GP sends referral letter

Hospital Registration Office (HRO) receives referral

HRO identifies ICATS/Non-ICATS referrals

ICATS referrals

Non-ICATS

HRO scans and logs referral onto ERMS

Decision on Trust based on patient postcode

Triage

Decision on next steps

Within 24 hours

HRO logs referral onto ERMS/PAS or BOIS

Outpatients Process

Outpatients clock starts when referral is received

Within 3 working days
Hospital Registration Office (HRO) logs and scans Referral on ERMS

TRIAGE

Outcome

If minor query contact referrer

If major gaps in content of referral

If immediate Response resume Triage

If unable to obtain Info 3 working day standard not to be compromised

Request further Information from referrer

Return to referrer

Pass to Booking Centre for automated letter to be sent to GP stating outcome of triage

Within 5 working days
Decision on next steps – Discharge to GP

Hospital Registration Office (HRO) logs and scans Referral on ERMS

Within 3 working days

TRIAGE

Outcome

Via ERMS

Pass to Booking Centre for automated letter to be sent to patient and GP stating outcome of triage

Within 5 working days

GP
Decision on next steps – Discharge to other service

- Hospital Registration Office (HRO) logs and scans
- Referral on ERMS

TRIAGE

Outcome

OTHER SERVICE

Within 3 working days

Via ERMS

- Referral forwarded to appropriate service
- Patient wait starts on receipt of referral

Within 5 working days

Pass to Booking Centre for automated letter to be sent to patient and GP stating outcome of triage
Decision on next steps - OUTPATIENTS

Hospital Registration Office (HRO) logs and scans
Referral on ERMS

TRIAGE

Outcome

OUTPATIENTS

Within 3 working days

Via ERMS

Pass to Booking Centre for automated letter to be sent to patient and GP stating outcome of triage

To Outpatient Department/HRO for logging onto PAS/BOIS

Within 5 working days

Outpatients Process

Outpatients clock starts when referral is received
Decision on next steps – ICATS Appointment

Hospital Registration Office (HRO) logs and scans
Referral on ERMS

TRIAGE

Hospital Registration Office (HRO) logs and scans
Referral on ERMS

Outcome

ICATS appointment

Within 3 working days

Automated letter to be sent to patient and GP stating outcome of triage

Booking Centre

Patient is booked into first ICATS appointment within 6 week

Within 5 working days

ICATS Clock stops

Patient attends first ICATS clinic

Within 5 working days

ICATS clock starts
TRIAGE

Hospital Registration Office (HRO) logs and scans Referral on ERMS

Outcome

DIAGNOSTICS

Referral is posted or electronically sent to Diagnostic Department

Pass to Booking Centre for automated letter to be sent to patient and GP stating outcome of triage

Within 5 working days

Potential gap in patient journey

Diagnostic clock starts when referral is received

Diagnostic report returned to Triage referrer

Diagnostic report returned to Triage referrer

Patient booked for diagnostic

Patient attends for diagnostic

Diagnostic clock stops
Decision on next steps – ICATS appointment with diagnostic

Hospital Registration Office (HRO) logs and scans Referral on ERMS

TRIAGE

Outcome

ICATS appointment With diagnostic preferred

Referral is posted or electronically sent to Diagnostic Department

Diagnostic clock starts when referral is received

Patient booked for diagnostic

Pass to Booking Centre for automated letter to be sent to patient and GP stating outcome of triage and for booking into ICATS appointment

Via ERMS

Within 5 working days

ICATS clock starts

Diagnostic report returned to Triage referrer

Potential gap in patient journey

Patient attends for diagnostic

Diagnostic clock stops