

PROCEDURE INFORMATION DOCUMENT

CDDFT PROCEDURE FOR DEALING WITH REFERRAL LETTERS AFTER PRIORITISATION – MANUAL REFERRALS

Reference Number	A11CAD
Title	CDDFT Procedure for Dealing with Referral Letters after prioritisation – manual referrals.
Version number	2
Document type	Local Departmental Procedure CAD
Original Policy Date	June 2008
Date published	June 2008
Approving body	Patient Booking Team
Originating Directorate	Corporate
Scope	Trust Wide
Last Review Date	April 2020
Next Review Date	April 2022
Reviewing body	Central Appointments Manager/Co-ordinators
Reviewer	J Smith
Document Owner	Julie Smith
Equality impact assessed	Yes
Date superseded	N/A
Status	Approved
Confidentiality	Unrestricted
Keywords	Referral letters, triage

Date	Section	Revision	Author
May 2014	PB process	Removed, change of process	S Long
May 2014	Forwarding letters to Health Records	Removed, change of process	S Long
May 2014	Addition 8, 9, 10	New process, re ECDM	S Long

Co Durham and Darlington NHS Foundation Trust

CENTRAL APPOINTMENTS DEPARTMENT

Procedure Note for: **Dealing with referral letters after prioritisation
- Manual referrals.**

1. All referral letters should be date stamped on receipt
2. All returned referral letters should be dealt with within 3 working days of return.
3. Referrals marked 'urgent' where patient needs to be seen within a set timescale - contact the patient by telephone to arrange appointment. At least 2 attempts must be made at different times of the day. Log any offers on CAMIS that are refused. If unable to contact by telephone after 2 attempts a fixed appointment should be sent (appointment confirmation letter). If the appointment is within 1 week continue to attempt contact by telephone.
4. All offers of appointment must be deemed 'reasonable' i.e. given three weeks notice of an appointment and be offered an appointment on a minimum of two different dates (Ref DSCN/07/2003). Earlier appointment dates can be offered to patients but will not be deemed as 'reasonable' if the patient refuses the appointment or telephones to change a fixed appointment.
5. Ensure the correct booking codes are entered on CAMIS for both patients contacted by telephone or sent fixed appointments.
6. When an appointment has been arranged via the telephone an appointment confirmation letter should be sent to the patient, unless the appointment is within 3 days.
7. Once an appointment has been made the referral letter should be checked to ensure that a PID label and form identifier label is on every page and forwarded to the Scanning Bureau as soon as possible.
8. Referrals that have multiple pages should be stapled or kept together by rubber band
9. Late additions to clinic – referral letter to be managed as follows:

Where less than 72 hours to appointment:

Scan referral letter into appropriate folder in the shared drive so that it is available for clinic. It isn't necessary to add any identifier labels as this will be done by reception staff .