

Gastroenterology out-patient referrals at the Royal Free London

Dear colleagues,

The Royal Free London will be introducing a new pathway for gastroenterology referrals.

From 9 August 2021, the gastroenterology service will introduce the clinician assessment service (CAS) for referrals sent to Barnet Hospital and Chase Farm Hospital only. This means all referrals will be booked into a triage appointment, which the patient **does not need to** attend.

The appointment letters for the triage appointment will be blocked and will not appear in My RFL Care (the trust's patient portal which patients can use to view their appointment information).

The new pathway will not change how patients are referred to gastroenterology, but the service will appear as a clinician assessment service in e-RS as follows:

- **Gastroenterology Clinician Assessment Service - Barnet and Chase Farm Hospitals – RAL**

The new pathway will not change what information needs to be included when referring a patient. Please continue to provide the minimum data set for a referral along with the clinical information in the referral letter. Without a fully completed form, we will not be able to progress the referral.

The referral will be triaged by a consultant and one of the following outcomes will take place:

- a first out-patient appointment is required, which will be booked by the trust
- an investigation is required ahead of a the first out-patient appointment, which will be arranged by the triaging consultant
- an investigation is required to determine whether the patient needs to be seen – the triaging clinician will review the results to determine this
- the referral is deemed appropriate, but needs to be booked under a different specialty – these referrals will be sent back to the referrer to redirect to the correct service
- the referral is deemed inappropriate and will be sent back to the referrer

Once the referral has been triaged, we will contact the patient to confirm the outcome. If the triaging clinician needs more information about the referral, the referrer will be contacted via email.

Submitting a referral **will not** automatically lead to an out-patient appointment. Please advise your patients of this when you refer them.

Two week wait (cancer) referrals and direct access referrals **will not** be affected by these changes.



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The new pathway will reduce waiting times for diagnosis and treatment, reduce unnecessary appointments, and help ensure our clinicians have all the relevant clinical information as early as possible.

The CAS will be introduced for gastroenterology referrals to the Royal Free Hospital in the coming months.

The cardiology service introduced the CAS earlier this year; further information can be found [here](#). More services will be introducing this referral pathway in the coming months; we will keep you updated when further changes happen.

If you would like further information or have any questions about the new pathway, please contact Aghileh Djafari Marbini, project manager, via email: a.djafari-marbini@nhs.net or Nneka Opute, project manager, via email: nneka.opute@nhs.net.