

PRIVATE & CONFIDENTIAL

FAO: All Practice Principals

Web Site:
<http://www.hscboard.hscni.net/>

12th January 2019

Dear Colleague,

Electronic Referrals to Secondary Care for GPs

You may be aware that GPs and Optometrists currently refer their patients into secondary care using an electronic referral system known as the Clinical Communications Gateway (CCG). The BSO in collaboration with the HSCB have recently developed the CCG to enable dentists to generate electronic referrals to Trusts and this facility will be made operational via the Dental Portal over the coming months.

I wish to notify you that BSO will contact your practice by telephone over the coming weeks to discuss the potential installation of CCG on your practice PCs.

In the initial phase of CCG for GPs the electronic communication will be one-way, i.e. you will still receive written responses from Trusts regarding your referrals. However, you will be able to track when and where your electronic referral has been received and actioned and you will be able to access a status summary of all patient referrals you have made.

The BSO are commencing a programme of installing the necessary software onto practice PCs. Once your practice has agreed to participate in the CCG program, the software may be installed remotely or, depending on the circumstances, a practice visit may be required. There will also be some accompanying training which again may be delivered at the practice or in small groups outside the practice depending on what is convenient.

You are encouraged to consider the use of CCG and discuss it with your colleagues. Please also alert your practice management staff to the fact that someone from BSO will be in contact. It would be helpful if you could decide beforehand which/how many of your PCs you would wish to host the CCG software. If you are not already connected to the portal this will also be facilitated.

The Dental Portal provides a range of other facilities including electronic submission of prior-approval requests (providing faster turnaround times) and secure HSC email.

Use of CCG is currently optional and if you do not wish to avail of it at this time you are asked to please notify the BSO ebusiness Team when they contact you. This will not prevent you from using the Portal for other purposes. If your practice is paper-based it may be possible to use your practice's allocated funding from the upcoming Revenue Grant Scheme (RGS) to assist with the cost of a PC and other relevant IT equipment. Look out for the forthcoming RGS letter and application form.

If you wish to more know about eReferral please contact:

- Technical queries - BSO eBusiness Team by email at ebusiness@hscni.net or by phone on 028 9536 3751 or 028 9536 3681
- Clinical queries - William Priestley, HSCB Dental Adviser, by email at William.Priestley@hscni.net or on 02895363926.
- Anything else – Diane McKillen at diane.mckillen@hscni.net or on 02895362608.

Thank you for support in this matter.

Yours sincerely



Michael Donaldson
Head of Dental Services