NHS Bradford and Airedale
Data Quality Team

ELECTRONIC ADVICE SERVICE (e-consults)
A STEP BY STEP GUIDE FOR GPs

This guide is designed to support Clinician's when using the BAtPCT Electronic Advice Service's data entry template.

The template is designed to help GPs in Bradford & Airedale to use e-consults as a way of getting a specialist opinion about the management of specific patients in certain clinical circumstances depending on agreed clinical algorithms. A pilot in the use of this service for CKD management has identified improvements in patient experience and communication between GPs and consultants.

Before you begin – if the patient who you are requesting advice for is already known to the service; either because they are already under their care, have a share in place already or you have requested an E-Consult for this patient in the past - then do **NOT** use this service.

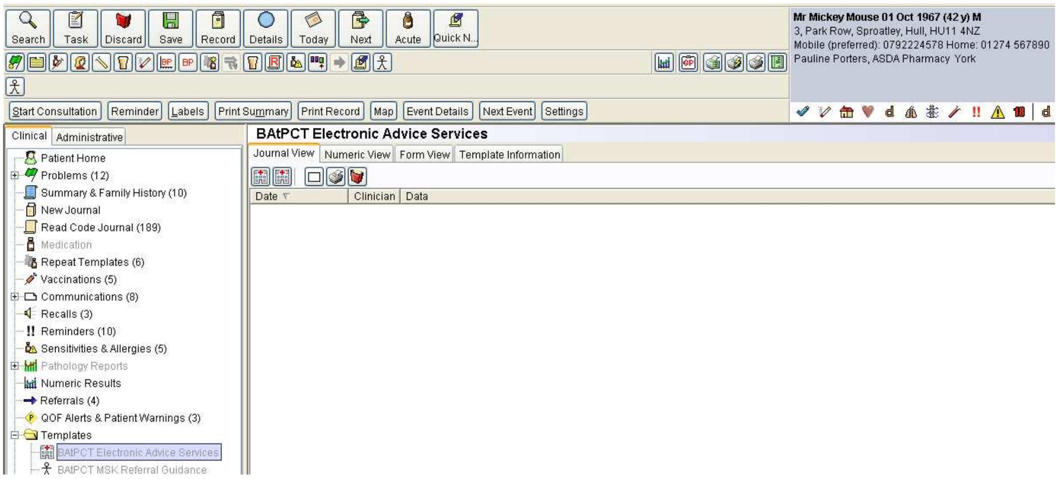
Please send the service a task to request advice.

Do **NOT** use this service for patients who are acutely ill or who require hospital admission or urgent outpatient treatment.

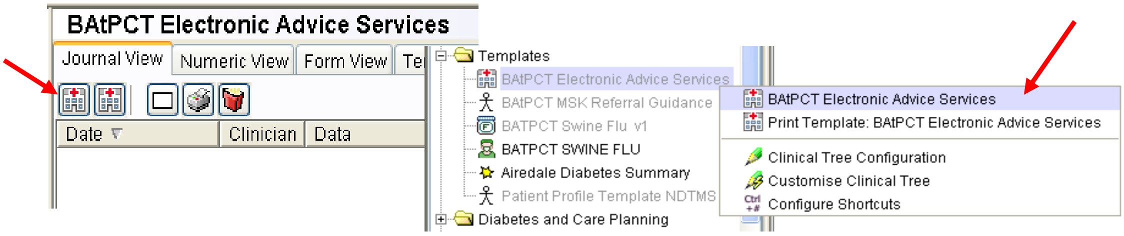
Making an E-Consult

***In order to view the BAtPCT Electronic Advice Services template, Practices must apply it to their Organisational clinical tree in SystmOne, if you have configured your own clinical tree then the you will need to add them to your own. If you need any support with this please contact your Data Quality Specialist. ***

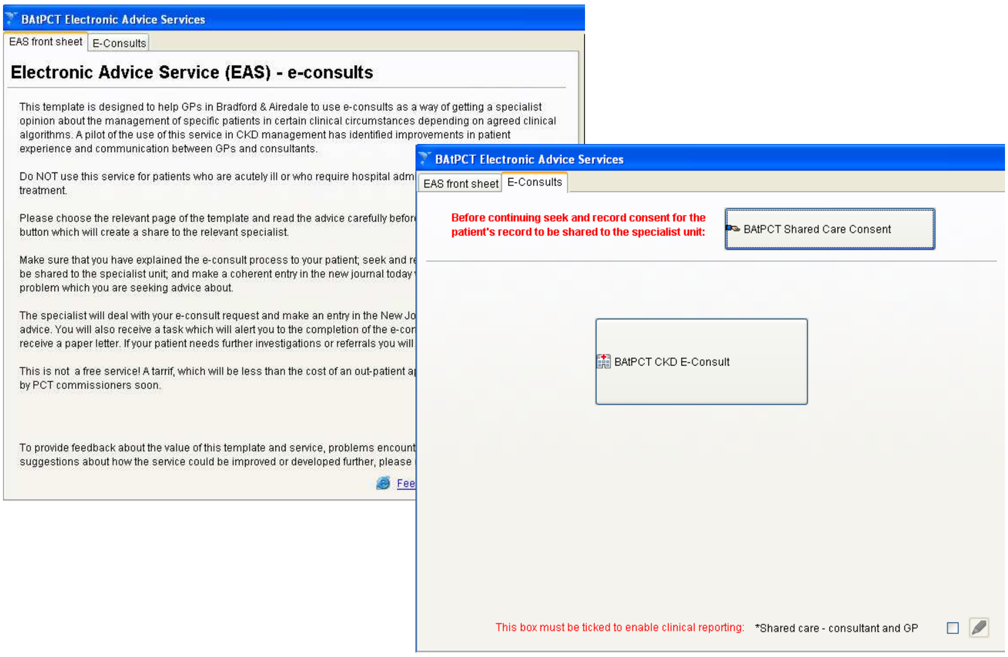
1. Open the record of the patient who you are requesting electronic advice about. From the clinical tree highlight the template named **BAtPCT Electronic Advice Services**.



2. Open the template by clicking on the template's icon or from the clinical tree by right clicking the highlighted template and selecting **BAtPCT Electronic Advice Services**.

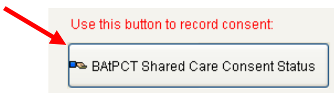


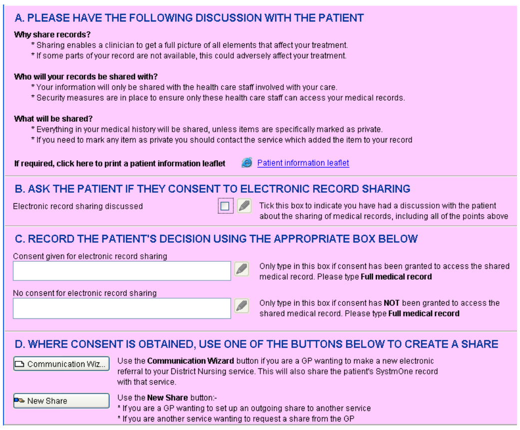
4. When the template opens, please ensure you read the guidance page to ensure you are requesting advice appropriately, and then select the **E-Consults** tab.



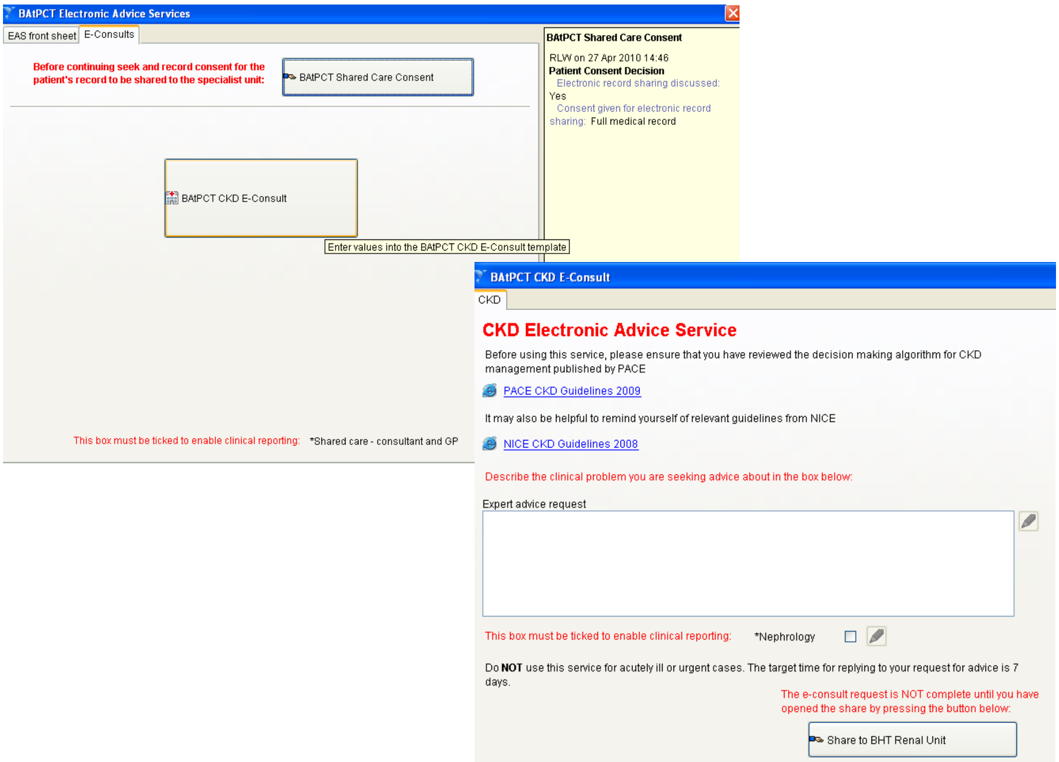
5. Next make sure that you have explained the e-consult process to your patient; seek and record consent for their record to be shared to the specialist unit.

Click the button to open the **BAtPCT Shared Care Consent Status** template and record your discussion.

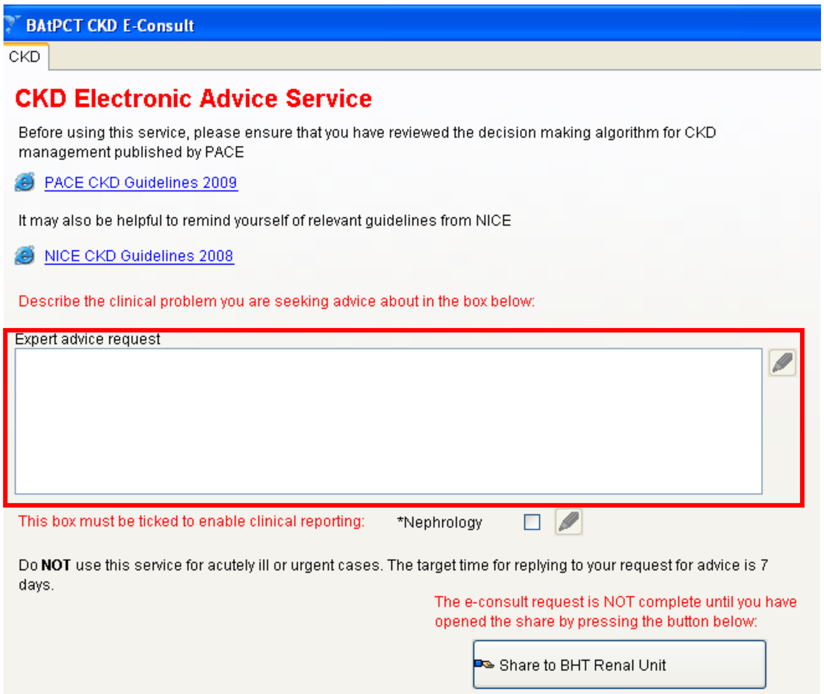




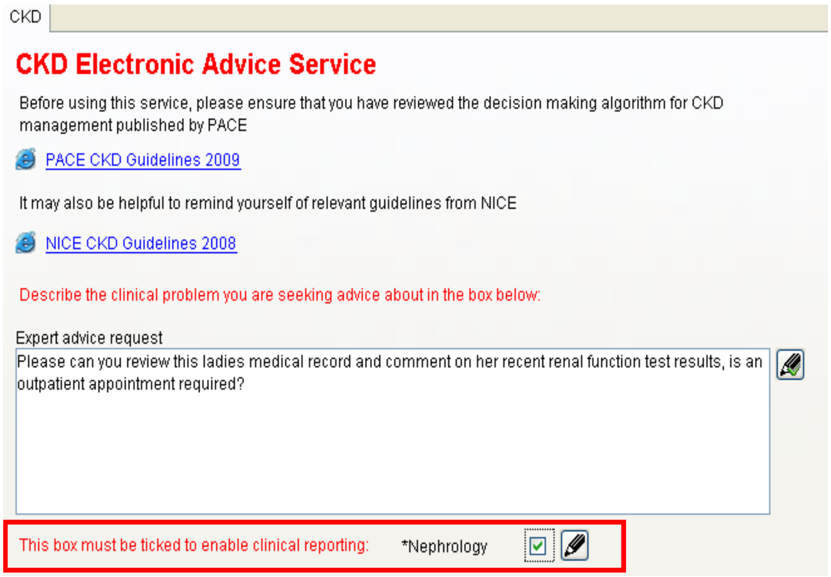
6. Once consent has been recorded, choose the speciality that you would like to make an E-Consult to. This will open a new template, before proceeding please ensure that you have reviewed any relevant clinical algorithms.



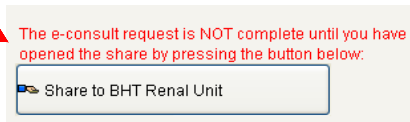
7. Next, make a coherent entry in the "Expert Advice Request" box which describes the clinical problem which you are seeking advice about.

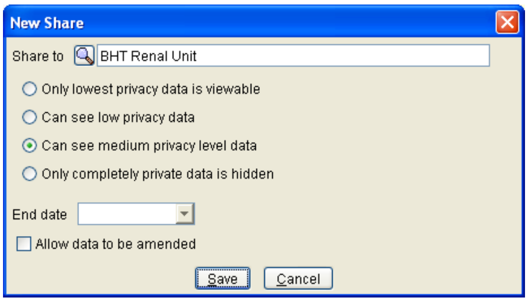


8. Next, for clinical reporting purposes, tick the box for which speciality you are requesting an E-Consult from.

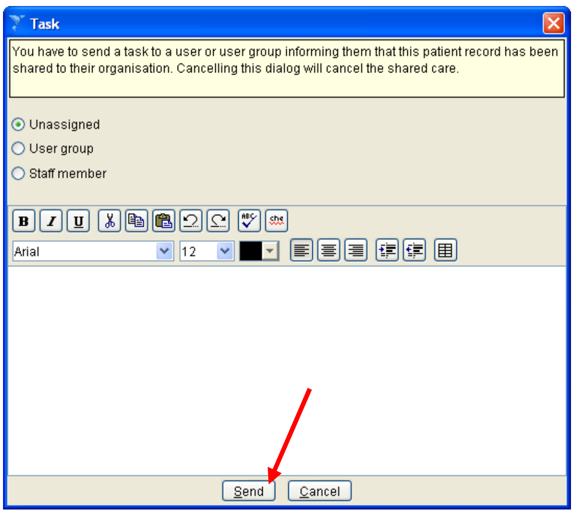


9. Next select the quick action button which will create a share to the relevant specialist. Do not change the default share settings, click **Save**.



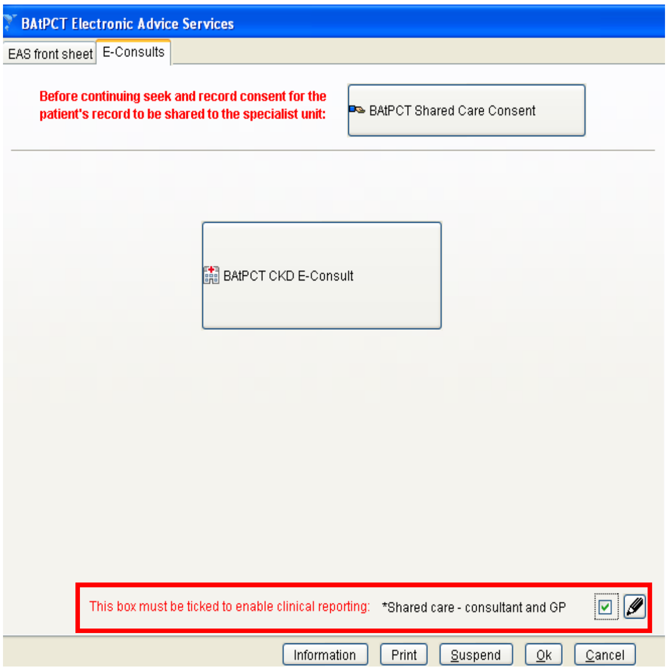


10. A new task window will open; leave the task unassigned if you don't know who should receive it. Type a brief message informing the team that you are requesting electronic advice and details can be found in the new journal. Click **Send**.

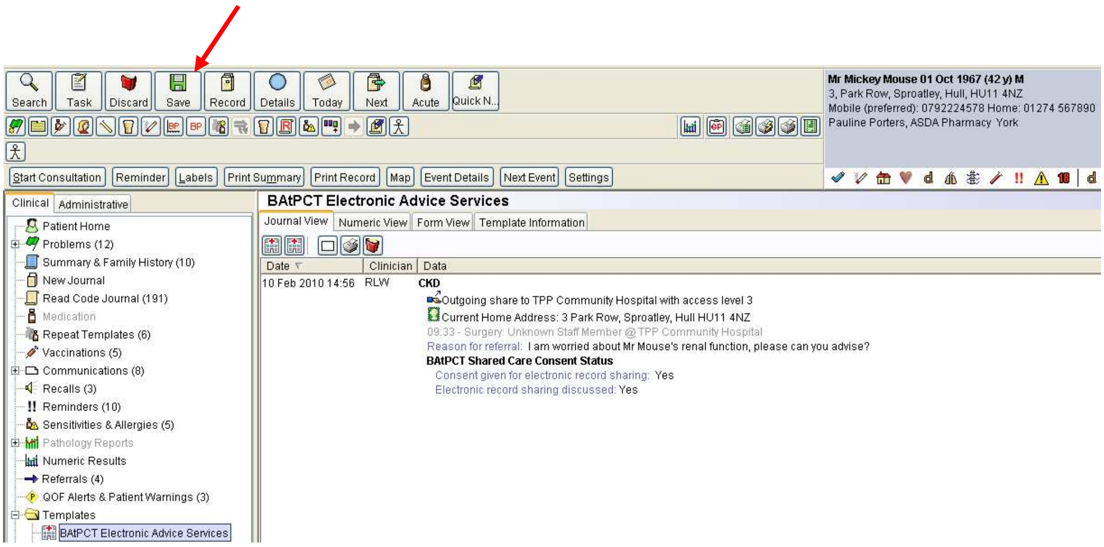


11. Once the template is complete and the task sent, click **Ok** to close the template and be returned to the **BAtPCT Electronic Advice Services** template.

12. Next, tick the box for Shared care – Consultant and GP for clinical reporting purposes. Click Ok to close the template.



13. To complete the process you must ensure you **Save** the patient's record. Details of your request can be found in the New Journal and in the template view.



Receiving an E-Consult Response:

The specialist will deal with your E-Consult request within 7 days of receipt. You will receive a task which will alert you to the completion of the e-consult opinion; an entry will be made in the New Journal which details their advice. If no further action is required the patient's care will be ended at the unit which you have opened a share to after 6 months.

Should you require clarification about the response from the Consultant or need further dialogue then please use the task functionality. If you have any problems tasking the consultant or service concerned please contact your Data Quality Specialist.

The task will be returned to your unit **unassigned** with a task type of **Electronic Advice Service Consultant Response**. It is your responsibility to ensure that the task is assigned to the relevant person or group in the practice. This can be done using a rule.

You will NOT receive a paper letter. If your patient needs further investigations or referrals you will still need to arrange these.

If you wish to provide feedback about the value of this template and service, problems encountered when using this service, suggestions about how the service could be improved or developed further, please use the link on the guidance page of the **BAtPCT Electronic Advice Services** template.