

Welcome to the inaugural issue of Havering's Choose and Book newsletter.

We aim to keep you updated on all aspects of the programme, whether it is on implementation, feedback from pilot practices, or even to answer the most frequently asked questions you may have!

LINKS AND USEFUL INFORMATION

<http://www.chooseandbook.nhs.uk>
<http://www.connectingforhealth.nhs.uk>
<http://www.dh.gov.uk>
<http://www.nhs.uk>
<http://www.haveringpct.nhs.uk>

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What is Choose and Book?

Choose and Book is a new service which will enable patients to choose the time, date and place of their initial hospital appointment, at the point of referral.



The Benefits

Patients will:

- have greater opportunity to influence the way in which they are treated by the NHS
- be able to discuss their treatment options so that they experience a more personalised health service
- experience greater convenience and certainty which will reduce the stress of the referral process
- have a choice of time and place which will enable them to fit their treatment in with their life, not the other way round

GPs in Primary Care will:

- have the opportunity to discuss cases electronically with consultants in hospitals, often helping to ensure that patients do actually need a referral and if so are booked into the correct clinic (advice and guidance facility)
- for patients whose appointments are booked electronically no longer need to make follow up appointments to find out what has happened to their referral
- possibly experience a reduction in secretarial time with less time spent chasing up appointments
- have access to a full directory of all of the secondary care services available
- have immediate access to services with the shortest waiting times
- will be able to get an appointment for patients 'on-line'
- have access to Booking guidance to ensure patients are seen in the most appropriate clinics
- have the ability to track referrals through the referral pathways and generate a worklist to avoid lost letters

Progress so far in Havering

You will by now have received an awareness session from Sharon Fitzmaurice, Associate Project Manager, on Choose and Book.

Infrastructure & Training

In order to ensure that all PCs, which will be used, for Choose and Book in GPs surgeries are compliant, an audit was undertaken by the PCT. As a result plans to upgrade PCs, install smart card readers and software to make the practices compliant, are in place. If your practice is in need of either the equipment or software mentioned above, your Clinical System Supplier will contact you for a convenient engineering date and time. Once the PCT have agreed with you a go-live date, your Clinical System Supplier will get in touch with you to arrange a convenient date for training.

Registration Authority

In preparation for Choose and Book, GPs and practice staff are being issued with 'smart cards', which provide access to the national clinical spine, enabling access to patient demographics through a Secure Sockets Layer (encryption). The smart card looks like a credit card with a security chip, and includes a photograph of the staff member. The use of a smart card and a user password/pin number ensures that the system is kept secure. Individuals' assigned cards are ultimately responsible for everything entered onto the system in their name so treat your smart card securely, the same way you would your bank ATM card or PIN number.



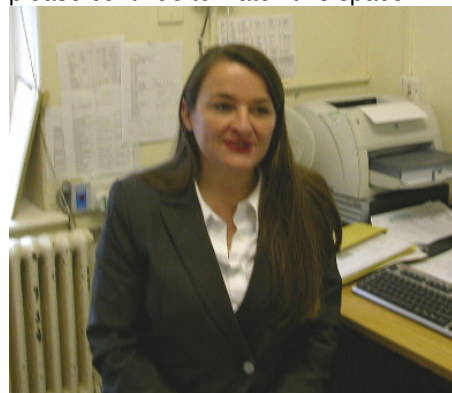
Choose & Book and CAS

Since June 2005, Havering PCT has been operating a Clinical Assessment Service (CAS).

A CAS is a clinically run service, which receives all GP referrals for an agreed range of outpatient services, rather than these being sent directly to secondary care.

The continuing development of CAS will ensure its compatibility with Choose and Book requirements, with both services made to be complimentary to each other.

Further details on precisely how CAS will work with the Choose and Book system will follow soon, so please continue to watch this space.



*Alison Murray-Richman,
Project Manager to CEO*

Next Steps

It is anticipated that Choose and Book will go live by the end of October; using pilot practices from each of the Clinical System Providers, before being rolled out to all practices. All practices will be contacted shortly to assess their willingness in becoming a pilot site and go live date.

Issue 2:

Directory of Service (DoS)

End to End Testing & Pilot Status

Choose & Book Training – are you ready for it.

Frequently Asked Questions

[What is Choose and Book?](#)

Choose and Book is a new service that will allow a patient to choose the time, date and place of their initial hospital appointment. It will be rolled out gradually across England over 2005/2006.

[Why is it being introduced?](#)

The new Choose and Book service will enable the NHS to deliver a more patient-centred service and a better experience for the patient.

The current process is that GP writes a letter and the hospital allocates a date. This can take several weeks and the date offered may or may not suit the patient. Choose and Book will allow the patient to book their first hospital appointment immediately so that they can fit a hospital appointment in with their lives and not the other way round.

[What does Choose and Book mean for the Patient?](#)

Choose and Book will give:

- a quicker referral process.
- choice of date, time and location for first out-patient appointment.

It will also give the ability to:

- plan and manage around existing appointments, if a patient is currently undergoing treatment.
- fit the patient's treatment in with their other commitments, at home and at work.
- choose appointments that fit with the patient carer's schedule.
- check the status of a referral and to change or cancel the appointments easily over the phone or on the internet.

[Will Choose and Book be available right away?](#)

Choose and Book won't be available to everyone straightaway. It is being introduced now and by the end of 2006 everyone in England will be able to choose where and when they are seen for their initial hospital appointment.

It is anticipated that Choose and Book will GP live in Havering by the end of October 2005; using pilot practices from each of the Clinical System Providers, before being rolled out to all practices.

[Where can further information be found about the different hospitals?](#)

The NHS website at www.nhs.uk provides information on local NHS services – for example, service performance, the facilities they offer, waiting times etc, and national information about what the NHS does. The patient can also request information to be provided in a number of different of formats – for example, Braille or large print.

[Will Choose and Book apply to Foundation Hospitals and Treatment Centres?](#)

Yes. Over time, both can be included in the lists of healthcare providers offered as part of Patient Choice.

[How does Choose and Book work?](#)

If a GP decides that a patient needs to see a Specialist:

- the GP will be able to choose from a list of 4/5 hospitals that have been commissioned by the their PCT on the Choose and Book system;
- and then create an Appointment Request electronically while the patient is at the GP practice;
- the Patient would leave the practice with an Appointment Request Letter and they would have to call the Hospital of their Choice to book an appointment (This process is an interim process called the Indirectly Bookable System -IBS).