

Integrated Elective Care Pathways (IECP) Briefing

Background to IECP

Heywood, Middleton and Rochdale Clinical Commissioning Group commissioned to provide end-to-end investigation or treatment for patients referred by their GP.

The four partners delivering the IECP are BMI Highfield Hospital, GP Care Services Ltd, InHealth and Pennine Acute Hospitals NHS Trust and they have been working closely together to create a single point of access for all the specialities and a seamless process for patients. This partnership means we can deliver effective working between all services, skills and expertise that incorporate both primary and secondary care.

What is different?

By delivering an end-to-end pathway of care for all patients we will embed the cultural and step-change needed in patient care by delivering improved patient experience, integration between providers, reduce the length of treatment pathways and deliver improved outcomes through:

- One stop shop assessment and diagnostics including advice and guidance
- Community based assessment, treatment and follow up where possible
- Community based therapy services
- Direct listing where the patient opts for surgery
- Inpatient and daycase surgery in line with Greater Manchester Effective Use of Resources policies and best practice evidence

Successful delivery will require the full integration of services as specified in this document and the wider health and social care system including Social Care, Primary Care, Acute Services and Third Sector providers.

After many months of developing the pathways and processes we are now pleased to announce we are ready to start. We are going live with the IECP service on the **1st April 2017**. This is a new way of working for managing patient referrals from their GP.

GP's will be expected to complete all the relevant information for their referrals using our clinically developed referral proformas that has been uploaded onto their practice system EMIS.

The specialities covered by the IECP are:

- **Ear Nose and Throat (paediatric and adults), including Enhanced Audiology (adults)**

- **Gynaecology**
- **Urology**
- **Limited upper and lower gastro-intestinal problems.**

Please note that Orthopaedic (MSK) is not going live yet as we still working on the clinical pathway and developing the involvement of other orthopaedic services. We will inform you when we are ready to launch this service.

Process

All IECP referrals will be captured by the HMR Single Point of Access Booking Service (SPA) hosted by Pennine Acute and they will be automatically forwarded on to the relevant provider for clinical triage:

- BMI Highfield Hospital
- GP Care Services Ltd
- InHealth
- Pennine Acute Hospital NHS Trust

The triage teams are fully registered clinicians with advanced skills of at least 5 years' experience in triage management.

Following the triage, the clinician will identify the most appropriate service with the lowest acuity pathway and most appropriate provider. The information will automatically be logged with the SPA for the referral to be shortlisted and appointment booked, a patient will then be sent their appointment confirmation letter.

If a patient is not suitable for the IECP service they will be onward referred to the most appropriate service, this will include any 2 week waits, urgent referrals, specialist services etc.

Clinical advice and guidance

As part of the service we are offering GP's an opportunity to request advice and guidance from the triaging clinician, this function will allow a direct conversation between them to gain the most appropriate service for a patient.

Information for patients'

Once the triage has taken place a patient will receive a letter offering them an appointment that meets their clinical needs at one of the four providers offering IECP.

Any queries or issues a patient has with the IECP service/process they can contact the CCG PALS for support and guidance:

Tel: 0161 212 6270 Email: patientservices.gmcusu@nhs.net

Post: Patient Services, Greater Manchester Shared Services, Ellen House,
Waddington Street, Oldham, OL9 6EE

Web: <https://www.hmr.nhs.uk/index.php/get-in-touch/pals>

Patient expectations

A patient can expect the first available appointment and the quickest service that meets their clinical needs. Once the proforma has been clinically triaged and the most appropriate service identified the provider will contact the patient via an appointment letter. This is based on the clinical triage advising which is the best possible service for a patient.

If a patient has a complaint about their treatment/service they experience through the IECP they can log their complaint through the provider's complaints process. Each provider partner has a duty to share all complaints/issues with the IECP Board as part of our governance arrangements.

Media coverage and wider communications

We are sharing communications within the NHS and Healthwatch locally but due to the rules and restrictions of Purdah (pre-election period) we are not allowed to share any communications with the media and other public stakeholders until the 4th May 2017.

Identity

All internal communications for the IECP will be branded using the logo attached to this briefing. This brand is the partnership logo for our collaborative services across Heywood, Middleton and Rochdale borough.

If you have any queries or concerns or require more information about the IECP please contact:

HMR CCG

General enquiries - hmrcommunications@nhs.net

IECP Programme

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