Dear Practice Manager,

We would like to bring to your attention a new method of referring patients into the Suffolk Podiatry Service. The new direct referral method within SystmOne is easy to set up and will save time.

We have provided detailed instructions below. If you require any further information, please contact Yvonne on **01473 275257**.

On behalf of Suffolk Podiatry

Advantages

Where possible, GP practice staff should refer patients to Suffolk Podiatry directly within SystmOne. This has a number of significant advantages:

- Direct referral, with audit trail visible within SystmOne
- The quick and easy referral process saves time; if the patient has consented to sharing their records, then patient details load onto the referral template automatically (including medication, ethnicity and next of kin)
- It speeds up the registration process. Using Direct Referral automatically populates the referral in the Suffolk Podiatry SystmOne data
- You will receive quick confirmation of referrals. Once the referral has been processed by the podiatry team, you will receive confirmation that the referral has been made. You will also be promptly notified on those rarer occasions where a referral is not appropriate

Getting Started

Firstly, ask your system administrator to add the Suffolk Podiatry Electronic Referral template to your SystmOne unit's Clinical Tree. This template is published to the Suffolk CCG group (search and view it under 'templates').
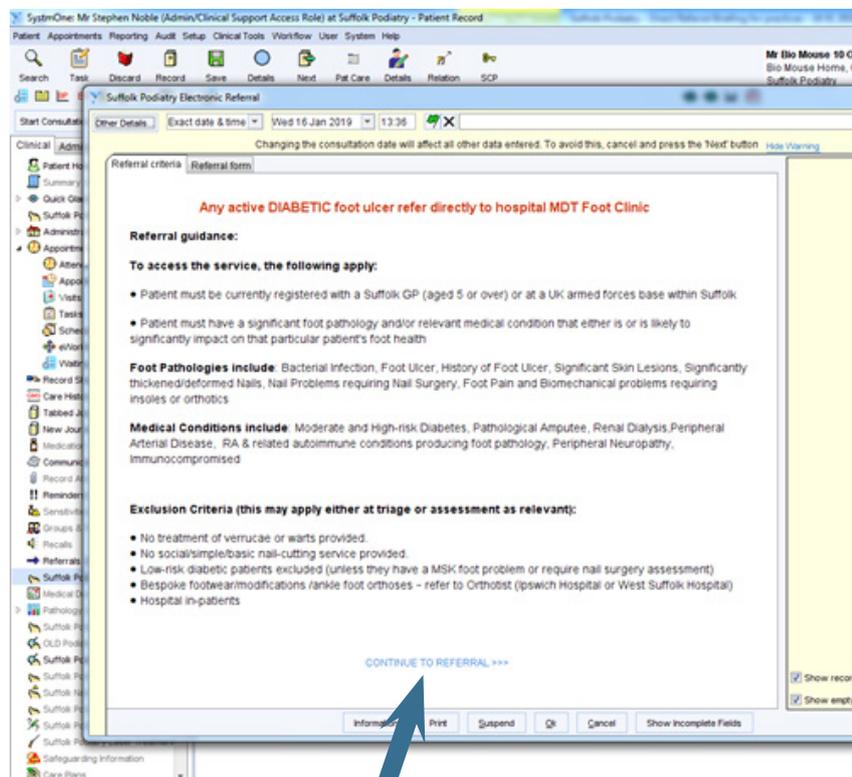
How to permanently add the Suffolk Podiatry Electronic Referral template to your unit's Clinical Tree:

- select 'Set up' from top bar menu
- select 'Users & Policy'
- select 'Organisational Preferences'
- type in 'Tree Configuration' in the box and select 'Search'
- select your published Default Tree configuration in the list
- select 'Amend Tree'
- select 'Template'
- enter 'Podiatry' in the search box
- select 'Suffolk Podiatry Electronic Referral'
- use the arrow keys to move the template to your tree
- use the up and down arrows to alter the position of the template in your tree (if required)
- select 'OK' to save

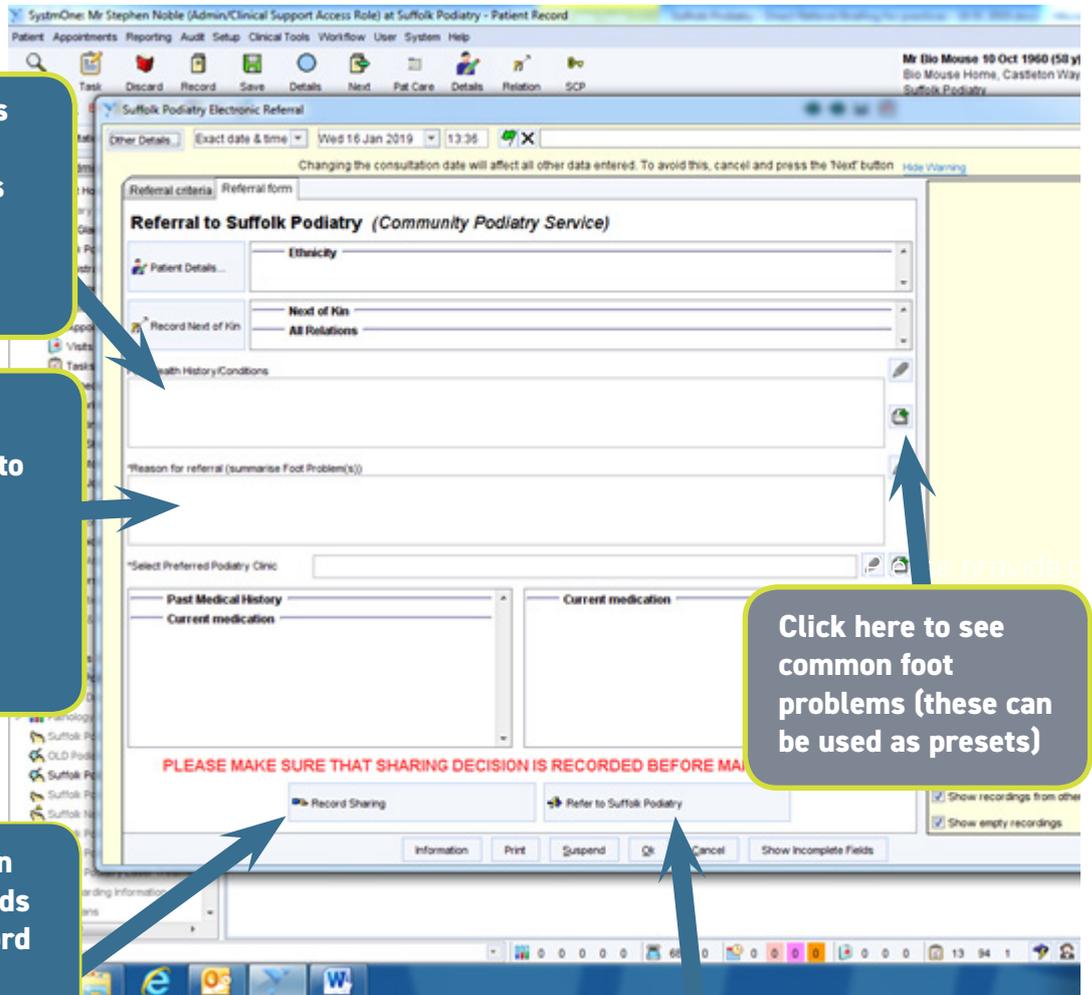**Note: The template may not appear on other user's Clinical Trees until you have logged out of SystmOne.**

Please contact SystmOne support if you require assistance adding the template to the Clinical Tree of your SystmOne unit.

Template Instructions

This screen gives details on referral guidance. To complete the referral details, click on 'Referral Form' tab or the **"CONTINUE TO REFERRAL >>>"** link at the bottom of the page

Referral templates

Please provide details of health conditions affecting the patient's foot health (including the presenting condition)

Please enter your reason for referring to the podiatry team i.e. What are you (or the patient), hoping that podiatry will do for them?

Discuss their decision to share health records with patient and record the results (If the patient record is not shared, the podiatry team will not receive the referral)

Click here to see common foot problems (these can be used as presets)

Select 'Refer to Suffolk Podiatry' to proceed to the electronic referrals window (DO NOT CLICK OK AT THIS STAGE)

Referrer: Ensure that the 'Referrer' shown is the name of the clinician making the referral (rather than the name of an administrator or secretary)
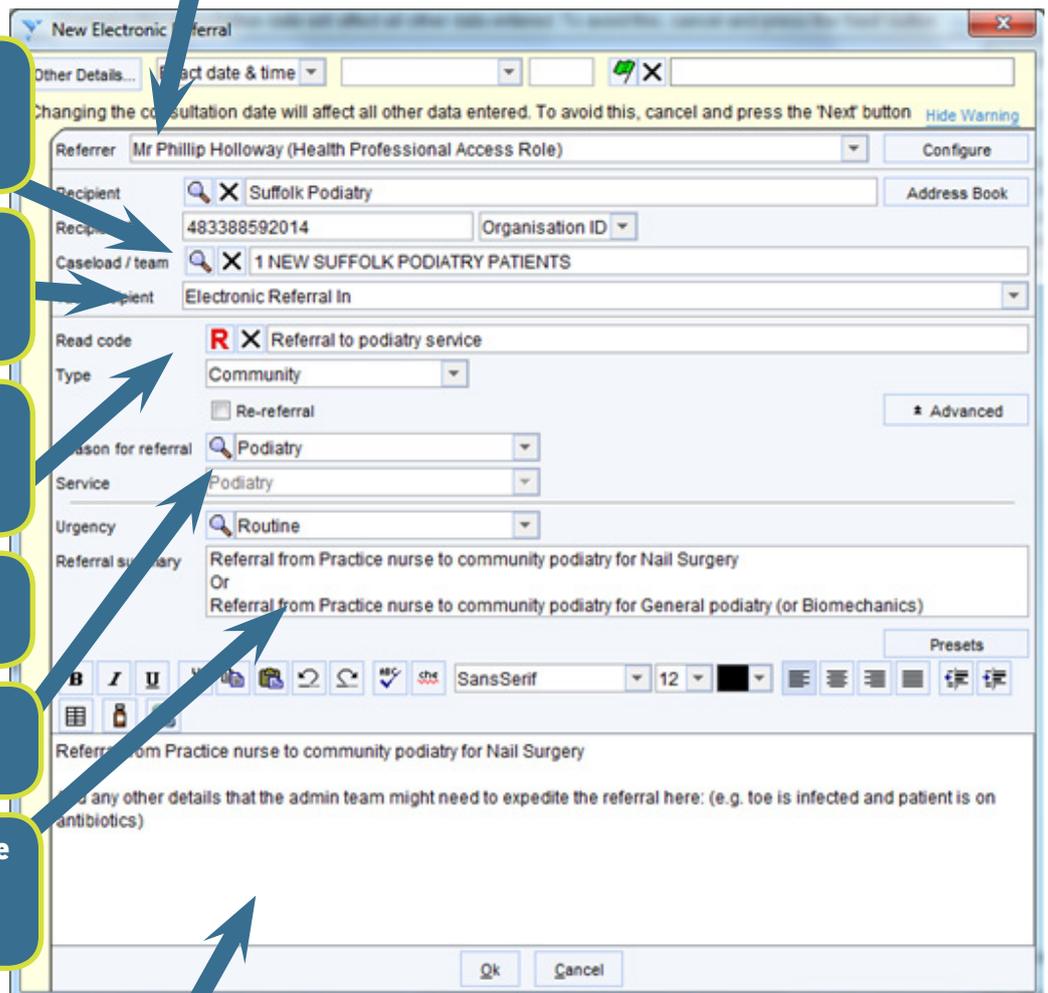
**Caseload:
New Suffolk Podiatry Patients**

**Task Recipient:
Defaults to: Electronic Referral In**

**Read Code:
Defaults to: Referral to podiatry service**

**Type:
Defaults to: Community**

**Reason for referral:
Defaults to: Podiatry**

Referral Summary: Give a brief description of the referral

New Electronic Referral

Other Details...   Exact date & time

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button   Hide Warning

Referrer   Mr Phillip Holloway (Health Professional Access Role)   Configure

Recipient   Suffolk Podiatry   Address Book

Recip   483388592014   Organisation ID

Caseload / team   1 NEW SUFFOLK PODIATRY PATIENTS

Recipient   Electronic Referral In

Read code   R X Referral to podiatry service

Type   Community

☐ Re-referral   ± Advanced

Reason for referral   Podiatry

Service   Podiatry

Urgency   Routine

Referral summary   Referral from Practice nurse to community podiatry for Nail Surgery
Or
Referral from Practice nurse to community podiatry for General podiatry (or Biomechanics)

Presets

B I U SansSerif   12

Referral from Practice nurse to community podiatry for Nail Surgery

Add any other details that the admin team might need to expedite the referral here: (e.g. toe is infected and patient is on antibiotics)

Ok   Cancel

In the large text box at the bottom you can either paste the same text from the referral summary, or you can add any other information that might help the administration team arrange an appropriate appointment. We recommend indicating here if the referral is urgent

Click "OK". Your referral will be sent when the record is saved

Other methods of referral

GP practice staff not able to access SystmOne should email the Suffolk Podiatry application form to **WSC-CG.suffolk-podiatry@nhs.net.** The form should be the latest version available on the DXS website, and should be emailed in a Word or PDF format. Please do not use the TIF format. Incomplete or out of date versions of the application form will be returned to the sender.

Patients can self-refer directly to Podiatry via **www.podiatryreferrals.co.uk.** Health professionals cannot use this system to refer the patient on their behalf. Business cards advertising this innovative service are available for health professionals to hand out to patients as appropriate.

Patients cannot self-refer via telephone.