

Newsletter: GP Event Success!

The Newcastle upon Tyne Hospitals NHS Foundation Trust held a GP awareness event on 25th February 2008.

Thank you again for the excellent evening awareness event you ran. I thought it was really valuable and beneficial to those who attended.

David Lea
Head of Performance, NHS North of Tyne

GPs and Practice staff were given the opportunity to ask questions of the Trust Choose and Book Team and Consultants and Administrative staff from the RVI. Delegates completed feedback forms on the quality of the booking guidance we provided.

What we learned from GPs:

- Often services are not where GPs expect them to be.
- It is only with experience that GPs know where to look for services.
- If GPs are in a hurry they may revert to paper referrals.
- GPs were not getting information about changes to National Clinic Types
- Feedback has kick-started additional focussed reviews of the Directory of Services – e.g. Paediatric ENT services have been revised and simplified to make referring easier and less time consuming for referrers

How we responded to what GP said:

- We demonstrated how to search for services on the live system using scenarios suggested by the audience
- Any Practices which asked for specific help were contacted by telephone after the event and given advice.
- We are now looking at loading 'Keywords' into our Directory of Services. This will make it easier for GPs to search for services.
- We have alerted NHS North East so that information about changes to National Clinic Types GPs is now being passed on to GPs

We want to help you and your practice make the most of Choose and Book and the services offered by The Newcastle upon Tyne Hospitals NHS Foundation Trust.

Contact us: cab@nuth.nhs.uk