

4<sup>th</sup> December 2017

To Avon LOC Members

Dear Colleague,

**RE: Ophthalmology Referral Management Pilot with Evolutio**

In October 2016 Wiltshire CCG commissioned a referral management pilot with Evolutio Care Innovations Ltd. This pilot was to receive all Ophthalmology referrals from Primary Care in Wiltshire with the aim of providing the CCG information on trends to support our commissioning needs.

Following review of the successful pilot and the positive work Evolutio delivered on our behalf, Wiltshire CCG agreed there is an on-going need for referral management with clinical triage to ensure appropriate referrals to secondary care. In October 2017 Wiltshire CCG implemented a new system for Ophthalmology as part of the CCG run Referral Management Centre to offer a single point of access from Primary Care for all specialties.

This service provides a review and triage of all referrals, and checks them against the CCG clinical policies (<http://www.wiltshireccg.nhs.uk/what-we-do-and-dont-fund>). If a referral does not contain the relevant information or does not meet a clinical threshold, this will be rejected back to the referrer. For appropriate referrals that can proceed through to secondary care, the service will add the details onto the Electronic Referral System (ERS – formally Choose and Book), contact the patient, provide a choice discussion about suitable providers for their appointment or treatment, and book their appointment ensuring they are on the correct pathway.

**Therefore please send any referral for Ophthalmology to:**

- **Email:** [wccg.rss-eyes@nhs.net](mailto:wccg.rss-eyes@nhs.net)
- **Secure fax:** 01380 733856 - please only use this if you do not have access to an NHS email account.

Within the NHS it is good practice and an information governance requirement to ensure information is sent securely. NHS email is the primary method to achieve this. If you do not currently have access to an NHS email, I would encourage practices to acquire an account to improve how you transmit information.

As the NHS moves to comply with the national strategy for all referrals to be made using ERS, Secondary Care Providers will have no alternative but to return referrals sent in other ways, so that they can be re-referred using the ERS. This will lead to delays and patients not referred by ERS will not be seen. This is a national change that we cannot influence. We need your help to follow this referral route and work with the CCG process to support our local secondary care providers and ensure patients are seen in a timely way.

If you have any queries regarding the transition from Evolutio to the CCG Referral Management Centre or the CCG clinical policies, please do not hesitate to contact Ashley Windebank-Brooks at [Ashley.windebank-brooks@nhs.net](mailto:Ashley.windebank-brooks@nhs.net).

Yours sincerely



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Planned Care