

Primary Care E-advice Service for Patients with Chronic Kidney Disease (CKD)

This service has been set up to support GPs and other practice staff to manage their patients with CKD within primary care.

Aims and Objectives

Using the ICHC-tr.ckdadvice@nhs.net email address, the service is designed to be accessible, secure, confidential and user-friendly. The service aims to support GPs and practice staff to offer the right treatment and referral decisions for their patients with CKD. We hope that this approach will benefit patients as they will be receiving care closer to home.

Scope

Inclusions:

- Non-urgent clinical enquiries;
- Supporting a treatment plan;
- Supporting training, diagnosis and treatment planning.

Exclusions:

- Acute crisis;
- Routine advice for patients already under the care of a named nephrologist;
- Referrals for investigations or outpatient appointments.

Clinical Responsibility

- Duty of care, within this email service, rests with the GP;
- Our nephrologist is responsible for the quality of clinical advice given via email;
- The patient remains in the care of the GP who may act on the nephrologist's advice as they see fit;
- If the response is a recommendation to refer to renal outpatients, this will be the responsibility of the GP submitting a referral through the usual route;
- In future correspondence, when referring to the advice given, it must be made clear that the advice quoted was from the e-mail advice service;

Service Coverage

- GPs and practice staff;
- Monday to Friday, excl bank holidays;
- 9am to 5pm;
- Service start date: 1 August 2015;
- Target response time - within 36 hours.

E-mail Format

Please use format described below.

Subject Line: GP code, Practice code and patient's NHS number

Message body: Outline of the clinical query
GP Name
Practice name
Contact telephone number

Evaluation

After the trial period, we will evaluate the service to gain a better understanding of:

- Why primary care are using the email advice service;
- What is expected from the service;
- What benefits can be gained;
- What are the limitations to the service provision;
- How much time it takes to respond to emails;
- The number of people using the service; and
- What the potential cost savings are to the CCGs.

Audit

The e-advice service will be audited and reviewed to ensure that it is providing adequately for patient needs, that it is safe and cost effective.