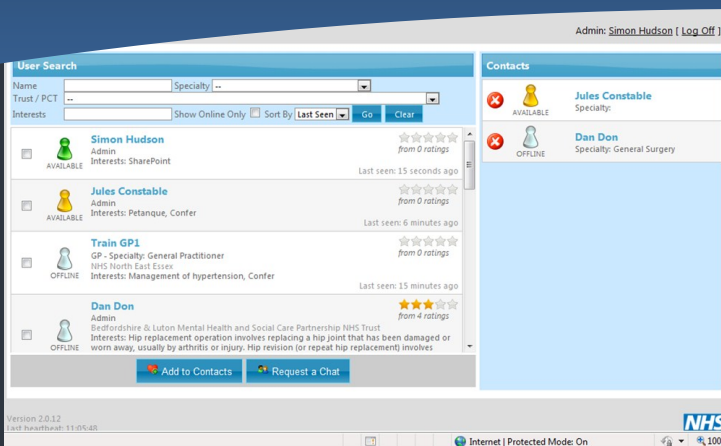


Key Benefits

There are significant benefits for GPs, patients, PCTs, Acute Trusts and the SHA as a whole which include:

- The ability for GPs to access expert advice when they and their patients need it;
- A reduction in the number of inappropriate referrals into secondary care;
- Improving the patients' experience, the right advice, the first time and in the right place ;
- Supporting the Planned Care Closer to Home Agenda;
- Better patient outcomes and improved observation and management of chronic diseases in primary care;
- Quicker treatment pathways for patients, treatment can commence in primary care weeks before an outpatient appointment would have been available;
- More appropriate use of specialist time and reduced interruptions to inpatient work from unscheduled calls and unnecessary referrals
- Improved quality of referral into secondary care where appropriate;
- Improved management of long-term conditions within Primary Care



Factsheet

GP to Consultant discussion reduces referrals

Background

Evidence suggests that up to 65% of patients attending outpatient specialty clinics are discharged with no significant pathology being detected.

Many referrals are made because a GP is seeking advice on the further investigation of a patient in whom the diagnosis is not yet clear or for advice on the most appropriate management of a known condition. Still other patients are referred without having the necessary tests or information available delaying their time to treatment.

Set against this background, Outpatient referrals rose by ~13% in 2008/09 and this trend continues.

65% of patients attending outpatient specialty clinics are discharged with no significant pathology being detected.
Outpatient referrals have risen by as much as 13% during 2008/09
Many referrals could be avoided if the GP had ready access to expert clinical advice.

Existing NHS initiatives

Other projects to reduce referrals have shown encouraging results. NHS City and Hackney utilised a referral management centre. This has delivered a 17% reduction in referrals where the specialities have been added to the service catalogue.

Kinesis

'Kinesis' is designed to bring together traditional relationships with web based technology to expand the ability for GPs and Consultants to deal with patients needs at the time they are most needed. When combined with change management and appropriate implementation, Kinesis is designed to:

- Provide an efficient mechanism by which referrals can be avoided, with commensurate cost savings as well as shorter times to effective treatment
- Embed this through use of technology and change in practice;
- Quantitatively assess the benefits against robust baseline measures
- Forge stronger relationships between primary and secondary care clinical staff, leading to patient, learning and system benefits

The Kinesis software

Kinesis is a simple to use application running entirely in a browser and hosted on an N3 cloud service: no need to install new software on PCs or servers. Kinesis provides:

- Powerful people search, filtered by specialty, trust etc.
- User profiles, Presence
- Instant Messaging, email and voice based conferrals
- SMS messaging for users who are away from their desk
- Desktop Snapshotting for review of clinical data
- Buddy list, Star Ratings
- Conferral feedback to assess outcomes
- Secure message store for users without NHS Mail accounts

The Kinesis application is extremely easy to use and generally requires no training. From the interactive browser interface GPs can identify a suitable consultant, see whether they are online and available for an immediate conferral or send a message (via the secure message store or traditional email).

Users have an instant messaging client, email launcher and the ability to start up a voice call using the telephone numbers provided by the



About Cloud2

Cloud2 are a specialised IT solutions provider operating in the health sector.

We are known for our high quality SharePoint based solutions, our frank and supportive project style and our ability to deliver successful projects rapidly. We have much to offer, including:

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- eForms and workflow
- BI & Performance Management
- Slate computing
- Rich search solutions
- HR solutions
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system. SMS alerts advise users who are away from their PC that there is a conferral waiting for attention.

There is no requirement to install anything on the client desktop, (an ActiveX component needs to be installed for the Snapshot feature, but this is an automatic download).

The entire system is secure, using NHS standards compliant SSL and running exclusively on the NHS N3 network.

NHS East of England Confer

Kinesis is at the heart of Confer, an NHS East of England project to dramatically reduce GP referrals in the region. A substantive business case supports the economic benefits of adopting NHS Confer in the GP to hospital consultant setting.

Data from NHS East of England shows over **1.8 million** GP referrals during 2008/09, resulting in over **1.5 million** new patient attendances (equal to 4,178 referrals per day).

Referrals into just 6 specialties (trauma & orthopaedics; cardiology, nephrology, gastroenterology, rheumatology and neurology) represents approximately 20% of total referrals into all specialties and generated over **331,000 new attendances**. The cost of each of these referrals was **£135 - £385 per appointment**.

Reducing referrals by 20% across these 6 specialties alone could save the SHA over **£10 million per year** as well as have the potential to improve clinical outcomes.

Kinesis applications

Kinesis provides a powerful platform for a range of clinician to clinician scenarios, as well as other communities of interest.

Anywhere that colleagues need to be able to rapidly seek advice, irrespective of where they are; where they need to securely display content from their systems without transferring it and where the transaction needs to be logged, then Kinesis can be applied.

Other areas of use that have been proposed are:

Mental Health - Shortage of mental health specialists was an issue everywhere. Having psychiatrists and psychologists available for instant advice was a very popular request.

Community Nurses / HCPs - The system was seen as ideal if working in a community setting and to help decide whether to admit a patient to hospital.

Referral management centres - Giving triage doctors direct contact with consultants

Organisation Directory - providing a one stop shop for contact numbers for local Trusts practice secretaries, PAs, etc.

Education system - Enabling communications between GPs and GP Trainees

Locums, Out-of-hours and Walk-in centres - as GPs are often working

with limited local knowledge and do not know their patients well.

Patient engagement - for patients to contact nurse specialists and other health professionals

The success of a project like this requires sophisticated technology, however adoption is a bigger challenge still. The EoE project showed how critical it is for enough users to be on the system to make it viable. Furthermore users and their trusts need to be willing to change some processes and referral practice to achieve financial and clinical benefits.

Modifications to the core software can be rapidly applied to ensure it provides the features and performance needed.

Next steps

If you want to explore the use of Kinesis in your setting please talk to us.

“The high value specialties were Cardiology and Paediatrics. Both have a high level of patient and GP anxiety.

We have avoided more Cardiology referrals than anything else and the ability to share ECGs in real time is very popular”