

**Appendix 1****Workflow Optimisation Proposal**

The Five year forward view has identified that Practices spend a lot of GP resources in actioning Clinical Correspondence. The Five year forward view identifies that resources can be freed up by enabling competent admin and clerical staff to take ownership of dealing with the majority of clinical correspondence. This proposal outlines what Midlands and Lancashire CSU can provide on behalf of the CCG to enable clinical and admin staff to gain the skills and competency to change the way in which correspondence is handled and flowed within practices.

Training staff in document management

Correspondence management involves clerical staff coding incoming clinical correspondence, taking actions where appropriate, including forwarding it to another member of the team, or passing the letter to a GP for action if a clinical decision is required. It is a more advanced task than document processing or coding alone. It requires clerical staff to be skilled and confident to make decisions about how to code a letter and its contents in the patient record, how to use an approved protocol for deciding which letters need to be sent to a GP and with what level of urgency, and when to ask for help.

Training Proposal

SNOMED Training – Part of CSU contract. Train all admin staff to be competent in understanding the use of SNOMED when coding information.

Medical Terminology Training – Additional Training being provided to GP Practices to facilitate the changeover to SNOMED – Part of CSU contract.

Data Input Clinical Correspondence – Non Core. A mix of face to face group sessions and 1:1 within general practice (6 Sessions = 3 Days + 2.5 hrs per practice in house sessions)

Change Management Process – Non Core. Work with GP Practices to identify current processes and ensure that the work flow systems are set up appropriately to enable a seamless transition to the new ways of working. (In-house sessions - ½ day per practice)

Cost

Description	Days	Cost
Data Input from Clinical Correspondence Training	23.5	£8084
Change Management and Workflow Set up	28.5	£9804
Management Time (Workshops and Meetings)	20	£8081
Total	72	£25,969