

CCG name: North East Hampshire & Farnham CCG		
Case study title: Clinical Guidelines		
CCG case study number: (specify 1 to 5)	x of 5	Word length for this case study (up to a maximum of 3,000 words in total across the submitted case studies)
Does the case study provide core evidence?	Y/N	If yes, state domain criteria by deleting as appropriate: 1.1, 1.2, 2.2, 2.3, 3.2, 3.3, 4.2.1, 4.3.1, 5.1, 6.1, 6.2
Does the case study provide supplementary evidence?	Y/N	If yes, state for which domain criteria:
Patient groups		Please tick all relevant:
• Mothers and newborns		
• People with need for support with mental health		
• People with learning disabilities		
• People who need emergency and urgent care		
• People who need routine operations		
• People with long-term conditions		
• People at the end of life		
• People with continuing healthcare needs		
Description:		
Context:		
<p>Situated as we are at the conjunction of three county boundaries with our main secondary Care Provider across the border has forced us in our development to think across borders and for our GPs to work together across these boundaries.</p> <p>Very early on it became apparent that some delays and misunderstandings we taking place with consultants working with three county groups of GPs with differing referral standards. One of our Surrey GP colleagues had the idea of a system of interactive help pages that would reflect the differing thresholds and allow easy printing of patient information.</p> <p>This was taken up by a tripartite group of GPs from Hampshire, Surrey and Berkshire together with Frimley Park Hospital consultants who worked to develop the pathways and thresholds for a web based service called 'Clinical Guidelines.'</p>		
Action:		
<p>Over many months pages of detail were developed, and pathways of care mapped to the various thresholds with the combined agreement that Frimley Park consultants would 'sign up' to these thresholds and support the GPs decisions.</p>		

With help from Frimley Park's IT section a website was developed with the intellectual property rights retained jointly by all the local GPs.

A sample page is shown below:

The screenshot shows the NHS Clinical Guidelines website for Cataracts. The page layout includes a blue header with the NHS logo and a search bar. Below the header is a navigation menu with 'Home', 'Contact us', and 'About this project'. The main content area is titled 'Cataracts' and is divided into five colored boxes: 'HISTORY' (blue), 'EXAMINATION' (yellow), 'REFERRAL GUIDELINES' (pink), 'GENERAL INFORMATION' (green), and 'INVESTIGATION' (purple). A 'LOG OUT' button is visible in the bottom left corner. A 'Patient Information Leaflet' icon is located at the bottom of the page.

This example page above shows how the variations in cataract thresholds across Surrey and Hampshire are simply displayed. Each pathway is designed to fit onto a single screen for maximum ease of use and wherever possible patient information can be simply printed from a small icon labelled 'patient information leaflet.'

Impact:

We were aiming for four outcomes from this project

- (1) To get one single concise source of pathway and threshold information for GPs and consultants to adhere to.
- (2) To reduce inappropriate referrals to secondary care
- (3) To get GPs and Consultants to work together across borders and boundaries.
- (4) To help consultants back up GPs decisions.

This project was supported as part of a Clinical Commissioning LES to be available in every clinician in every consulting room across North East Hampshire CCG. This is now fully operational and in everyday use. The service is regularly updated and expanded, the latest addition being a set of Physiotherapy exercises designed using PhysioTools © to provide high quality graphics rather than the multi-copied stick men so often handed out in the past.

Impact

The Service has more than met its design aims our patients can be shown the pathway in the consulting room if required with thresholds easily explained. Patient information can be printed out in a high quality and easily understood form and unnecessary procedures are being reduced. Better patient care, GPs and consultants in regular communication and thresholds upheld.

Word count 441

DRAFT