

 Kingston GP Chambers Kingston Training Hub Clinical Services Practice Support Services Kingston Education Centre	2ww Procedure		Reviewed	November 2023
	Adopted	26/08/14	Revised	Yes
			Next review	November 2025

Protocol for a Two Week Wait / Two Week Rule seen in a Kingston GP Chambers Clinics

There are two distinct two-week wait procedures for two-week wait (2WW) referrals at Kingston GP Chambers.

One process is solely for 2WW referrals arising from the KGPC dermatology GPwER service; where KGPC admin staff will make the referral using the practice's ERS system, notify the patient's practice the referral has been made and instruct the patient's practice to monitor the 2WW.

For 2WWs for all other services the admin team will notify the patient's own practice that a 2WW referral has been made and then check to ensure that this has been done by the patient's own practice who will then be responsible for monitoring the 2WW.

Please see below for details of steps to be followed for each procedure.

GPwER Dermatology Service **ONLY**

Two-week wait (2WW) referrals for Chambers Dermatology GPwER Service will be done in accordance with the process below:

1. If a 2WW is thought to be clinically appropriate, the Dermatology GPwER will task the admin team to complete a referral using EMIS tasks.
2. The patient must be told by the clinician KGPC will be making the referral but the results will be sent to their own GP practice.
3. Admin staff will pick up the task and make the referral via ERS from the patient's own practice so that all correspondence stemming from the referral will be sent back to the patient's own GP.
4. The reception team will send a letter to the patient's own GP practice notifying them that a 2WW has been made either direct via EMIS or by email if the practice is out of area. Staff should click URGENT when letter sent in the send screen.

5. The letter will inform the practice that a 2WW referral has been made using the practice's ERS, that the practice need to monitor this 2WW in line with their own monitoring procedures and that KGPC will not be monitoring the status of the 2WW referral.
6. The reception team will also call the practice when sending the letter advising them that a 2WW referral has been made, that we have sent a letter with details of the referral and they will need to monitor this in line with their own systems and processes.
7. The reception team for the service will log each of the 2WW request on the 2WW referral spreadsheet under the dermatology service tab: H:\Services\Extended Access Service\Policies and Procedures & 2WW\2WW Record Sheet 2023.xlsx. They will note the date the referral was sent and the date that they informed the practice of the referral by letter and telephone call.

Process for ALL OTHER SERVICES:

1. If a two-week wait (2WW) is thought to be clinically appropriate a note will be made in the notes of the consultation requesting the patient's own GP practice to action the referral.
2. The patient must be told by the clinician they will be sending a request to the patient's own practice to make a 2WW referral.
3. The patient should be directed by the clinician to contact their own GP the next working day to check that the referral has been completed.
4. The GP will inform the reception that a 2WW is required by speaking directly to the receptionist on duty and putting a note under the patient's name in the appointment screen that a 2WW is needed. They should also email the reception team to tell them a 2WW is required: swlicb.chamberextendedhours@nhs.net. This mailbox is monitored daily.
5. The reception team will send a copy of the consultation letter to the patient's own GP practice either direct via EMIS or by email if the practice is out of area. Staff should click URGENT when letter sent in the send screen.
6. The reception team will also call the practice when sending the consultation letter to let them know that a 2WW needs to be made by the practice.

7. The reception team for each service will log each of the two week waits request on the two week wait referral spreadsheet under the relevant service tab:
H:\Services\Extended Access Service\Policies and Procedures & 2WW\2WW Record Sheet 2023.xlsx
8. On the next working day, the Service Manager for extended/enhanced access, minor illness and GPwER will contact the patient's practice to confirm the consultation letter has been received and the 2WW referral has been made. The service manager will also do this for any referrals made by Kingston Education Centre.
9. If staff at the patient's own practice confirm that the referral has been made or, if the service manager can see evidence of a referral having been made on EMIS, this should be noted on the spreadsheet. No further action is required by Kingston GP Chambers once we have received confirmation or have seen evidence that the 2WW referral has been made.
10. If staff at the patient's practice inform the Service Manager that they have not yet made the referral, the Service Manager must call back later the same day or the following day to confirm that this has been done.
11. If the referral still has not been made by the second working day following the patient being seen in a Kingston GP Chambers service, the matter should be escalated by emailing Rick Hughes (richard.hughes7@nhs.net) and copying in Adam O'Donnell (adam.odonnell@nhs.net).
12. The patient's own GP practice will be responsible for monitoring the 2WW in line with their own monitoring procedures.