

PAEDIATRIC MEDICINE REQUEST FOR ADVICE November 2021

The Paediatric Medicine team in Belfast Health and Social Care Trust have introduced a pilot 'referral for advice' function for specific patient groups (as outlined below), **who are not currently receiving care** under a Paediatrician.

The aim is to provide timely advice for patients in the Belfast Trust with **General Medical Paediatric conditions** during the COVID-19 pandemic.

- The 'request for advice' (RFA) function can be used for patients aged 0-15 years old (up to 16th birthday)
- We encourage RFA on common general paediatric conditions but unfortunately cannot advise on more specialist issues or the management of acutely unwell children. Below is listed some of the common conditions with which we could help.

Suggested conditions (non-exhaustive)

- Chronic constipation
- Recurrent or atypical UTI (not acutely unwell)
- Lymphadenopathy (not acutely unwell)
- Chronic abdominal pain
- Headaches (non red flag)
- Gastro-oesophageal reflux / Cow's milk protein allergy

CCG REQUEST FOR ADVICE

The CCG request for advice function provides additional access for GPs to General Paediatric Medical advice on the management of patients with common general medical paediatric conditions.

We aim to provide timely advice and consultation for potential future patients.

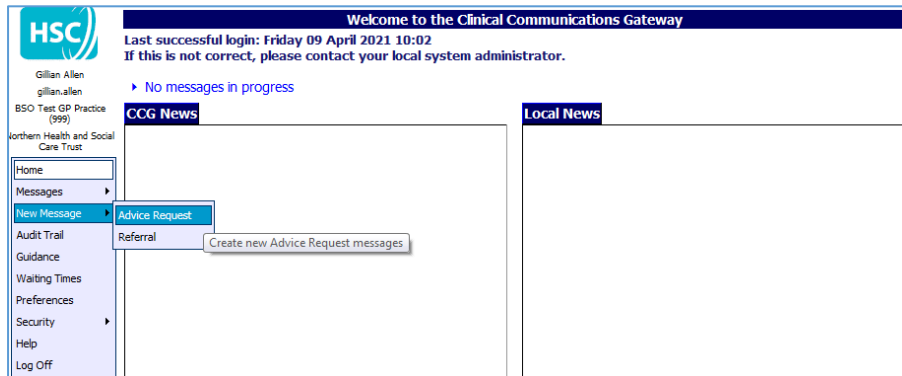
We aim to respond to CCG 'Referrals for Advice' within 7 days, with referrals usually reviewed on a Wednesday.

Important notes:

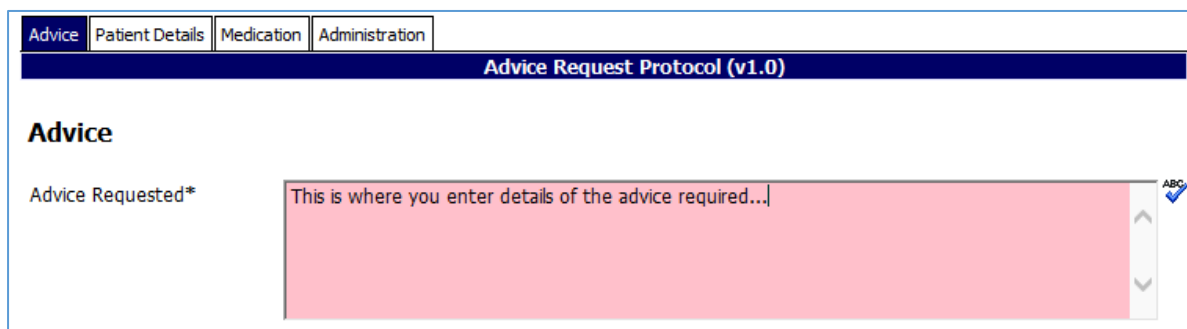
1. **Emergency Paediatric presentations** should be referred to local Emergency Department via usual referral processes.
2. New outpatient referrals to the General Paediatric medical team whom you feel require face-to-face attendance should continue to be made via normal referral processes.
3. **Suspected** cancer referrals should be referred via the red flag referral pathway on CCG

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

1. Select New Message >> Advice Request



2. Select 'Create': the **Advice Request Template** will be generated. The first tab **Advice** is where a GP can type the information that they wish to send to a Consultant. (The other 3 tabs **Patient Details**, **Medication** and **Administration** will be populated with information from the patient record).




3. Once the Admin screen is completed, the same functionality is available as on the referral template i.e. **Attach** and **Park** buttons, and these work in the same way as before:

| | | | |
|---|--|------------|----------------|
| Advice | Patient Details | Medication | Administration |
| Advice Request Protocol (v1.0) | | | |
| Administration | | | |
| Requested By | | | |
| GP Practice | BSO Test GP Practice (999) ▼ | | |
| GP | ▼ | | |
| Name* | | | |
| GMC Code* | | | |
| GP Cipher* | | | |
| Practice Code | | | |
| Practice Name* | | | |
| Address* | | | |
| Phone Number* | | | |
| Fax Number | | | |
| Requested Of | | | |
| Specialty | CARDIOLOGY | | |
| Hospital Name | Royal Victoria Hospital | | |
| Address | The Royal Hospitals 274 Grosvenor Road Belfast BT12 6BA | | |
| <input type="button" value="Cancel"/> <input type="button" value="Attach"/> <input type="button" value="Preview Letter"/> <input type="button" value="Spellcheck"/> <input type="button" value="Park"/> <input type="button" value="Send"/> | | | |

Note: A copy of the Advice Request will ONLY be stored in the patient record for those practices using INPS Vision. All other clinical systems DO NOT store a copy of the Advice Request back into the patient record automatically so would have to be scanned in.

- When the GP logs into CCG this information will be displayed at the top of the home screen. **(N.B. if logged into CCG with a patient selected, only Advice Responses for that patient will be listed).**

| | | |
|--|---|--|
|  Belfast City Hospital Belfast Health and Social Care Trust | Welcome to the Clinical Communications Gateway Last successful login: Friday 22 September 2017 10:57 If this is not correct, please contact your local system administrator. | |
| | ▶ You have 137 new messages Referral(129), Advice Request(8) ▶ You have 10 Advice Responses in progress | |
| Home Messages ▶ New Message ▶ Audit Trail Guidance Waiting Times Preferences Security ▶ Help Log Off | CCG News Regional Directory of Services Regional Directory of Services click here for more... This is a CCG News Item This is a CCG News Item | Local News This is a Local CCG News Item This is a Local CCG News Item |

- If an Advice Request has been submitted and the Advice Response has been received, both messages will be shown together in the work list under **Messages >> Advice Response** i.e. if a request has been replied to you will no longer see the Advice Request separately in the work list. Also note that the **Advice Response** has a different symbol in the work list

The screenshot shows the 'Advice Response Worklist' interface. At the top, there is a search bar with the title 'Advice Response Worklist (search results)'. Below the search bar, there are search filters for 'From' (4-Feb-2013) and 'To' (4-Mar-2013). There are also input fields for 'Patient surname contains', 'Patient forename contains', and 'HClx begins', with 'Clear search' and 'Search' buttons. A table of results is displayed below, with columns for 'Date', 'Patient', 'From', 'To', and 'Status'. The table contains three rows of data.

| Date | Patient | From | To | Status |
|-------------------|------------|--------------------------|---|-----------|
| 05-Mar-2013 11:29 | [REDACTED] | ENDOCRINOLOGY | The Health Centre (227) (Advice Response) | Submitted |
| 26-Feb-2013 12:04 | [REDACTED] | UROLOGY | The Health Centre (227) (Advice Response) | Submitted |
| 25-Feb-2013 22:11 | [REDACTED] | DIABETIC - PRE PREGNANCY | The Health Centre (227) (Advice Response) | Submitted |

PLEASE NOTE:

It is important to check CCG Home for the **ADVICE RESPONSE** which can then be printed and scanned or cut & 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.