

## **Reducing workload from Secondary Care**

### **You said – We did – Message from Dr George Winder**

Are you one of the 18 practices in Leeds helping to reduce inappropriate work load in primary Care??

.... a huge thanks for those that are, and for those that want to know more please put your hand up and one of the primary care team or I can come and help you support this vital work!

We have been working together to help secondary care providers understand where and why things go awry and how we can fix it together

Using your feedback through the “Breach” reporting tool we have met with LTHT.

- They were unaware of the scale of the problem so your 400+ responses have helped demonstrate the impact this has on primary care. They have committed to working through the issues raised.
- They have worked with their senior managers to ensure all clinicians are aware of their duty regarding issuing of fit notes and in onward referrals.
- Focussed work is being undertaken with inpatient orthopaedics at CAH first, with an expectation that they will be able to show all areas of the trust how to make changes so that these “breaches” never occur.
- Further work is underway to look at the quality and effectiveness of communications from the trust to primary care
- There is a plan to work with radiology colleagues to enable them to order follow up investigations where it is deemed clinically appropriate, instead of stating things like “repeat CXR in 6 weeks is advised”
- We are working together to support how they ensure clinicians within the trust follow up on test that they have ordered themselves.

What do I need to do now?

If you are using the reporting tool, please continue and please add any remarks where possible. The quantitative data is impressive, but it is the qualitative feedback that has really hit home.

If you can't use the reporting tool, please ask your manager to contact us so we can help.

Thanks for all your support. I hope you will be starting to feel some of the improvements, and there is definitely more to come!

George