



Digitally Assembled Referral Toolkit (DART)

Improving the quality and safety of suspected cancer referrals

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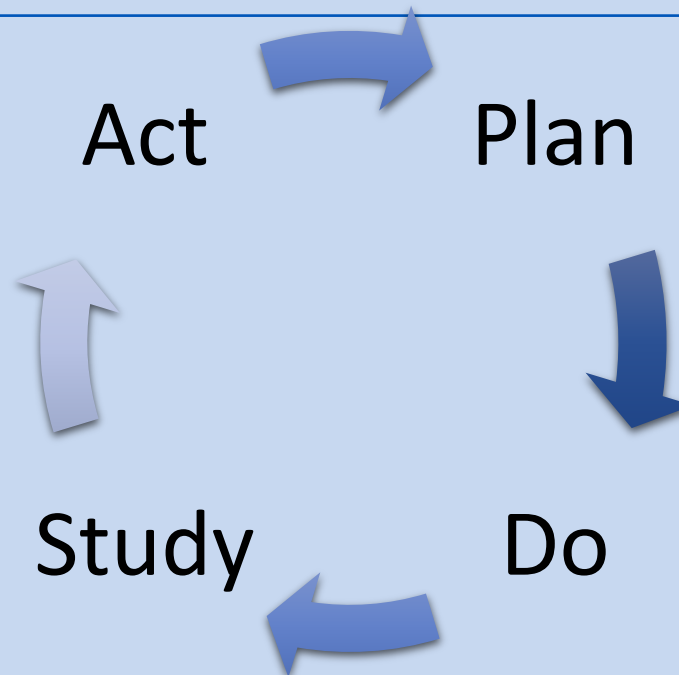
Background – Why DART?

- >30,000 2-week wait referrals from primary care in last 12 months
- 2016 audit – 48% referrals don't meet minimum criteria
- Boxes not ticked can lead to delayed investigation / assessment
- Concerns from practices regarding delayed referrals / patient safety



Aim

Create a 'standard' for the two-week wait referrals process that improves the safety and quality of referrals by increasing the number of correctly completed referral forms to 100% within three months of introduction





Plan

Preliminary analysis of process variation at x11 GP practices:

- To process forms: 'Clicks' mean = 20, 'Time' mean = 96secs
- **8 practices had recent SEA due to delayed/missed referrals**
- GPs regard Word forms difficult to access / time consuming
- Handover ('task') issues most common reason for delays



Do - DART - Towards a referrals standard

- Digitally Assembled Referral Toolkit (DART)
- Centrally hosted forms, centrally updated, easily scalable
- Forms quick / easy to complete
- Forms remind clinicians if core clinical information incomplete
- Automatic setup of task attributes (for safer handover)
- Reduced risk of delayed referrals
- Acceptable to clinical and administrative staff

Other Details... Exact date & time Mon 21 Aug 2017 18:45

Write Referral Assemble Form Help Page

Digitally Assembled Referral Toolkit (DART)

2 Week Wait Suspected Cancer Referrals

Step 1: ALL Referring clinicians complete clinical questions

- | | | | |
|------------------|--|--------------------|--|
| Skin | | Upper GI | |
| Breast | | Lung | |
| Gynae | | Thyroid | |
| Lower GI | | Sarcoma | |
| Urology | | Oral | |
| ENT | | CNS | |
| Neck Lump | | Haematology | |
| | | HPB | |

IMPORTANT REMINDER: After completing clinical questions, please **ALWAYS** click **'SAVE FINAL VERSION'** THANK YOU.

TASK SECRETARY

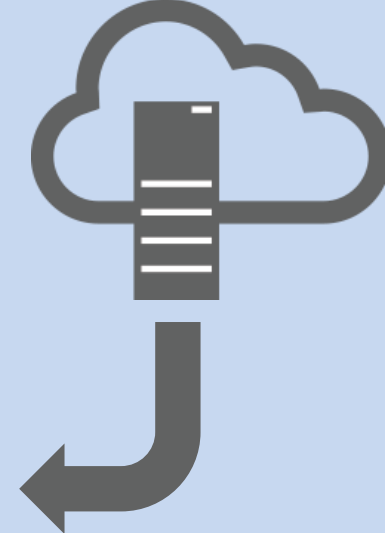
PRINT LEAFLET

2ww Skin referral questionnaire v2

Enter values into the 2ww Skin referral questionnaire v2 questionnaire

- Show recordings from other templates
- Show empty recordings

Information Print Suspend Ok Cancel Show Incomplete Fields



Save for Future Editing

Save Final Version

Cancel

✘ 1 - Suspected urology cancer referral

Suspected urology cancer referral questionnaire

N.B - Please note that up to date patient contact details and a telephone number where the patient can be reached during office hours (08.00 am - 17.00 pm) are essential to allow us to offer your patient a date within seven days of your referral.

Referral Information – Suspected Cancer (please select)

1 Referral Information – Suspected Cancer

- Prostate
- Bladder
- Renal
- Testicular
- Penile



2 Imaging done?

- Yes
- No



Considerations:

Consider non-urgent referral for bladder cancer in people aged 60 and over with recurrent or persistent unexplained urinary tract infection and microscopic haematuria that does not fit 2WW criteria.

13 Additional Comments:



14 Please confirm the patient is aware of the possible diagnosis of cancer?

- Yes
- No



Other Details... Exact date & time Mon 21 Aug 2017 18:45

Write Referral Assemble Form Help Page

Assemble form

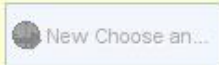
Step 2: Clinician or secretary assemble form for emailing to RBS or attaching to a 'Choose and Book' e-referral

	Assemble Word Referral (To email)	Assemble Word Letter (attach to Choose and Book)		Assemble Word Referral (To email)	Assemble Word Letter (attach to Choose and Book)
Skin	New 'Hospital' ...	New 'Two We...	Upper GI	New 'Hospital' ...	New 'Two We...
Breast	New 'Hospital' ...	New 'Two We...	Lung	New 'Hospital' ...	New 'Two We...
Gynae	New 'Hospital' ...	New 'Two We...	Thyroid	New 'Hospital' ...	New 'Two We...
Lower GI	New 'Hospital' ...	New 'Two We...	Sarcoma	New 'Hospital' ...	New 'Two We...
Urology	New 'Hospital' ...	New 'Two We...	Oral	New 'Hospital' ...	New 'Two We...
ENT	New 'Hospital' ...	New 'Two We...	CNS	New 'Hospital' ...	New 'Two We...
Neck Lump	New 'Hospital' ...	New 'Two We...	Haematology	New 'Hospital' ...	New 'Two We...
			HPB	New 'Hospital' ...	New 'Two We...

Step 3: Use your usual process to email the assembled form to RBS or click the button to launch 'Choose and Book'

PLEASE CHECK THAT FORM HAS BEEN POPULATED WITH ALL INFORMATION BEFORE SENDING. THANK YOU

Launch Choose and Book



New 'Hospital' Word referral to 2ww using 2WW Urology Proforma

Create a new 'Hospital' Word referral to 2ww using the 2WW Urology Proforma template

- Show recordings from other templates
- Show empty recordings

Information Print Suspend Ok Cancel Show Incomplete Fields



Please confirm the patient is aware of the possible diagnosis of cancer?	Yes
Please confirm the 2 week wait patient information leaflet has been given?	Yes
Please confirm the patient is available and willing to attend an appointment within the next 14 days? If not, refer when willing and able to attend	Yes
Please confirm the patient is fit for straight to test?	Yes

Referral Information – Suspected Cancer: **Prostate**

Please write results of the following investigations for Prostate, Bladder and Kidney referrals:

PSA	WBC	Creatinine	eGFR
25 Jan 2017, 200 ug/L	25 Jan 2017, 100 10 ⁹ /L	25 Jan 2017, 45 umol/L	25 Jan 2017, 3 mL/min/1.73m ²

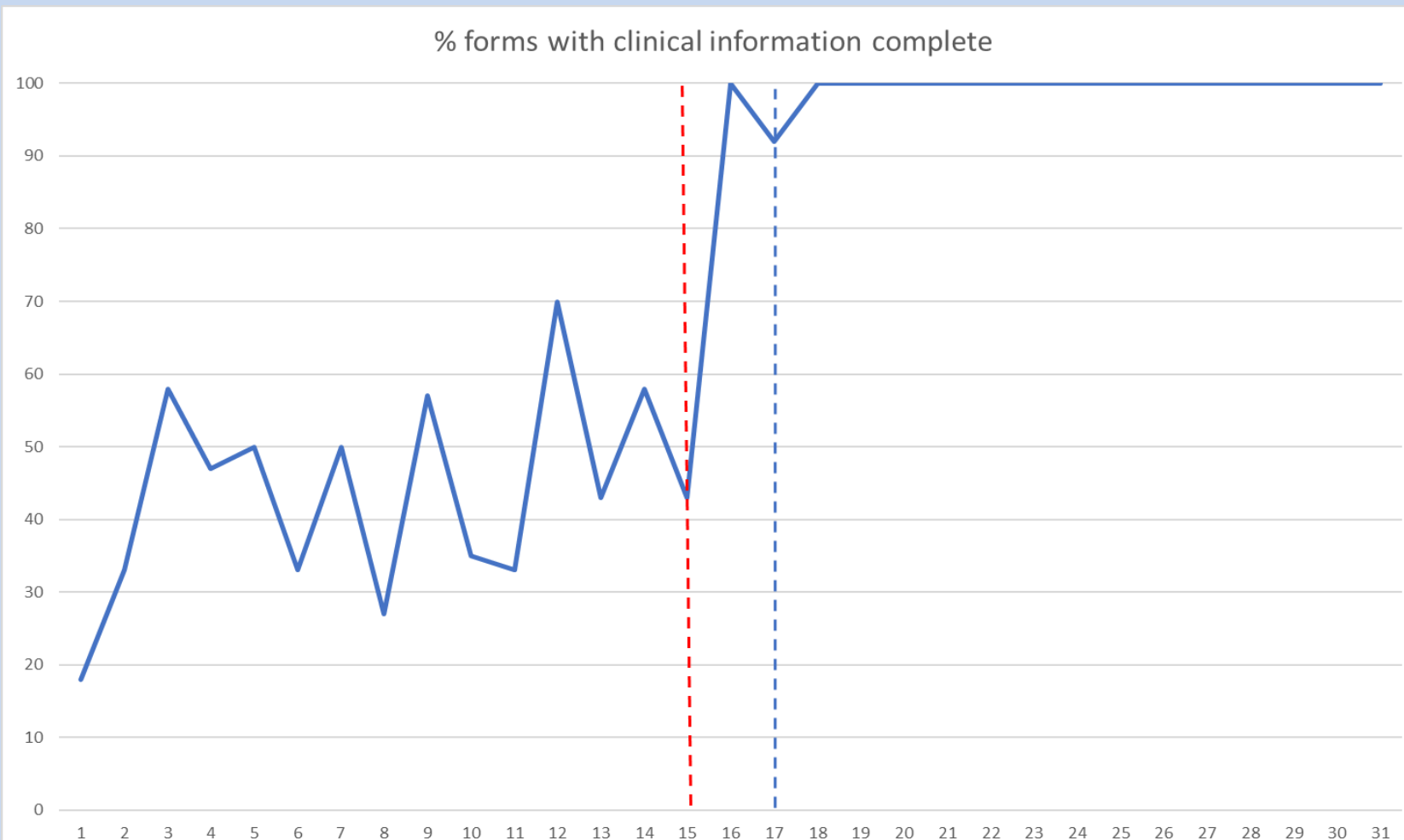
Imaging done: Yes

Prostate Cancer:

Prostate feels malignant on digital rectal examination	Yes
PSA levels are above the age specific reference range*	Yes



Study impact – Clinical information completed



	Baseline N=210	At 3/12 N=172
Clinical info	44 %	100 %



Study impact – ‘blue box’ actions

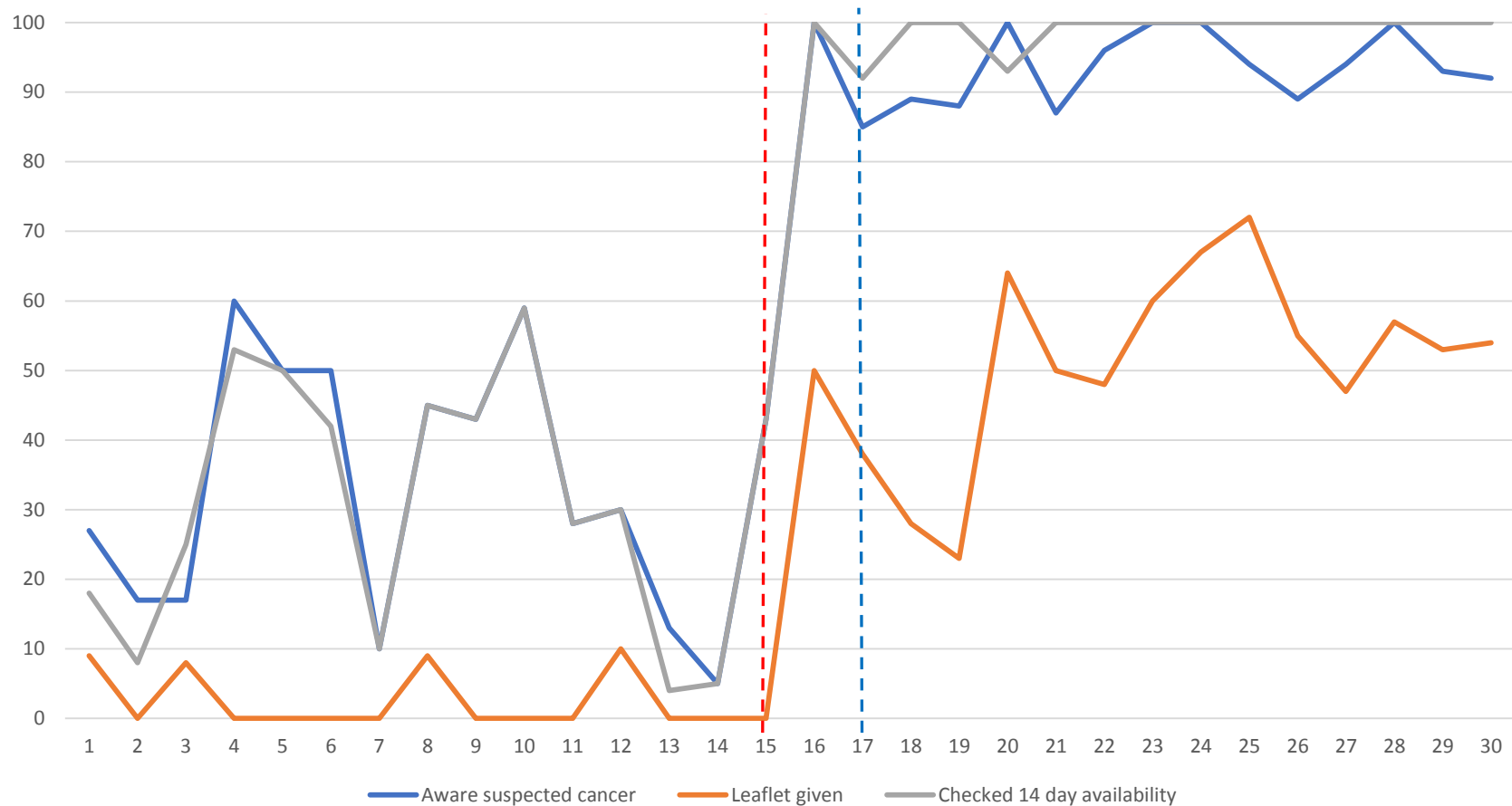
- Please confirm the patient is aware of the possible diagnosis of cancer
- Please confirm the 2 week wait patient information leaflet has been given
- Please confirm the patient is available and willing to attend an appointment within the next 14 days
If not, refer when willing and able to attend
- Please confirm the patient is fit for straight to test





Study impact – ‘blue box’ actions

% Patient actions done by type - intervention introduced at week 15



	Baseline N=210	Post N=236
Aware	31 %	94 %
Leaflet given	2 %	52 %
Checked 14 day availability	28 %	99 %

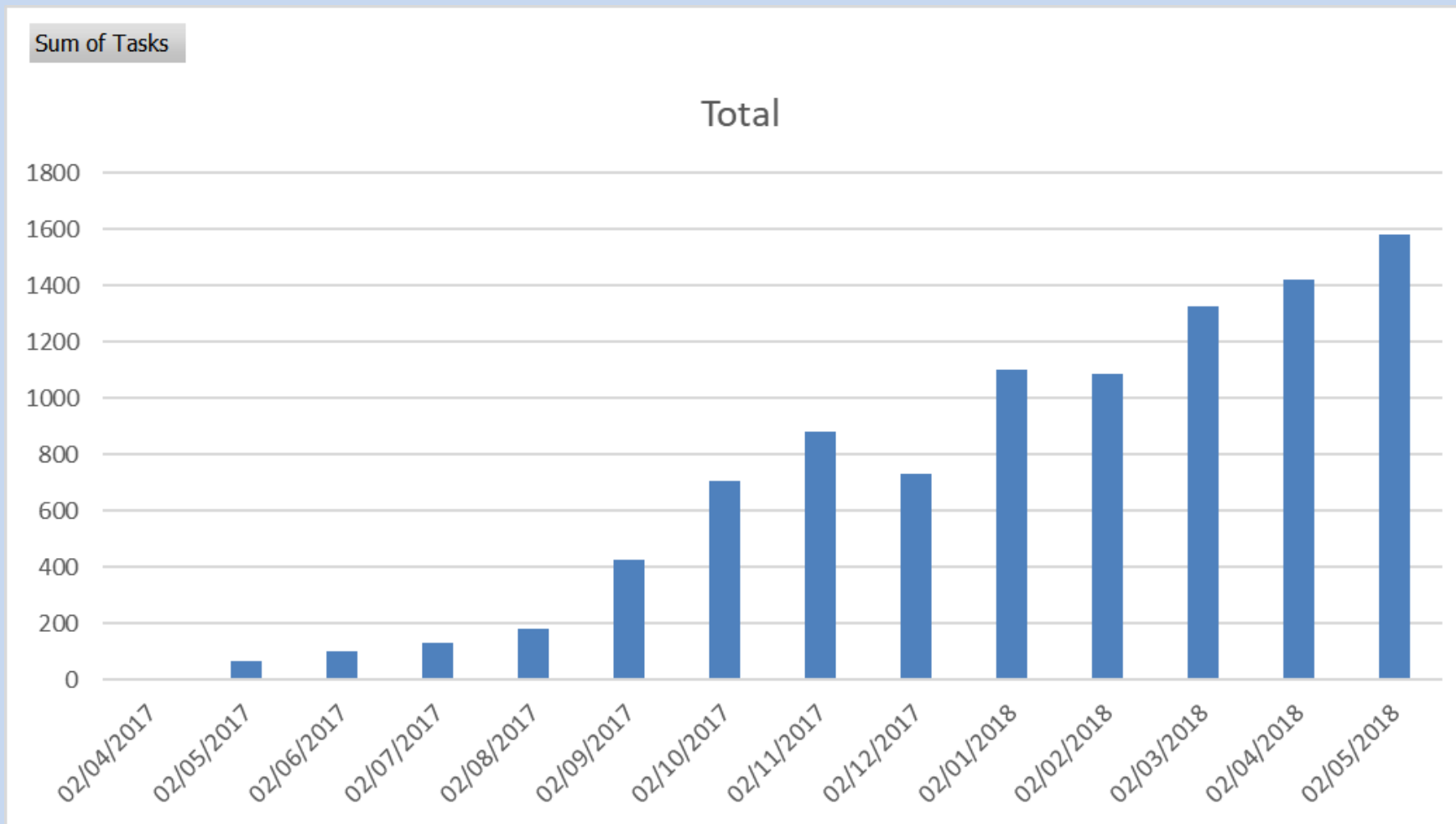


Study impact – time and cost savings

- Time to process forms reduced from 96 to 35 secs
- Clicks reduced from 20 to 14
- >500 hours freed up processing >30,000 forms (2016)
- Potential saving of >£100,000 annually



DART – City-wide roll-out





The future – DART Referral Hub

- Sections for planned care pathways (hospital / community)
- No requirement for referral letter – notes auto-populated
- Includes new 'Patient Summary Record'

Other Details...

Exact date & time

Sat 17 Feb 2018

20:57



Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Home 2 Week Wait Community Hospital Musculoskeletal Guidance Help

Digitally Assembled Referral Toolkit (DART)

Referral and Guidance Hub

Welcome to the DART Referral Hub

Following the successful introduction of the DART template for suspected cancer referrals, the hub is being developed to make the DART process available to quickly refer on other pathways and access clinical guidance.

The section tabs at the top of the template can be used to access referral forms and guidance. Please check back frequently as new functionality will be added with time.

The DART referral process ensures that referral forms are completed quickly and correctly. This frees up clinical time and improves the patient experience by reducing the risk of delayed assessment.

We hope you will find using this template makes the referral process easier, quicker and safer for patients. If you have any comments or suggestions, please see the contact information on the help page tab.

DART: Winner of the TPP Clinical Transformation Award 2017. Winner of the Quality Improvement Category at RCGP AC 2017

Show recordings from other templates

Show empty recordings

Information

Print

Suspend



Ok

Cancel

Show Incomplete Fields

Changing



Other Details... Exact date & time Sat 17 Feb 2018 20:57  

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

- Home
- 2 Week Wait
- Community
- Hospital
- Musculoskeletal
- Guidance
- Help

Digitally Assembled Referral Toolkit (DART)


2 Week Wait Suspected Cancer Referrals

ALL referring clinicians complete clinical questions

- | | | | |
|--------------|---|-----------------|---|
| 1. Skin | <input type="button" value="Write Referral"/> | 8. Upper GI | <input type="button" value="Write Referral"/> |
| 2. Breast | <input type="button" value="Write Referral"/> | 9. Lung | <input type="button" value="Write Referral"/> |
| 3. Gynae | <input type="button" value="Write Referral"/> | 10. Thyroid | <input type="button" value="Write Referral"/> |
| 4. Lower GI | <input type="button" value="Write Referral"/> | 11. Sarcoma | <input type="button" value="Write Referral"/> |
| 5. Urology | <input type="button" value="Write Referral"/> | 12. Oral | <input type="button" value="Write Referral"/> |
| 6. ENT | <input type="button" value="Write Referral"/> | 13. CNS | <input type="button" value="Write Referral"/> |
| 7. Neck Lump | <input type="button" value="Write Referral"/> | 14. Haematology | <input type="button" value="Write Referral"/> |
| | | 15. HPB | <input type="button" value="Write Referral"/> |


IMPORTANT REMINDER:
After completing clinical questions, please **ALWAYS** click 'SAVE FINAL VERSION'.

PRINT LEAFLET

 Patient 2WW Info

TASK SECRETARY

LAUNCH ERS

 ERS (Choose&Book)

ADMIN STAFF

ASSEMBLE FORM

NOTIFY

 Notify Referrer

Launch DART 2WW Skin

Launch the DART 2WW Skin protocol

- Show recordings from other templates
- Show empty recordings

Changing



Other Details... Exact date & time Thu 28 Jun 2018 10:24 

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Home 2 Week Wait Community Hospital Guidance Help

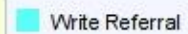
Digitally Assembled Referral Toolkit (DART)

Hospital Referrals

General

The 'general' section is designed for referrals that do not have specific forms. The process automatically builds a referral based on your consultation notes. Blood results and a structured medical summary will be automatically appended to the referral form when assembled.

1. Medical referral

 Write Referral

2. Surgical referral

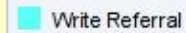
 Write Referral

Specialties

3. Cardiology (LTH)


 Write Referral

4. Gynaecology (NEW)


 Write Referral

Now Includes General
Gynaecology and
Urogynaecology

5. Ear, Nose and Throat (ENT)

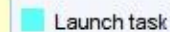
 Write Referral

5. MSK

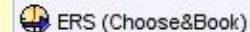
 Write Referral

IMPORTANT REMINDER: After completing clinical questions, please **ALWAYS** click '**SAVE FINAL VERSION**'.

TASK SECRETARY

 Launch task

LAUNCH ERS


 ERS (Choose&Book)

ADMIN STAFF

ASSEMBLE FORM

 Assemble Form

NOTIFY

 Notify Referrer

Show recordings from other templates

Show empty recordings

Information

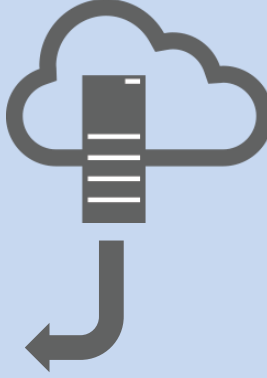
Print

Suspend

Ok

Cancel

Show Incomplete Fields



Cardiology Referral

1 Please choose the clinic you wish to refer to

- 1. General Cardiology
- 2. Valve Clinic
- 3. Inherited Cardiac Conditions
- 4. Electrophysiology (EP)
- 5. Heart Failure Clinic
- 6. Atrial Fibrillation Clinic (AF)
- 7. Rapid Access Chest Pain



2 Essential investigations prior to referral: All Referrals: 12 Lead ECG, FBC/U&E/TFT/LFT (recent - last 3 months). Heart Failure: Also add BNP. Atrial Fibrillation: Also add Clotting

Please confirm that these tests have been completed or have been requested?

- Yes
- No



7 Heart Failure Clinic Referral Streams

- a. Patients with new suspected symptoms of heart failure, accompanied by a measurement of their NTproBNP
- b. Patients with known diagnosis of LVSD and worsening symptoms
- c. Patients with known LVSD and need for further optimisation of care (medications or device therapy)



10 Clinical Details

Please note that the notes that you have written from the current consultation and previous two consultations will be automatically inserted into the referral form. If you wish to add any further pertinent clinical information please do so here:



11 Does the patient require an interpreter?

- Yes
- No



Patient Summary Record

(Please note this summary has been automatically assembled using coded information in the patient record)

Surgical <u>pre operative</u> summary information	
Produced by Dr Robert Eastham during referral of patient for surgical opinion on 17 Feb 2018	

Patient Demographics			
Patient Name	Miss Tilly Test	Consultant	
Address	19 Iron Stone Gardens, Leeds, West Yorkshire, LS12 6LH	Date of birth	27 Jan 1964
NHS No.		Age	54 y
Gender	Female	GP	Dr Mark Fuller
Email		Home Tel	0113 356 9875
Ethnicity		Mobile Tel	07811 160351
Main Language	Using British sign language	Work Tel	
		Interpreter Reg	<input type="checkbox"/>

Emergency Contacts	1 st Contact (NOK)	2 nd Contact (Carer)
Name	Ms Jenny Test	
Address	19 Iron Stone Gardens, Leeds LS12 6LH	
Home Tel	011312345678	
Mobile Tel		
Work Tel		
Relationship	Daughter	

Details of any Anticoagulant/ Antiplatelet drugs issued in last 6 months				
Issued	Drug name	Dose	Quantity	Days duration
06 Nov 2017	Warfarin 1mg tablets	use as directed	28 <u>tablet</u>	28
13 Nov 2017	Warfarin 1mg tablets	use as directed	28 <u>tablet</u>	28
20 Nov 2017	Warfarin 1mg tablets	use as directed	28 <u>tablet</u>	28

Cardiovascular System	Yes	No	Latest Entry
Angina	Yes		21 May 2017, Stable angina
Heart Attack	Yes		10 Nov 2017, Heart failure with reduced ejection fraction
Rheumatic/Scarlet Fever or Heart murmur	Yes		21 May 2017, Scarlet fever
Hypertension	Yes		21 May 2017, Essential hypertension
Hypotension		No	
FH Heart problems		No	
Heart Surgery		No	
CHD/IHD	Yes		21 Dec 2017, Posterior myocardial infarction NOS
Anticoagulants/Antiplatelets in last 12M	Yes		20 Nov 2017, Warfarin 1mg tablets
AF	Yes		21 May 2017, Atrial fibrillation
Pacemaker		No	
Thrombosis		No	

Respiratory System	Yes	No	Latest Entry
Asthma/COPD/Emphysema	Yes		24 Aug 2016, Chronic obstructive lung disease
Persistent Cough		No	
Sleep breathing problem	Yes		21 May 2017, Obstructive sleep apnoea
Tracheostomy		No	
Requires oxygen at home		No	
Other	Yes		21 May 2017, Obstructive sleep apnoea



Conflict of interests and useful resources

Thanks for listening

Conflict of interests: None

Useful YouTube video:

Cardiology referral demo video: <https://rebrand.ly/HubCardiology>

Contact: Dr Rob Eastham **Email:** r.eastham@nhs.net