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| Standard Operating Procedure**General Paediatric ADVICE AND GUIDANCE FOR GP’S** |
| **SETTING** | Paediatric Outpatient Services |
| **FOR STAFF** | Consultants and Administrative staff |
| **ISSUE** | Clarifying the required process for obtaining general paediatric advice and guidance. |
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| **Standard Operating Procedure (SOP)****Key Principles**Setting up an advice and guidance service via the electronic referral service (e-RS) to improve efficiency of communication between GPs and Consultant General Paediatricians. Advice and Guidance (A&G) allows one clinician to seek advice from another.The service will advise on: Abnormal blood results Investigations for repeated UTIs Constipation Abnormal shaped heads ? Cow’s Milk Protein IntoleranceFeeding difficulties Fussy eaters Abdominal pain Concerns about growthHeadaches Common neonatal problems Which paediatric service to refer to if not clear * Further information on existing guidelines for use in primary care can be found via the children and young people section on remedy: <https://remedy.bristolccg.nhs.uk/>

**Service Overview*** Requests should fall into one of the categories above and be able to be responded to by the consultant without the need to seek further information.
* GP submits advice and guidance request via the Electronic Referral Service. This should include name of patient, date of birth, NHS number, brief clinical history, name of requesting GP. If inadequate information is supplied the request will either be returned to the GP or a request for the patient to be referred to outpatients will be made.
* The request will be viewed online on Mondays, Wednesdays and Friday by the nominated consultant. There are 3.5 WTE consultants covering this service who will take it in turns to respond to requests.
* Advice will be submitted online with a reply provided within two working days for 80% of requests.
* The central outpatients team will check the Advice and Guidance worklist on a weekly basis to ensure all requests are actioned by one of the consultants in the previous week.

**Governance*** If inadequate information to respond to the request is supplied by the GP the request will either be returned to the GP or a request for the patient to be referred to outpatients will be made.
* The central outpatients team will check the Advice and Guidance worklist on a weekly basis to ensure all requests are actioned by one of the consultants for that week and flag any that are outstanding.
* Consultant team to ensure cross cover is provided for this service.
* Central outpatient team to ensure robust cross cover is provided for both daily and weekly checks. Service to be audited on a regular basis.

**Information and reporting**The evaluation of the service will include:* Number of requests for advice and guidance by day of the week and time of the day and GP locality
* Type of requests
* Outcome of advice and guidance provided – e.g. advice only or referral into service
* Number of requests responded to within 2 working days
* Number of referrals into RAC and general paeds to note if any impact on referral rates
* Feedback from service users on value of the service
* Feedback from general paediatricians on use of the service

**Exceptions** Advice will not be given about children > 16 years Advice will not be given if a child is already known to another consultant within BRHC from any speciality with the same problem. Advice will not be given if a child is under the care of a paediatrician in another hospital. Advice will not be given on patients from the North Somerset locality – these should be referred to the Seashore Centre**Further information*** For further information or for troubleshooting support for e-RS contact the Trust e-RS manager via: ERSQueries@UHBristol.nhs.uk
* To escalate concerns regarding GP utilisation of the system contact the Trust outpatients manager on extension 29328 or Nina.Stock@UHBristol.nhs.uk
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