Mid Yorkshire Acute Clinic Email Referrals – Q&A

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

Q *Should all referrals be sent in by the email route? Is the fax number now redundant?*
A The fax referral system will no longer be available after the Acute Eye Department closes on November 30th 2018. After that date the only method will be via NHS Email. Ordinary email addresses will not be accepted. 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 in the future. 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 Adobe PDF files should be used for the referral document itself with any additional information such as scans or photographs in JPEG 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 it's 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 accept Open Office documents and will only accept PDF format. Once Wakefield LOC has sight of the hospitals preferred referral document, we should be able to produce an Open Office template but that is for the future. Once you have created your referral letter in Open Office or Word, 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.

Q **What should the email itself contain?**

A In the body of the email enter the patients name, their date of birth, the name of the Optometrist who is sending the email and the practice name. It might also be useful to add a brief line stating the reason for the referral so that the eye clinic staff can quickly know the nature of the problem. The referral itself should be sent as a PDF attachment.