

FOR THE IMMEDIATE ATTENTION OF ALL OPTOMETRISTS USING THE CLINICAL COMMUNICATIONS GATEWAY (CCG) FOR eREFERRAL IN PRACTICE

Dear GOS Contractor








You are asked to consider and action the following advice below:

1. For ophthalmic contractor action

Please ensure that you check and review your Contractor practice eReferral CCG Worklist on a regular basis to ensure that any referrals which have the status of “**In Progress**” are reviewed and managed appropriately. The status of “**In Progress**” means that the referral is still held by the practice. The CCG work-list should **not** be used as a list to hold “In Progress” or, draft referrals for a prolonged period of time. On logging into the CCG system you should note the number of referrals which have a current status of “In Progress”, this is noted in an alert at the top of the home page as demonstrated in the test/training CCG account image below:



Please ensure that **all referrals** which should have been sent to secondary care have the status of “**Submitted**” recorded in the status column as noted in the test/training account image below. Please note that the absence of a viewed (eye) icon does not mean the referral has not been received. When the status is “**Submitted**” it has been received by the HSC Trust.

Referral Worklist						
	Date	Patient	From	To	Status	
	22-Sep-2017 15:38	 WHITE, WILLIAM HCN: 333 606 8770	 Betty Test  Belfast Health and Social Care Trust Optometry Practices BSO Optom Test (888)	 Royal Victoria Hospital OPHTHALMOLOGY - GENERAL (General – for Optometry use)	 Submitted	

****Please ensure that you disseminate this information to ALL Optometrists working in your practice (full time, part time and locum) that use CCG for their referrals and discuss the processes within your practice for management of “In Progress” referrals****

2. For Individual Optometrist action

All Optometrists using CCG for eReferral are reminded:

- To ensure that referrals which are generated on CCG are “submitted” to the chosen CCG referral destination as soon as is possible. Referrals should not be held in ‘draft’ format for submission at a later date if there is any query or deliberation over the decision to refer. Referrals may be held “In Progress” for a **short** period of time should additional information or supporting content (e.g. visual field plots, scans, images) need to be added to them.
- That CCG referral accounts are assigned to **individual optometrists** and as such, the person who is identified as submitting the referral **is responsible for** the clinical content, appropriateness of the referral **and** ensuring that it is ‘submitted’ in the appropriate timeframe.
- Please ensure that **any referrals which are not required** to be sent, and which have been generated and are held with an “In Progress” status under your CCG user account are deleted from the CCG worklist. Please follow the instructions in the Optometry CCG user guide which you received at your initial CCG training should you need to delete a referral which is not required. The user manual is also accessible at the following link or [click here to read](#) .

Optometry CCG User Guide: [*Optometry Practice CCG User Guide \(v3 July 2016\) \(hscni.net\)](#)

Thank you for your immediate attention to this matter. Should you have any queries in relation to this advice and communication please contact ophthalmic.services@hscni.net

Kind regards

Ophthalmic Services

Strategic Planning and Performance Group

Department of Health