

BHSCT CARDIOLOGY TELEPHONE ADVICE HELPLINE & CCG 'REFERRAL FOR ADVICE' PILOT DURING THE COVID-19 PANDEMIC

The Cardiology team in Belfast Health and Social Care Trust have introduced an advice line for patients who receive cardiac care at the Belfast Heart Centre.

The aim is to ensure patients with cardiac conditions receive timely access to Cardiology services during the COVID-19 pandemic.

Monday–Friday, 9am–5pm
TELEPHONE NUMBER – 028 96150100

The telephone helpline will provide patients and GPs access to a Cardiology Specialist Nurse and Consultant Cardiologist.

CCG REFERRAL FOR ADVICE

The CCG referral for advice function provides additional access for GPs to Cardiology advice, and a means to provide additional information e.g. ECG. If you require a guide on how to attach scanned documents such as previous clinic letters or ECGs this is available at <http://electiveopdreferral.hscni.net/cardiology-apr-2020-attaching-ecgs-and-documents/>

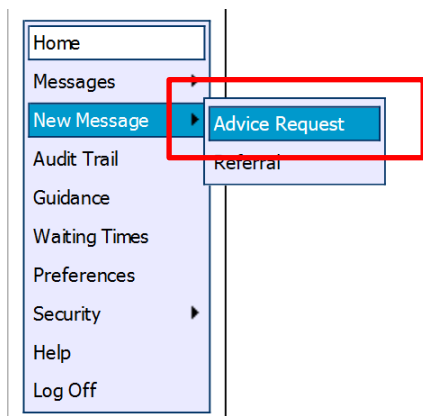
The Cardiology team aim to provide timely advice and consultation for current outpatients who are under the care of Cardiology in Belfast at the RVH, BCH or Mater sites.

Telephone messages and CCG 'Referrals for Advice' received out of hours will be answered the next working day.

New outpatient referrals to the cardiology team should be made via normal referral processes.

Emergency cardiac presentations should be referred to local Emergency Department via usual referral processes.

We are aware that many GPs may not be familiar with CCG Referral for Advice so screengrabs are as below:



The options for advice request are selected in CCG:

HSC **New Advice Request**

My Favourites: (Select favourite) ▾

Send to: Belfast Health and Social Care Trust ▾
Belfast Health and Social Care Trust Non-GP Locations/Providers ▾
Royal Victoria Hospital ▾
CARDIOLOGY ▾

Protocol: Advice Request ▾

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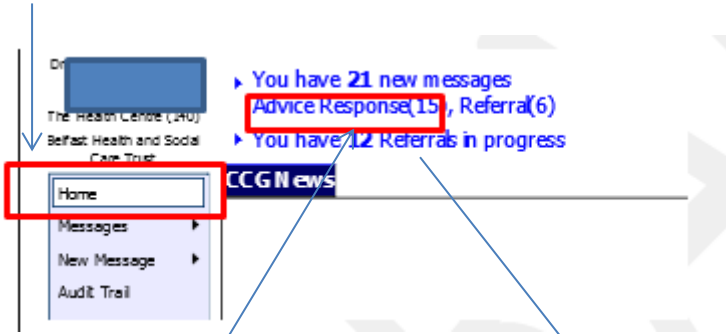
PLEASE NOTE:

It is important to check CCG Home for the **ADVICE RESPONSE**, which can then be printed and scanned or cut and pasted to the patient's notes in the GP Clinical Info System.

The Advice Response does NOT get sent in paper or Electronic Document transfer, and GPs MUST check CCG Home. When printed / read the Advice Response can be deleted from CCG Home.

We aim to provide a response to all queries by the next working day.

See below:



Clicking Advice Responses brings up a Worklist (example shown Endocrinology/Diabetic):

Advice Response Worklist (filtered items)						
		Date	Patient	From	To	
Joseph	<input type="checkbox"/>	14-Mar-2020 14:09	Re [Redacted] 22	ENDOCRINOLOGY/DIABETIC	The Health Centre (140) (Advice Response)	
Joseph	<input type="checkbox"/>	10-Mar-2020 10:07	Re [Redacted] 64	ENDOCRINOLOGY/DIABETIC	The Health Centre (140) (Advice Response)	