

Instructions for:

1. Sending electronic referrals

and

2. Accessing Advice and Expertise

TEES ESK AND WEAR VALLEY MENTAL HEALTH FOUNDATION TRUST: EMAILS FOR REFERRALS AND ACCESS TO NON- URGENT ADVICE AND EXPERTISE

PLEASE NOTE: See services excluded from the process below

NORTH YORKSHIRE	Speciality	Email address for referrals and Access to Expertise
SCARBOROUGH	ADULT	tewv.swr-amh@nhs.net
	MHSOP (all teams)	TEWV.MHSOPSCARBOROUGH@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net
RYEDALE	ADULT	tewv.swr-amh@nhs.net
	MHSOP (all teams)	TEWV.MHSOPRYEDALE@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net
YORK AND SELBY/ YORK VALE	ADULT	TEWV.yorkaccesspoint@nhs.net
	MHSOP (all teams)	TEWV.yorkaccesspoint@nhs.net
	CAMHS	tewv.camhsspaysorkselby@nhs.net
	ADULT LEARNING DISABILITY	tewv.aldyorkandselby@nhs.net
HAMBLETON	ADULT	Tewv.hr-amh@nhs.net
	MHSOP Community team	TEWV.MHSOPHambRich@nhs.net
	Memory service	tewv.hambandrichmemoryclinic@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net
RICHMONDSHIRE	ADULT	Tewv.hr-amh@nhs.net
	MHSOP Community Teams	TEWV.MHSOPHambRich@nhs.net
	Memory service	tewv.hambandrichmemoryclinic@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net

WHITBY	ADULT	tewv.swr-amh@nhs.net
	MHSOP (All teams)	TEWV.MHSOPWHITBY@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net
HARROGATE AND RIPON	ADULT	tewv.hard-amh@nhs.net
	MHSOP (all teams)	TEWV.MHSOPHARROGATEREFERRALS@nhs.net
	CAMHS	TEWV.NorthYorkshireCamhsreferrals@nhs.net
	ADULT LEARNING DISABILITY	tewv.NYLDreferrals@nhs.net

Exclusions

CRISIS TEAM REFERRALS

Please note that Crisis team referrals should still follow existing phone referral processes to the Crisis teams. (For such referrals, following the phone call, the relevant form could be sent with an 'as discussed' statement in the reason for referral section to provide imported information).

New referral templates

Referral templates have been built for SystmOne and EMIS users. As with other templates much of the information will be automatically imported allowing the referrer to concentrate on their reasons for referral, the patients, and where relevant the carers concerns, hopes and expectations. We would ask that the referrer to ensure the risk section is populated and look over the form to see if any other key information is missing.

PLEASE NOTE:

- 1) **EMIS WEB PRACTICES** - Instructions for EMIS practices along with the EMIS templates are attached.
- 2) **SYSTEMONE PRACTICES** - Instructions re: access to the sharing group for SystmOne Users is attached; you can access and download the templates from there. **Please note** - that the view within the instructions screen shot is pertinent to the sharing group practice. You will only have the required referral templates within your view.
Please also note that 2 x versions of the forms have been built (Problem & Summary) as TEWV are aware practices use SystmOne in different ways. Therefore, you need to choose which is most in line with the way your practice works; you can decide to use the one which suits the way you record patient data (i.e. some practices make use of the Summary and /or problems, some don't use the summary but use problems extensively) – any queries call the EMBED IT Service Desk.

- 3) If you need any assistance in downloading/accessing the templates, please log a call on the EMBED IT Service Desk portal and they will assist you.

It is suggested that referrals are sent from a generic practice email address that is viewed daily; this will avoid delays if individuals are on leave etc. Practices will receive an automatic delivery receipt message to the sending email address.

Timescales

Practices can start to use the forms with immediate effect but it is expected that we achieve 100% referrals via email by the end of June 2019.

Contact details

Any non-technical issues with the process please don't hesitate to contact Dr Jane Leigh, GP Strategic advisor on jane.leigh1@nhs.net

Access to Advice and Expertise (A2E)

This is giving practices access to advice & expertise and is intended for **non-urgent** requests for advice. A maximum response time of **5 days** is to be expected, regarding both practice patients currently under TEWVs care and for practice patients not under TEWV care but where the GP/ANP/UCP needs some advice e.g. on a change of medication, some concerns about whether referral is needed etc.

This process should not be used where there is considered to be significant risk to the patient or others. As with urgent referrals urgent requests for advice should be through discussion with the crisis team.

The requests should be sent using the same TEWV email addresses as the referral process for receipt of requests.

The request should be sent from a secure NHS email address that is viewed daily e.g. the generic practice team email address.

If urgent advice is required please phone the relevant team or the Crisis team as appropriate.

Requests received will be forwarded to the most appropriate individual. (Whilst in some cases this will be the consultant especially for prescribing issues, depending on the advice needed the lead professional, care co-ordinator or an Allied Health Professional may have the best knowledge of the patient and the expertise required to answer the query.)

The requests could be anything from pre-referral advice, medication/prescribing advice, advice re what the best source of help/support may be for an individual (whether they require secondary care or not), support in considering differential diagnoses, etc.

These are just a very few examples, essentially the service is there to provide the requester with advice needed concerning the care of a patient with mental health issues.

There is no current template for these requests but TEWV are happy to look at developing a template if this would be valuable.