

e-Referral - Leeds Teaching Hospitals Paper Switch Off : Project Update

Leeds Teaching Hospitals (LTH) are now in a position to confirm that for all routine referrals, they are compliant with national Paper Switch Off requirements. This means that for *all* routine consultant led LTH services; referrals from general practices are accepted exclusively through e-Referral, rather than paper or e-mail.

Members of the steering group, including staff at LTH and CCG commissioners would like share our thanks and appreciation for the efforts that have been made within general practice to manage this transition from previous referral practice. This has been achieved in a manner that has involved remarkably few problems or disruption across the city when set against the scale of the changes being introduced.

The project has already delivered many benefits for both referrers and the patients of Leeds, key amongst them are :-

- 90% of referrals triaged by a consultant within 48 hours
- Better use of capacity, enabling priority cases to be seen sooner, and patients of similar priority to be seen in date order.
- Substantial reduction in follow-up backlogs of 3 Months or more from 9,000 to 5,700 (-37%)
- Reduction in Appointment Slot Issues (from 70% to 14% and falling)
- Better informed patients (through an initial phone call)
- 17,000 fewer Hospital Cancellations for 1st Appointments
- Over 2,000 patients have been able to be managed in primary care without the need for a face to face appointment.
- Overall reduction in 1st Outpatient Waits by 1 week

We are aware that in many respects this remains a work in progress, ongoing work includes

- Ensuring that the remaining 2 week wait pathways that continue to be accessed via e-mail will also be available on e-RS within the next six weeks.
- Ensuring that patients' telephone calls into the RBS are responded to as quickly as possible.
- Improving the quality and consistency of outpatient letters.

We remain eager to receive feedback about any additional ways in which the referral process and outcomes could be improved still further, so if you have any comments or suggestions please contact Steve Laville, Senior commissioning manager for the CCG on steve.laville@nhs.net

Many thanks for your efforts once again.