

**Referral forms and email sending**

**Access to Advice and Expertise via email**

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| **TEES ESK AND WEAR VALLEY MENTAL HEALTH FOUNDATION TRUST: EMAILS FOR REFERRALS AND ACCESS TO NON- URGENT ADVICE AND EXPERTISE** |
| **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.camhsspayorkselby@nhs.net** |
| **ALD** | **tewv.aldyorkandselby@nhs.net** |
| **HAMBLETON** | **ADULT** | **Tewv.hr-amh@nhs.net** |
| **MHSOP****Community team****Memory service** | **TEWV.MHSOPHambRich@nhs.net****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****Memory service** | **TEWV.MHSOPHambRich@nhs.net****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** |

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

New referral templates

Referral templates have been built for SystmOne and EMIS users and are accessible via Ardens/QMaster (see below). 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 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 regarding to access to and use of templates:**

1. **Instructions for EMIS practices along with the EMIS templates are attached below**.
2. Instructions re access to the sharing group for SystmOne Users are attached below – please note that the view within the screen shot is pertinent to the sharing group practice. You will only have the required referral templates within your view.
3. **PLEASE NOTE for ARDENS USERS:** these templates are also available via the usual process and are listed as MENTAL HEALTH TEWV and then the name of the speciality: Adult, Child, MHSOP (mental health services for older people) and Learning Disability.
4. **If you need assistance with the templates please log a call on NECS Service Desk portal and they will assist you.**
5. These templates should **NOT** be used CRISIS referrals (please ring the team as per the usual process) OR for referral to IAPT where existing processes should continue OR for Integrated Teams whose details are not provided within the above emails where referrals go through the local authority.
6. Children for whom there are eating disorders concerns should be referred to the CAMHS single point of access email using the CAMHS form

**Referrals should be sent directly from the clinical system or using the practice generic team email address as best suits the practice**

Practices will receive an automatic delivery confirmation of receipt message to the first sending to the email address (NHS mail does not allow repeat received receipts to the same sender). Practices may wish to set a delivery receipt for each referral as the receipt system does not allow repeat sending of delivery receipts to the same email address.

**PLEASE DO NOT SEND ANY ADDITIONAL ATTACHMENT.**

**THE FORM INCLUDES ALL NECESSARY INFORMATION WHEN FULLY COMPLETED.**

**ACCESSING REFERRAL TEMPLATES**

**For any problems accessing templates please contact you IT support organisation.**

Attached below are the process for uploading SystmOne templates via the DCS provided by NECS with kind permission of DCS team who have supported the process from the beginning and the process for uploading the EMIS templates kindly provided by EMBED who provided IT support to North Yorkshire and York – this will be agreed and updated as necessary with NECS who have supported and lead the information system aspect of the process from the beginning inclusive of the building the templates which are designed in the same way as the 2WW templates.

SystmOne templates are available in both ‘Problem’ and ‘Summary’ versions to suit the different current processes within practices.



Please ignore other templates included in the screen shots which are not pertinent to this process

EMIS Templates

 

*TEMPLATES ARE ALSO AVAILABLE FROM ARDENS*

Access to Advice and Expertise (A2E)

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

This is really very similar to the process used by renal/dermatology units in some areas and will **use the** **same TEWV email addresses as the referral process for receipt of requests.**

Advice can be requested regarding patients currently under the care of TEWV mental health services or patients who are not currently under the care of TEWV mental health services

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

It is intended for **non-urgent** requests for advice with a response time of a maximum of **5 days** 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.

**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.

**Please:**

1. Contact teams directly regarding any questions or concerns about specific referrals/concerns about patients.
2. **Contact your IT support organisation NECS regarding for any IT support including any issues accessing templates**
3. Feedback any comments about the content and functioning of the referral form to my generic team email below to help us make any necessary future improvements.

The referral from was a result of a Trustwide development with involvement of GPs, LMCs, CCGs and others and underwent a very successful pilot within North Yorkshire but we need to continue to understand what improvements can be made as part of a continuous process. No development should stand still.

Jane Leigh

GP Strategic Advisor

Tees Esk and Wear Valleys NHS Foundation Trust

Personal email: jane.leigh1@nhs.net

My team email: TEWV.GPSTRATEGICADVISORTEAM@nhs.net