

MAKING THE BEST USE OF ADVICE AND GUIDANCE

For Primary Care Teams

Keep the A&G referral polite and succinct with:

- A clear question that the advice will address
- Avoid simply screen shotting consultations -see point above
- Brief History and Examination findings
- Details of specific related investigations rather than 'see ICE'
- Attach any previous relevant A & G conversations between GP and consultant in that speciality- these are not easily accessed on the hospital system
- Ensure it is clear which GP the referral is from

Continue peer discussions for all the practice's referrals including A&G referrals.

If multiple issues need addressing then consider sending a regular e-referral instead.

Rather than using A&G write directly to the relevant consultant team if the patient is already under consultant care in that clinical speciality- sent via internal mail or contact details in the OPD letter.

If clinically urgent ring the speciality team, expect a turnaround of normally less than 5 working days maximally under 2 weeks.

Look at FAQ's /Guidelines where relevant

For Secondary Care Teams

Keep the A&G reply polite and succinct with:

- Clear advice
- Detail of why the patient does not need to be seen if that is the evaluation
- Check suggested investigation can be initiated eg GP can't request MRIs
- Ensure investigations are proportionate to a pre-referral workup
- Ensure it is clear which consultant the reply is from

Teams of clinicians coordinating and peer referencing the replies considered a model of best practice

Ensure that relevant local guidelines have been shared with the respective CCG's and consider Frequently Asked Questions documents to avoid repeated similar A & G queries.

List of specialities at Northumbria undertaking Advice and Guidance

Cardiology	Colorectal surgery	Diabetic medicine
Endocrinology	Gastro	Gynae
Haematology	Healthy Hearts/Lipids	Hernia
Paediatrics	Pain management	Plastics
Respiratory	Rheumatology	Sleep studies
Stroke/TIA	Upper GI	Urology
Musculoskeletal Medicine/Orthopaedics		

Working together:

Northumbria Healthcare NHS Foundation Trust
Northumberland Clinical Commissioning Group (CCG)
North Tyneside Clinical Commissioning Group (CCG)