

**ALL (Advice Letter Listing) Ipswich Hospital
CMS (Clinical Management Service) West Suffolk Hospital**

What is it?	<ul style="list-style-type: none"> ▪ Advice Letter Listing (ALL) is a unique referral route for most services at Ipswich Hospital and has been running since October 2011. The specialties covered by ALL are: cardiology, urology, rheumatology, gynaecology, ENT, colorectal and pain management. From 10th September 2012, nephrology will also be included. ▪ Clinical Management Service (CMS) is a unique referral route for ENT, Endocrine (Lipids), GI & Liver (Gastroenterology), Gynaecology, Haematology and Urology at West Suffolk Hospital and has been running since October 2011. Paediatrics will be rolled out during October 2012. ▪ This service has been designed to ensure the patient is seen in the right place at the right time. ▪ The referral is reviewed by a Consultant within 72 hours (3 working days). ▪ The GP receives expert advice on their patient's condition from a Consultant, if appropriate. Otherwise, the patient will be booked directly into the correct clinic and contacted directly.
Why	<ul style="list-style-type: none"> ▪ Too many patients are being seen in hospital outpatient appointments when a community appointment or primary care treatment could be more appropriate. ▪ The purpose of the referral route was developed to reduce inappropriate referrals and patients being seen in incorrect outpatient clinics.
How does it work	<ul style="list-style-type: none"> ▪ A referral is sent via Choose and Book to the relevant service with a Pre Referral Guidance form (where appropriate) along with a referral letter. ▪ A Consultant reviews the referral and decides whether the patient needs to be seen in the hospital outpatient department or can be managed in the community or in GP practice. ▪ If the patient can be managed in the community, a Management Plan will be sent to the GP practice by the Consultant.
Reporting Outcomes	<ul style="list-style-type: none"> ▪ Reports are available on Choose and Book. ▪ Every practice can see their referrals by checking the Reports section on Choose and Book.
Benefits to patients	<ul style="list-style-type: none"> ▪ Patient only attends outpatient appointment at hospital if appropriate. ▪ Patient may attend community clinics which are closer to home. ▪ GPs receive expert opinion on their condition from a Consultant.
Contact details	<ul style="list-style-type: none"> ▪ Sandy Marsh: sandy.marsh@suffolkpct.nhs.uk or telephone 01473 770059
QOF QP8 Pathway 2012/13	<ul style="list-style-type: none"> ▪ New services will be added to Advice Letter Listing (ALL) at Ipswich Hospital and Clinical Management Service (CMS) at West Suffolk Hospital from September 2012 onwards. These services will form part of the QOF QP8 pathway during 2012/13 and practices are advised to evidence/monitor their usage/adherence to these pathways. ▪ For your convenience, the Nephrology PRG is included with this briefing. If you have any queries, please contact Sandy Marsh.