

Our Mission is: (This is why we exist)

CARING FOR PEOPLE KEEPING PEOPLE WELL

Our Vision is: (This is what we want to do)

A person's chance of leading a healthy life is the same wherever they live and whoever they are

e-Advice

cav.e-advice@wales.nhs.uk (listed in Global Directory)

e-Advice

PURPOSE

There is a **lack of channel** for primary and secondary care to communicate in a timely and auditable manner, except through Outpatient (OP) referrals.

The primary **purpose of e-Advice** is to provide a mechanism **whereby Primary Care *** can request **NON urgent advice from secondary care consultants** and receive a secure contained reply.

* **Primary Care (depending on speciality this may be GP/Ophthalmologist/Practice Nurse/Community Midwife)**

Background

CARDIOLOGY: pre service- Several “virtual” clinics were undertaken for 286 cardiology patients, which resulted in 73 of these patients being removed from the waiting list, representing 25.5% of referrals.

These 73 patients were removed from the waiting list for four main reasons.

Advice to GP

Referred elsewhere

Diagnostics only required

Already seen / alternative pathway

50% of the total referral sample resulted in advice being given directly to the GP. This supported the assumption that some GPs require only advice from the consultant cardiologist regarding their patient’s care.

In practice....

Service launched for Cardiology July 2015 across 3 GP clusters

WLIs for Dermatology

Patients photographed and reviewed by Dermatology using e-Advice platform

➤ **154 patients(across UHB) identified on USC WL**

OUTCOME:

- 50% of these patients did not require NOP
- 27% of the referrals requiring NOP were downgraded to RSC.

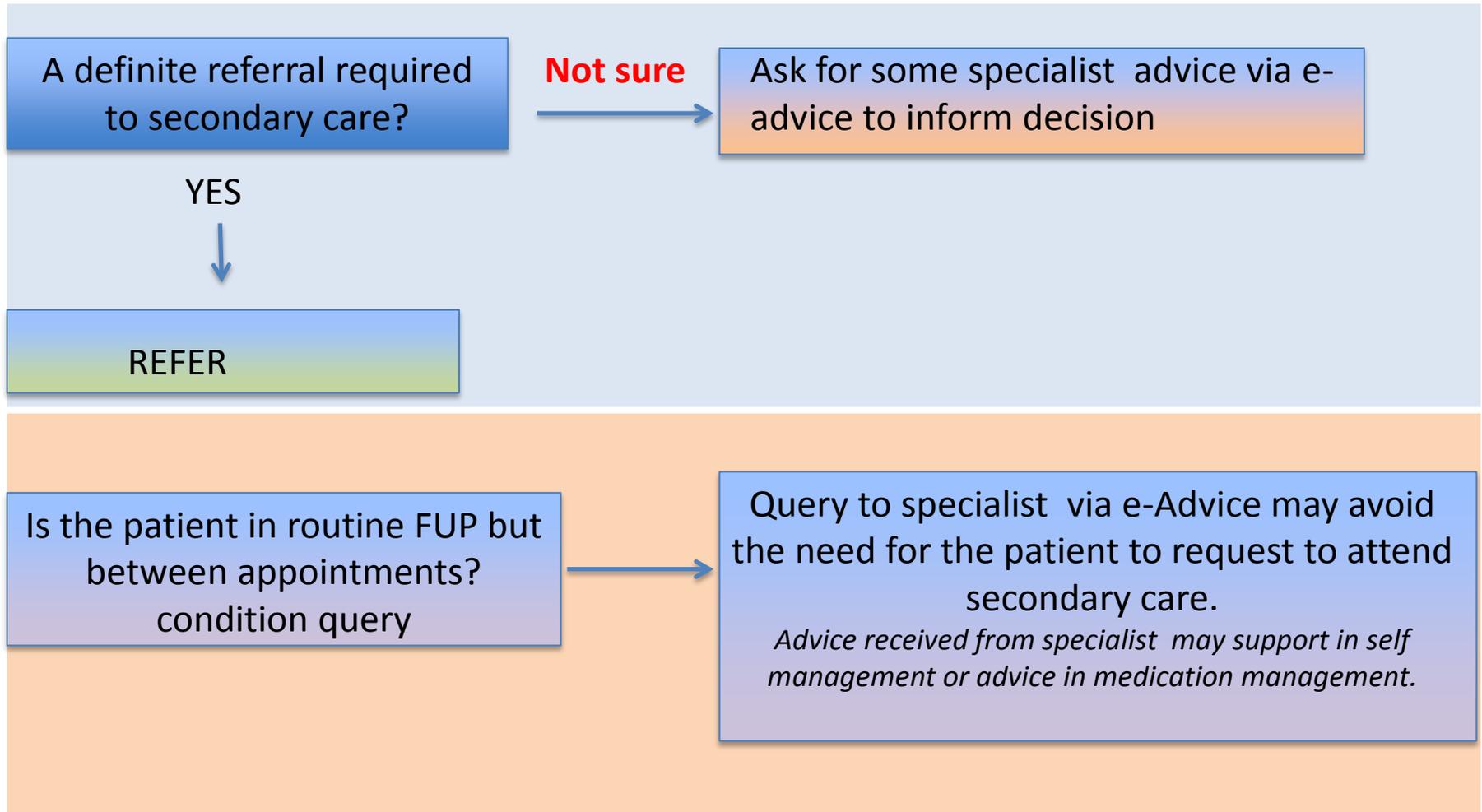
➤ **GP practice WLI**

43 patients from a practice were identified as requiring WL status update:

OUTCOME:

- 44% patients were identified as not requiring any NOP appointment with Dermatology.
- 56% were mixed dermatology diagnosis and NO urgent skin cancers

GP consideration



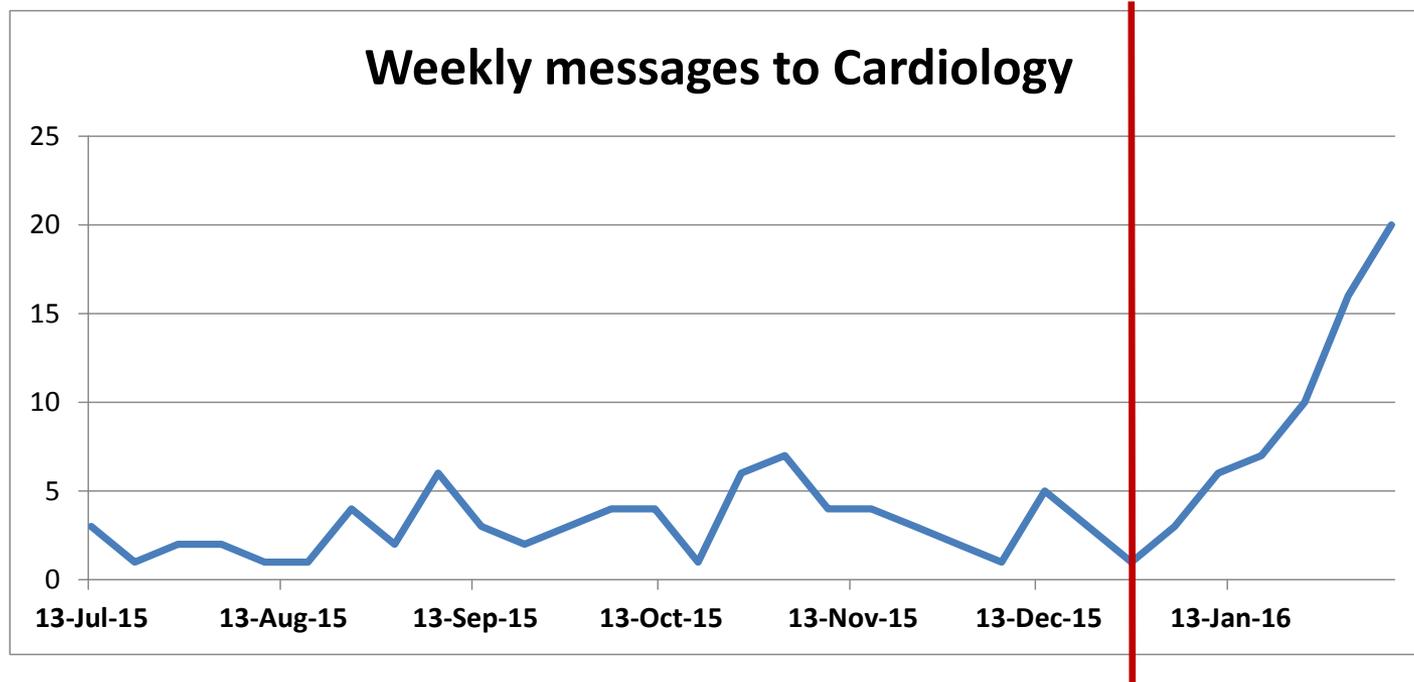
How e-Advice works

- A 'dialogue' is initiated in Primary Care.
- Consists of free-text messages plus optional upload of attachments (e.g. photos).
- Question received in the appropriate specialty inbox.
- Response received within 4 business days.
- GP practice ends the dialogue – GP provides an 'Outcome' when closing the dialogue.

The screenshot displays the CAV e-Advice web interface. At the top, the GIG NHS logo is visible alongside the text 'Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board'. The page title is 'CAV e-Advice'. The user is identified as 'User: Aeron Hughes [Logout]' and the mailbox is 'Station Road Surgery, Penarth (W97019)'. On the left, a navigation menu includes 'INBOX', 'DRAFTS', 'STARRED', 'ARCHIVE', 'SEARCH', and 'PROFILE'. The main content area is titled 'Create New Dialogue' and includes a sub-header 'Complete the form below to initiate a new dialogue with a hospital consultant'. The form fields are: 'Destination' (set to 'Dermatology'), 'Subject' (set to 'Red swelling on back of hand'), 'Patient Name' (set to 'Albert'), 'NHS Number' (set to 'A123456789'), 'Age' (set to '65'), and 'Gender' (set to 'Male'). A text area for the message contains the text: 'The patient has presented with this red swelling on back of hand. (Possible effect of Blood poisoning) What in your opinion is the best course of action considering the restrictive nature of the wedding ring? Have you ever treated a similar presenting complaint?'. Below the message area, there is a section for 'Supporting Attachments' with a 'Choose File' button and the text 'eAdvice-Derm.bmp'. At the bottom of the form are 'Save as Draft' and 'Send' buttons. The footer of the page reads '© Cardiff and Vale University Health Board'.

GP message volumes

Weekly messages from GPs to Cardiology Consultants

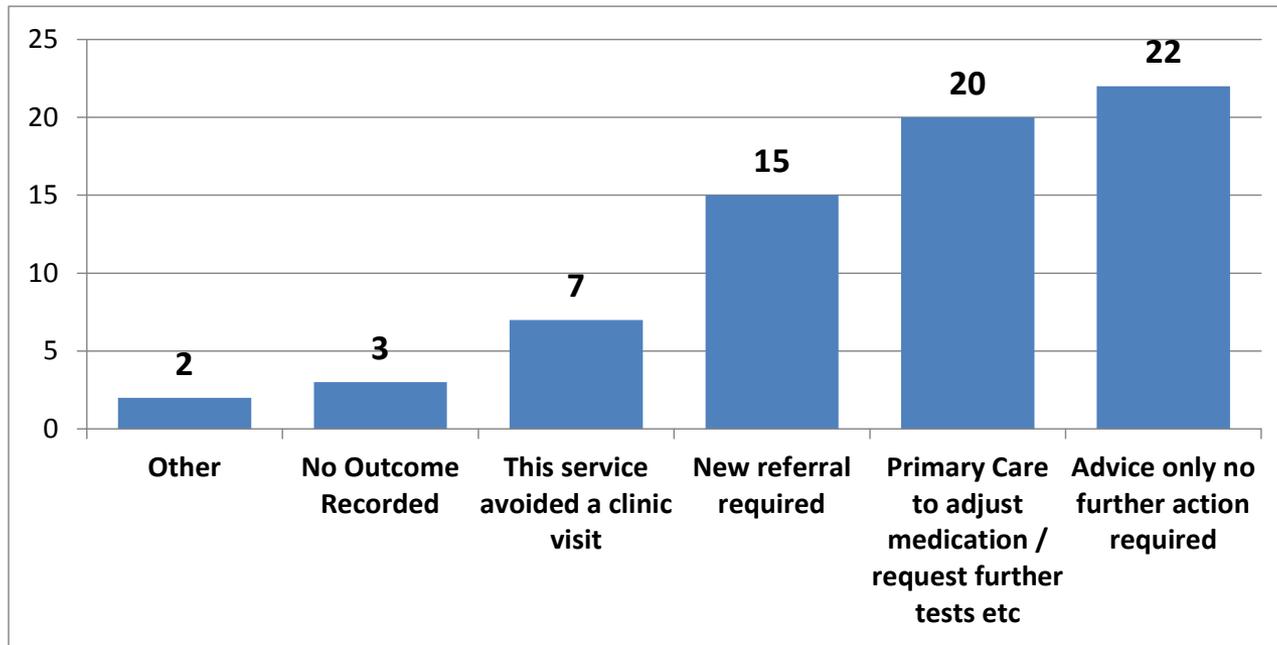


Source: e-Advice system

- The volume of messages sent to Cardiology has increased significantly since access has been extended to all GP practices .

Cardiology dialogue outcomes

Cardiology – dialogue outcomes

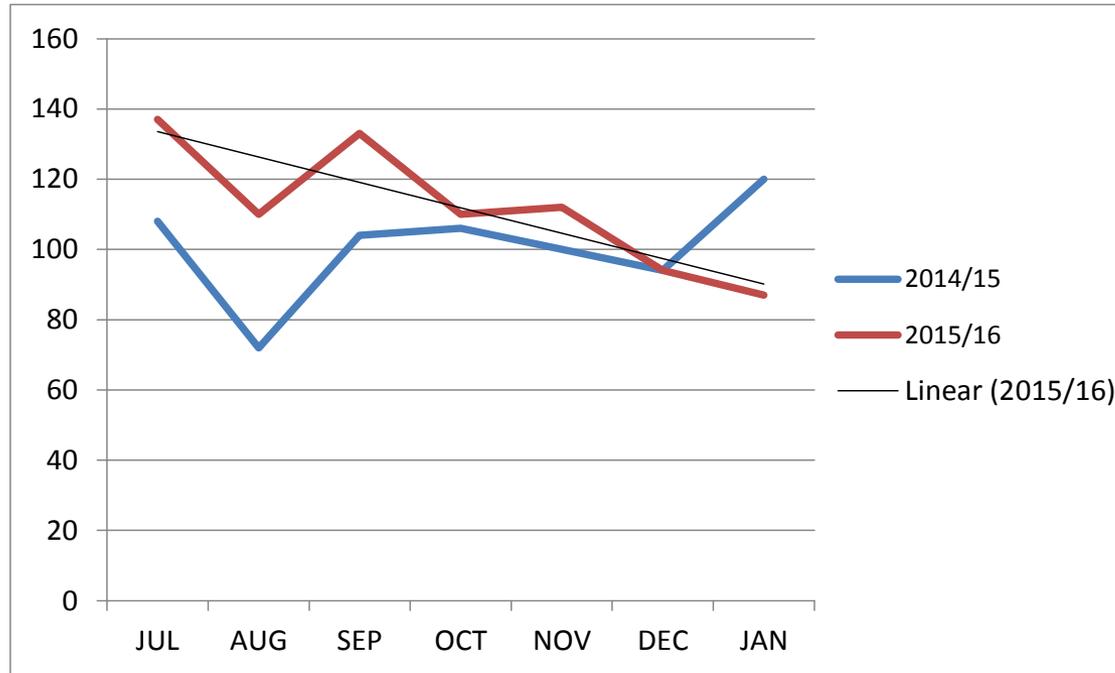


Source: e-Advice system

- GPs may identify the 'outcome' of each dialogue – the majority of dialogues result in either an adjustment of medication in primary care, or no further action required.

Impact on Cardiology referrals

New OP referrals to Cardiology from pilot Clusters - July – Jan (comparison)



Source: Information

- While total new OP referrals have not decreased since the introduction of e-Advice in July 2015 (compared to the similar period in 2014/15), a downward trend in new referrals from the pilot Clusters (Cardiff North and Eastern Vale) can be observed.

Implementation

No reported technical issues to date.

Specialty
Rheumatology
Gastro 1- to support Dyspepsia
Child Health
Diabetes
Thoracic Medicine
<ul style="list-style-type: none">• Community Midwifery: in planning• Mental Health: in planning• Ophthalmology:



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