

Dear Colleague,

eReferral and Triage HEAT target: Support and Guidance 2008/9

The Better Health Better Care action plan sets out the 2008/9 delivery agenda. Included for the first time is an eReferral and Triage HEAT target.

Improving referral management and access to diagnostics will support progress towards the 18 week Referral to Treatment Target (RTT). Use of eHealth capabilities to enable electronic transmission and online clinical triage of referrals will be central to improving the quality and efficiency of the referral process. Achievement of the eReferral and Triage HEAT target will require coordinated working between eHealth, the Improvement and Support Team, National Services Scotland, and NHS Boards.

In 2008/9 the LDP planning process will require NHS Boards to indicate how they will ensure 95% of referrals from GPs to Consultant led services in secondary care are submitted via SCI Gateway by the end of December 2008. By March 2009, at least 10% of these should be clinically triaged (vetted) online. This will require all SEF compliant GP systems to send referrals via SCI Gateway, and for each NHS Board to have the electronic capability to triage referrals.

Taking advantage of eHealth to improve the referral management process will require work in three areas: firstly, to ensure SCI gateway is routinely used by all GPs to refer patients to consultant led services in secondary care; secondly, to examine the use of protocols in SCI Gateway to improve the quality and relevance of information supporting the patient journey; thirdly, to use eTriage as an opportunity to streamline medical records processes.

NHS Boards will be supported centrally by a team comprising representatives from eHealth, NSS and the Improvement and Support Team. If you would like further information, please contact:

- 1. For eReferral and Triage HEAT policy guidance or for information regarding the development of the eHealth Improvement Collaborative:** Elaine Heslop (eHealth)
Elaine.heslop@scotland.gsi.gov.uk
- 2. For information on how eReferral and Triage will support the referral management strand of the 18 programme:** Tracey Williams (IST) tracey.williams@scotland.gsi.gov.uk or Nicki McNaney (IST). Nicki.McNaney@scotland.gsi.gov.uk

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Addresses

For action
Chief Executives
eHealth Leads

For information
eHealth Clinical Leads
Heads/Directors of Service
Improvement, OD Leads, Elective
Care Service Managers,
Chairs,
Planned Care Collaborative,
CHP Managers.

Enquires to:

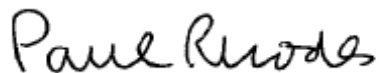
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3. **For guidance/support regarding interoperability between SCIGateway and commercial GP systems:** Jackie Caldwell (eHealth) Jackie.caldwell@scotland.gsi.gov.uk
4. **For guidance/support on technical solutions to provide eTriage capability:** Robert Young (NSS) robert.Young@GPASS.CSA.scot.nhs.uk

The use of SCI Gateway and allied applications to support improvements to referral management is part of a broader agenda to maximise the potential from existing IM&T investment. Local capability and capacity to progress will be supported through the establishment of an eHealth improvement collaborative. This will complement and mirror the approach used by the Improvement and Support Team, and will promote the use of eHealth technology as an enabler for continuous improvement.

Yours Sincerely,



Paul Rhodes
eHealth Programme Director