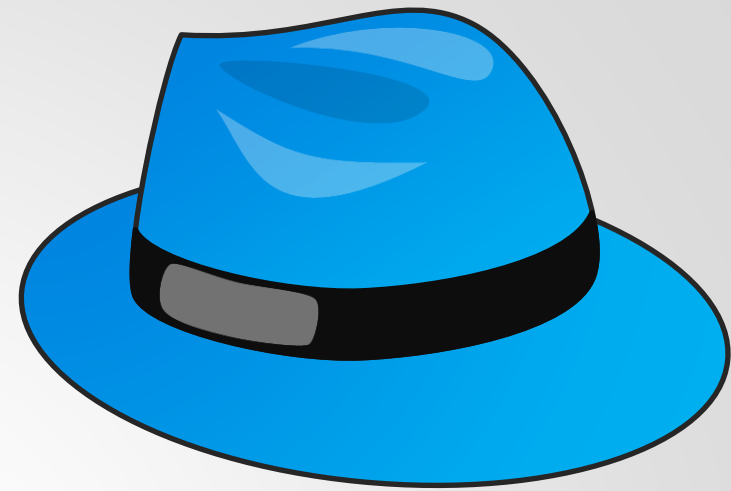
This is the creative mode of thinking
Green represents growth and movement

Look to new ideas and solutions for eRS
Lateral thinking

Deliberate creation of new ideas
Alternatives and more alternatives
New approaches to problems
Be Creative

Blue Hat

- The sky and overview



Thinking about thinking

Organising thinking itself

Monitor and reflect on the thinking processes used

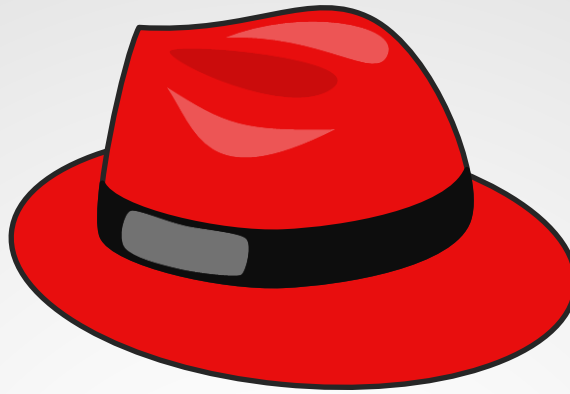
Blue is for planning and discipline

What have we achieved?

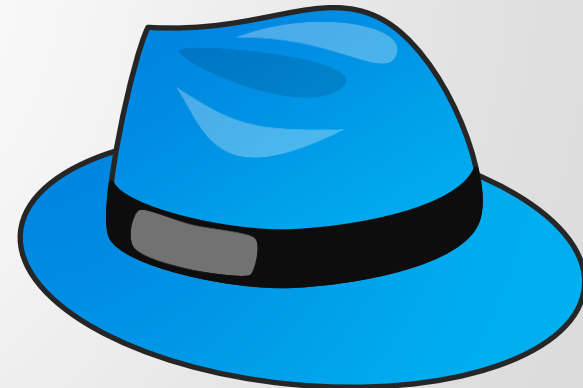
Conclusions

Design and Solutions

Next steps?



Thank You



Dr Osman Bhatti
OsmanBhatti@nhs.net
@OsmanBhatti