

Practice to Practice Referral Summary Flowchart

Referral process

Following consultation with the patient, the **referring practice** makes a referral to the practice willing to provide the service

Referral must contain a detailed description of the patient's condition and also supporting information such as allergies, past medical history where relevant, any drugs the patient is being prescribed and contact arrangements. Patient details including contact numbers will also be required.

 \prod

Provider practice receives the referral and takes on responsibility for that patient's care (i.e. register patient as a temporary resident)

Provider practice contacts the patient to book a suitable appointment. The provider practice must ensure that no patient waits more than 18 weeks from the time they are referred to the start of their treatment, unless it is clinically appropriate to do so or they choose to wait longer

Provider practice needs to:

- Ensure patient confidentiality
- Have a tracking system so that at any time provider practice can tell referring practice where the referral is in the system
- Have an acknowledgement of receipt so that if referral is lost this is apparent from an early stage
- Have a system for dealing with waiting lists; this needs to be capable of managing priority referrals, and to inform patients of approximate waits
- Be able to log patients on provider practice system

Discharge process

Information from the provider practice on the intervention provided needs to be sent to the referring practice in a timely manner

Responsibility transfers from the **provider practice** back to the **referring practice** when the patient is formally discharged

The exception is that any on-going complications from the treatment would remain the responsibility of the provider practice