

Enhanced Access Newsletter: October 2022

Practices | Reception & Admin Teams | EA Clinicians

Practices

1. Fair Usage of appointments - Please can all practices have a system in place, so they do not go over their weekly EA appointment allocations. If practices go over, these appointments will no longer be available for other practices to use within their allocation. Carol will continue to inform practices about their usage. If practices over book they will be asked to move their appointments to the following week.
2. Please remind patients that if they are unable to make the EA appointment, they can cancel by ringing your own surgery or 01707 294 358. Where applicable please send a reminder text message to those patients who have been booked for an appointment.

Reception Teams

3. Please remember to continue making sure that when booking a patient into Enhanced Access that consent is obtained, the reason for the appointment is stated, if it either face to face or a telephone consultation and the correct patient identifiable information (including contact numbers).
4. When a patient requests a telephone consultation, please inform them that the Clinician will call them within their clinical session. The reason behind this is clinicians review their clinic list and plan their day accordingly in case they wish to bring the patient who they phoned down for a face-to-face examination during their clinic.
5. Where an eCONSULT is added into Enhanced Access please clearly state if the patient is expecting either a telephone consultation or if it is a Face-to-Face appointment. If clinically appropriate and a photograph is not included, please do try and encourage the patient to take clear photos and submit it via eCONSULT or AccuRx.

EA Clinicians

6. In September there was an EMIS issue which primarily caused problems when prescribing medications. EMIS also was generally crashing from time to time which added an additional burden on clinicians. We apologise for this issue. This was subsequently flagged up to ITS who did a remote upgrade which they state will prevent the above from happening. We will be keeping an eye on this.

7. If IT issues were to occur, for example, unable to request an investigation or prescribe (and the patient can wait for their surgery to open) please clearly write the indication on the clinical system for the reason for this and what you are looking for (particularly in the case for radiological investigations). This will allow the practice clinicians to complete the request without having to come back to our EA clinicians for more information.
8. Please can all clinicians highlight any ongoing problems to Carol, Laura or myself so they can be looked into and rectified. Following or during any IT issues on the day, by keeping a record of any administrative patient tasks this can be forwarded onto the relevant practices via e-mail as a temporary measure by Carol.
9. Referrals – Please remember to complete the appropriate referral forms on both SystemOne and EMIS and remember to send this information over to the EA Admin Team so they can forward this onto the practices for them to action. Please be **extra careful** to ensure that 2WW proformas are completed and the referral letter done and this is tasked to the EA Admin Team to send to the practices.

Recruitment

10. We are actively recruiting for more clinicians to work for Ephedra so please feel free to let any GPs/Nurses/Allied health care professionals who work with you know. The link below has information about working for Ephedra.
www.ephedrahealthcare.co.uk/working-for-ephedra-healthcare-ltd
11. We are always looking at ways to improve and obtain feedback about the the EA Service to improve patient/practice/clinician experience, so if anyone has any feedback, please let us know by dropping an e-mail to Chendoran.kanthi@nhs.net

Thank you all for your time and commitment to the service.