

## Workload Optimisation Protocol

### Letters to be scanned to GP:

1. **Abnormal** screening letters ~ Colposcopy, mammogram, diabetic retinopathy, AAA, podiatry
2. Antenatal letters showing any abnormal results
3. Physiotherapy **abnormal** letters / Discharge letter **with actions**
4. Hospital letters re: self-harm, all overdoses, child protection, mental health, new Cancer diagnosis
5. **ALL** DNA Letters where address on letter is correct / not made contact (link to speciality)
6. DNA Diabetic Eye Screening
7. DNA letters for MH to be scanned and sent to the referring GP
8. A&E letters where patient has **not** been admitted or did not wait and referred to clinics
9. Downgrading hospital outpatient letters (use type of document: downgrading referral)
10. Clinic letters with excessive information
11. All Cardiology letters
12. Letters which state "fatty liver" – but only if not already read coded on patient's record
13. Response letters to GPs who have written to a consultant with a query
14. Children's Case Conference letters and dates – always leave hard copy in GP tray (scan to all named patients)
15. All Case Conference letters
16. MDM letters

**Letters to be *directly* scanned to patient notes:**

1. A+E flimsy where patient has been admitted – including CAU / Short Stay / CCU /DAU Rapid Access Clinic
2. Letters to inform GP that patient has been added to waiting list
3. Speech & Language discharge letters
4. Community Mental Health / CAMHS - appointment information only
5. Physiotherapy / Orthopedic ICATS - discharges with no action
6. Physiotherapy / Orthopedic ICATS - clinic letters with no action
7. Audiology
8. ESA Letters – fit for work – type when have been added to ESA
9. Social Services Letters with “no intervention needed”
10. 6-8 week baby reviews
11. OOH Referrals to A&E
12. Single Point referral to say patient has been given appointment
13. Pain Management Programme – unless anything is needed from GP
14. The Referral Hub DNA letters (talking therapies and wellbeing hub) – if address is correct and free text **‘patient has been d/c due to not responding within agreed timeframe. Correct address’**
15. DNA letter from MSK clinic if address is correct – Freetext “Did not respond to booking letter”
16. DNA letters for Nutrition and Dietetic and write in consultations that they have been d/c is address is correct
17. DNA but followed up with next appointment

**To be scanned directly to patient notes and read coded by admin:**

1. Mammography - normal ~ Read code **5372**
2. Bowel screening – normal ~ Read code **686A** (BCSP Faecal Occult Blood Test Normal)
  - Did not respond to bowel screening programme **9OW2**
  - **Positive** – Read code 686A – free test positive
3. If DNA'd mammography or bowel screening, please confirm address.
  - a. If not correct address, please inform GP.
  - b. If correct address:
    - i. Read code **9Ow2** (no response to Bowel Cancer Screening Programme)
    - ii. Read code **5375** (mammography not attended)
4. Diabetic Retinopathy
  - a. Normal ~ Read code **68A7** for normal or background retinopathy L/R as problem (significant and remains 1 year)
  - b. DNA diabetic retinopathy **9N4P**
5. AAA Screening – normal ~ Read code – **58D** – free text No AAA
6. AAA screening - enlarged – code Abdominal Aortic Aneurysm and size as a problem  
 or 585i0? – check if we can use this instead?
7. Pacemaker functioning normal – add the department on Apollo as **Pacemaker** and not Cardiology, code as **Pacemaker testing 7P19** and free text normal or any comment left in a letter
8. Podiatry – normal ~ Read code
9. Endoscopy / Colonoscopy / OGD – normal ~ Record result & read code
10. PSA Letters – normal ~ Read code
  - a. If any bloods are requested – send patient a letter
  - b. If needs regular PSA check – add a diary entry
11. Foot scan clinic ~ record information
12. Orthoptic ~ record information
13. Antenatal – Normal – record any results / EDC
14. Maternity letters – read code and action any tasks on the letter. For example: bloods tests, vaccines required.
15. Physiotherapy and Podiatry DNA: check address ~ If correct, read code as DNA
16. Audiology letters – Hearing Aid - Read code **8D2-2**
17. Clinic letters with Diagnosis – check not already read coded before adding code

\*Add diagnosis as Problems (see guidance)

\*Tests / MRI / USS / X-Rays – add under “Procedure” heading

18. Polyp / Gastro letters – code as “Minor Health Problem”
19. Joint injections – code under “Procedure”
20. When coding a new problem but had for some time – free text “no start date”
21. Coils are “Minor Problems” and indefinite
22. PFT – Pulmonary Function Test – always add as a procedure
23. Exercise Stress / Tolerance / Treadmill test – read code **33B9** (Procedure)
24. **Degenerative changes** on an x-ray of a joint – read code “**osteoarthritis**” – of the joint
25. Gestational Diabetes letters – Patient needs a diary entry for fasting glucose annually
26. Gestational age. Code **62X** – length of gestation
27. DNA Community Addictions Team – code as a DNA
28. DNA anesthetic – Pain Clinic – code as DNA or discharge
29. DNA physiotherapy and podiatry – scan and code
30. Private A&E letters (eg Babylon, doctor care anywhere) code any information on letter ( smoker/ non- smoker etc) record if referred on.
31. CEV letter – code as: High priority for 2019-nCoV (novel coronavirus) vaccination (^ESCT1299080)
32. Talking Therapy – scan and code appropriate
33. Covid infection – problem code A795
34. Any blood tests requests from hospital – email letter to consultant re: secondary care blood

### **Scan to Practice Based Pharmacist:**

1. All hospital *discharge* letters – and add to Acutes list on EMIS
2. All medication requests - and add to Acutes list on EMIS
3. Diabetic clinic letters
4. Abnormal Colonoscopy / Gastroscopy reports
5. Podiatry ~ Diabetic foot assessments
6. Obstetrics discharge letters
7. Dietetic letters
8. Diabetic encounter letters with any actions required by GP
9. Dexa Scans

10. **All** clinic letters with medication listed
11. Medical Assessment unit letters
12. Rheumatology Biologics – infusion
13. Rapid Access Medical – Treatment Advise Note
14. FURS procedure – Flexible Urethroscopy (or any other complicated procedure)

### **Miscellaneous Notes**

- ECG reports to be given to GP who organised it
- X-rays and USS results – check if in notes already and if so can be shredded
- All smear results to be passed to Practice Nurse for read coding and actions.
- Key hole surgery and laparoscopic surgery are the same procedure