



Mid Yorkshire Acute Clinic Email Referrals – Q&A

So, these are the points we have managed to establish so far: **(Updated 20th August 2018)**

Q Should all referrals be sent in by the email route? Is the fax number now redundant?

A The fax system will be running alongside the email system for a short while until the email method has become more embedded. It is hoped that the LOC will be given advance warning of this so that everyone can be informed in a timely manner. Practices should though try to switch to email referrals as soon as possible. The referral email address is myh-tr.ophthalmologyacutemyht@nhs.net

Q What format should I use for the referral?

A A standardised referral template is being produced by Mid Yorkshire and will be rolled out to support the email process. However for now, practices should continue using the referral form that they are currently using but email this instead of faxing it.

Q Do the referrals have to be sent from an NHS email address?

A Yes, referrals must be sent from an NHS email address as this is the most secure method. An NHSmail account is required for **each location within the Wakefield CCG district where you intend to provide services**. If your practice does not have an NHS email address providers must complete the attached NHSmail Account Application Form and return it to theservicedesk@this.nhs.uk as soon as possible. Providers must also complete the IG toolkit assessment <https://www.igt.hscic.gov.uk/> (an online system which allows organisations to assess themselves or be assessed against Information Governance policies and standards). Evidence of the IG assessment report must be attached with the NHSmail form otherwise The Health Information Service are not be able to set up an NHSmail Account.

Q How do I send the referral?

A On a computer connected to the internet, log into NHS Mail by entering in your NHS email address e.g. wonderspex@nhs.net and password. Enter in the Mid Yorkshire Acute Clinic email address in the [To:] box myh-tr.ophthalmologyacutemyht@nhs.net and add your referral document as an attachment. At this point you can add any other attachments that are relevant to the referral. Then, after making sure that you have requested a Delivery Receipt, press the Send button!

Q What type of attachments are allowed?

A Microsoft Word or Adobe PDF files for the referral document itself with any additional information in JPEG, TIFF or PDF format.

Q Is there a limit to the size of an attachment that can be emailed to MYHT?

A NHS Mail does allow quite large attachments but one should be careful and only send large files when its absolutely necessary to the referral.

Q *Why should you request a 'delivery' receipt rather than a 'read' receipt.*

A A delivery receipt indicates that the hospital is in possession of your referral. A read receipt relies on the hospital clinician confirming the document having been read but runs the risk of it being read but no response sent. You could of course select both. The automated delivery receipt means practices won't need to ring the Acute Clinic to confirm fax reception which currently takes up a lot of hospital time.

Q *My practice doesn't use MS Word. Can I use Open Office?*

A The Trust won't except Open Office documents directly but will accept PDF format. Once Wakefield LOC has sight of the hospitals preferred referral document, we should be able to produce an Open Office version. Once you have created your referral letter in Open Office, save it out in PDF format and send that version via email.

Q *Can't I just fill in a printed version of a referral form by hand, scan it and send that via email?*

A Of course, but make sure you use black ink as some B&W scanners don't respond well to green / blue ink.

This only applies to Acute Referral at the present time and although it will mean extra work (especially in the setup period) it will in the long term benefit ourselves, the hospital eye department but most importantly our patients. It is fairly certain that issues will crop up and your feedback will therefore be most important. Keep an eye on the LOC website for updates to these Questions and Answers.

Changes to the EOS Claim Form

A slightly amended version of the current EOS Activity and Claim Form will be appearing shortly. Changes to NICE Guidelines has meant that the form has needed to be updated in a few places as well as the contractual terms of service. Wakefield CCG will be in touch to those affected practices in the next few days.

The biggest change will be that when referring patients for cataract, a *Quality Of Life Questionnaire* will need to be completed and retained with the patients record. It is a simple tick box form and establishes that the practice has discussed the various aspects of cataract surgery with the patient. It's also important to always offer patient the full range of cataract provider options and to help this an updated waiting time document is being prepared. The cataract and IOP Referral Guidelines have also been updated.

Copies of the the new forms (in both Excel and Open Office) will be emailed out by the Wakefield CCG very shortly and available shortly from the LOC website in the next few days.

SpaMedica claims changes

Following a review, SpaMedia have been advised by their Data Protection Officer that due to new GDPR regulations, SpaMedica accounts can only accept claim forms for payment via the following methods from 1st August 2018.

- 1) by secure fax on 0161 835 1704
- 2) by post to Accounts Department, SpaMedica Ltd, SpaMedica House, 43 Churchgate, Bolton, BL1 1HU
- 3) by secure email from an nhs.net email account or encrypted document to spamedica.accounts@nhs.net only

Many of our local practices will already have an NHS Mail account (and will need one now for acute referrals to Mid Yorkshire) but for those who haven't NHS.net email addresses are available to community optometrists by applying through the following link at <https://portal.nhs.net/Help/joiningnhsmail>.

Overseas Visitors

Please find attached the latest *Hot Brief* circulated by the LOC Support Unit which deals with how practices should treat visitors from overseas. Although the regulations have been established since 2015, there is still confusion around how it should be implemented.

