

# Guide to Getting Started

## What is Patient Pass?

Patient Pass is an online system which allows you to securely refer patients to specialist services, share clinical details and management plans, and clearly see where your patient is on a transfer waiting list.

Patient Pass is designed to be quick and simple to use. You should be able to create a referral in approximately 3 minutes.

### Creating your account

You can create your Patient Pass account:

<https://nww.referrals.leedsth.nhs.uk>

(you'll need a valid @NHS.net or trust organisational email address)

*New and updated referrals are reviewed regularly – however if the case requires urgent attention, the on-call team can still be contacted via switchboard.*

*Patient Pass has been built to work with Chrome, Firefox and IE11 or above.*

## Getting started

When you log in, you will come to the landing page where you can select which specialty you wish to refer to.

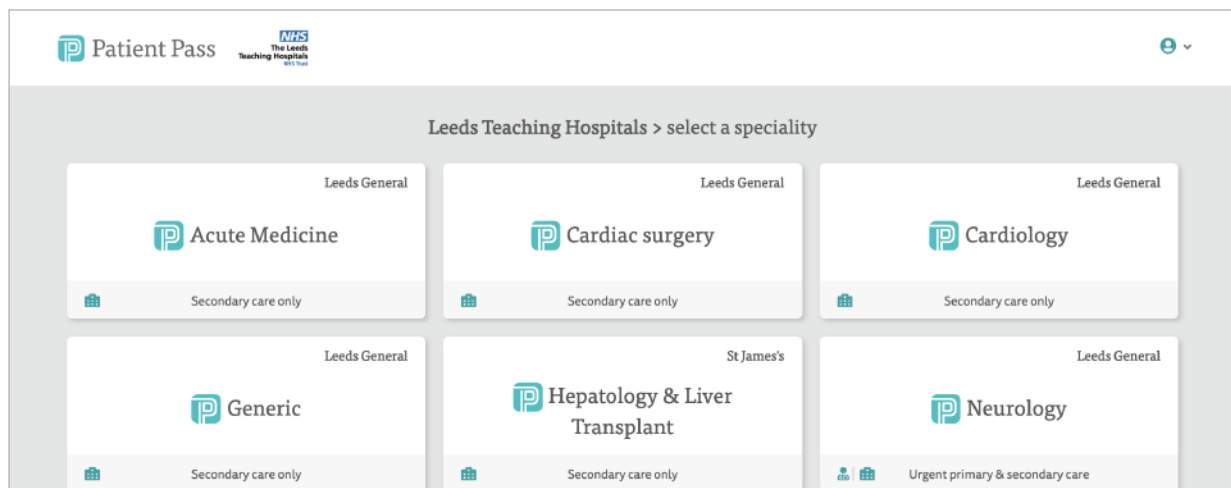



Figure 1: Patient Pass Landing Screen

After choosing a specialty if you are a validated user you will see a complete list of patients from your hospital who have a live referral.

Neurosurgery  Add Referral [View Referrals](#) Waiting List Repatriation Dashboard Account ▾

All (6) Receiver tasks (2) Referrer tasks (4) My referrals (0) Filter by status All ▾


NHS Number	Patient	Primary Reason	Secondary Reason	GCS	Activity	Ref Hospital	Status
340 283 3086	Aiden Banks	Spinal	Degenerative	12	Msg: 25 Apr 2019 - 12:23	Huddersfield	
● 909 122 4578	Annette Giles	Spinal	Degenerative	14	Msg: 25 Apr 2019 - 12:00	Huddersfield	
230 634 8356	Sinead Barrows	Spinal	Degenerative	13	Msg: 24 Apr 2019 - 19:15	Leeds	
332 857 9022	Aarav Rashid	Cranial	Trauma (Head Injury)	14	Msg: 24 Apr 2019 - 14:34	Huddersfield	
776 298 2834	David Parkes	Cranial	Trauma (Head Injury)	12	Obs: 28 Mar 2019 - 14:43	Leeds	
● 556 082 9888	Seamus Collins	Cranial	Trauma (Head Injury)	13	Act: 28 Mar 2019 - 12:02	Leeds	

Figure 2: List of patients

Patient Pass lets you easily see when patients require an action from either the referring hospital (the referrer), or the receiving hospital (the receiver).

## Adding a referral

### Stage 1

To add a referral, simply click the “Add referral” button.

Patient Pass is connected to the NHS Digital PDS mini spine service. If you have an NHS number and date of birth available then this lookup service should be used to improve data quality. If these fields aren't available then you can manually enter the demographic information.

The system will automatically fill in your details. If these are wrong, you should update your profile, which is under the account tab in the menu before making the referral.

After entering the patient details, click “Continue” (bottom right of your screen).

### Stage 2

Next you will be asked to specify the reason for referral. Use the dropdown menu to specify the primary reason. You will then be prompted for additional detail.

Click “Continue”.

### Stage 3

The final clinical questions will vary depending on the patient and their problems.

Only a few pieces of information are mandatory, but the more information you can provide, the better the advice will be.

To submit the final referral, click the “Submit” button.

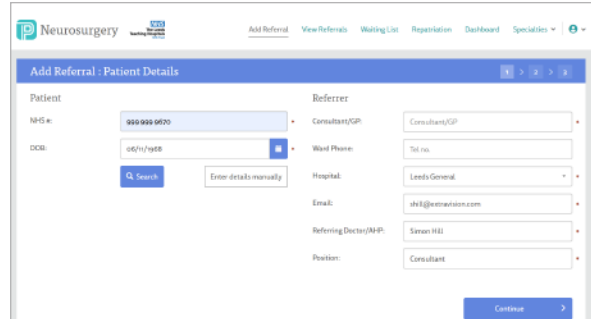


Figure 3: Adding a new referral

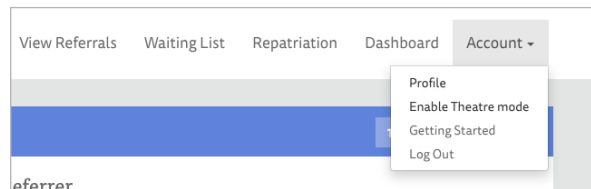


Figure 4: Changing profile

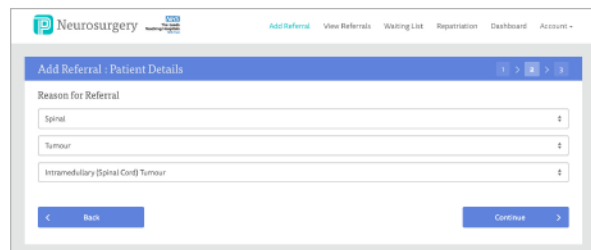


Figure 5: Completion of reason for referral

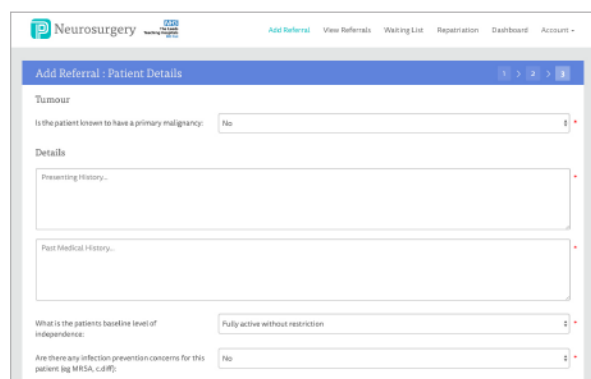


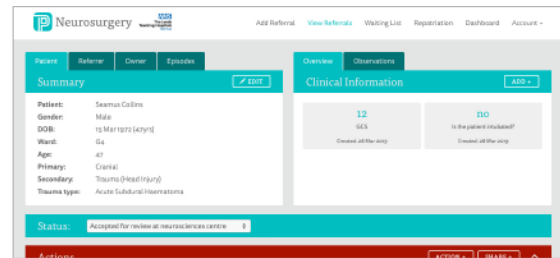
Figure 6: Completion of the referral

## Reviewing your referral

After submitting your referral, you'll be taken to a short summary.

To speed up patient care, Patient Pass will sometimes provide system generated clinical advice. Wherever this is provided, the advice has been agreed by your local specialist team.

When you've reviewed your referral and any initial advice, you can return to the main patient list by clicking "View Referrals" in the main menu bar.



## Receiving updates

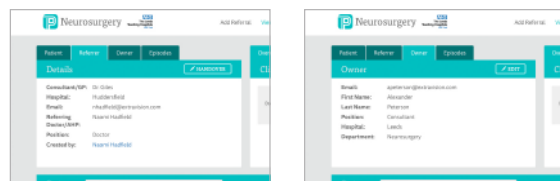
Both receivers and referrers regularly review Patient Pass to provide advice/updates. New messages are highlighted on the main patient list. To review messages, click on the patient details. Referrals move between the Receiver tasks and Referrer tasks depending on who sent the most recent message.



NHS Number	Patient	Primary Reason	Secondary Reason	GCS	Activity	Ref Hospital	Status
340 283 2086	Aiden Banks	Spinal	Degenerative	13	Msg: 25 Apr 2019 - 12:23	Huddersfield	[P]
909 122 4578	Annette Giles	Spinal	Degenerative	14	Msg: 25 Apr 2019 - 12:00	Huddersfield	[P]
330 534 8326	Sinead Barnes	Spinal	Degenerative	13	Msg: 24 Apr 2019 - 19:15	Leeds	[P]
334 857 0022	Alan Raschid	Cranial	Trauma (Head Injury)	14	Msg: 24 Apr 2019 - 14:34	Huddersfield	[P]
778 388 2834	David Parkes	Cranial	Trauma (Head Injury)	13	Obs: 28 Mar 2019 - 14:43	Leeds	[P]
556 042 9488	Seamus Collins	Cranial	Trauma (Head Injury)	13	Act: 28 Mar 2019 - 10:02	Leeds	[P]

## Referrer, Owner

Receiving clinicians can be made the owner of referrals and referring clinicians can handover referrals to other clinicians in their hospital.



## My referrals

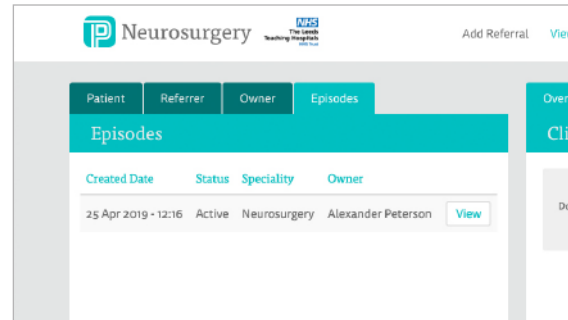
If you are a receiver and the owner of a referral then it will be listed in your My referrals tab. If you are the referrer then My referrals tab will show all the open referrals you have made.



## Episodes

If you're a referring hospital this tab shows all active and closed referrals for the patient from your hospital.

If you're a receiving hospital it will show all active or closed referrals made to your hospital.



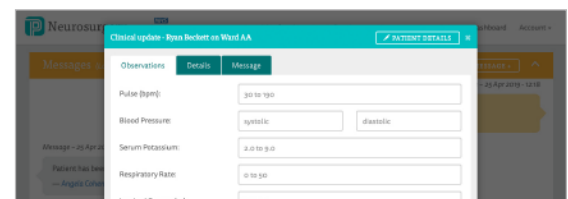
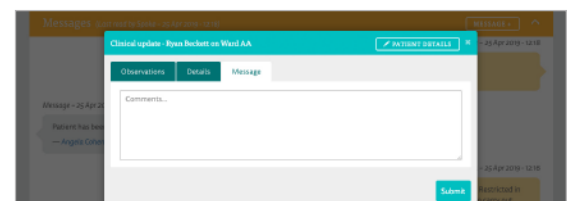
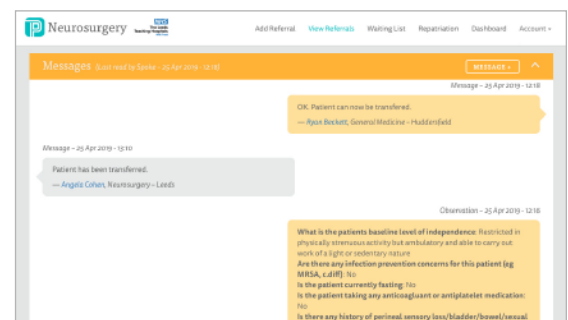
## Updates

Messages from the receiver or referrer will appear in a conversation view.

To reply simply click the "Add message" button, then type and submit your message.

Updates on the patient's clinical state can either be added via the "Message" button or the "Add clinical information" button.

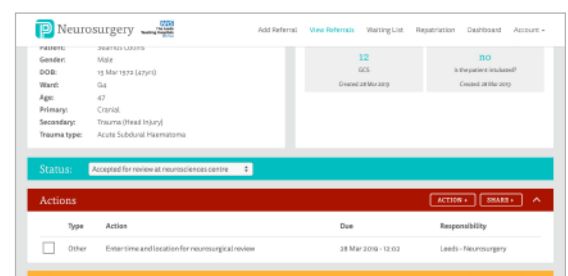
Providing updates in this way helps us to understand changes in the patient's clinical state over time.



## Actions

When planned clinical updates are needed, it's vital to know who has responsibility for this. The "Actions" bar will highlight any pending or due actions and lets you see who should do this in the "Responsibility" column.

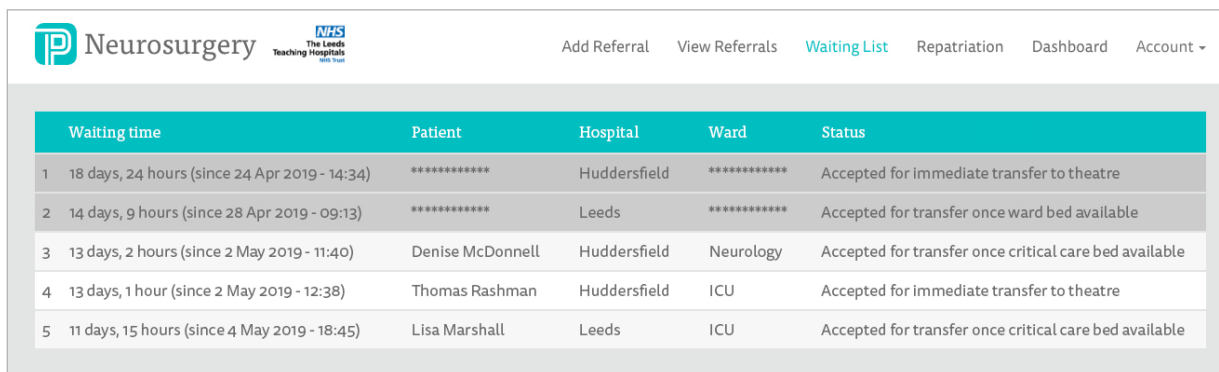
To mark an action as complete, simply click on the checkbox and provide a quick update. The action bar is colour coded based on urgency.



## Status and follow up

When you first make a referral, the status bar for the patient will be blank. After the receiving team have reviewed the case, this will be updated so you know how your patient will be followed up.

## Waiting list



The screenshot shows the 'Neurosurgery' section of the Patient Pass interface. It includes a navigation bar with 'Add Referral', 'View Referrals', 'Waiting List' (highlighted), 'Repatriation', 'Dashboard', and 'Account'. Below is a table with the following data:

	Waiting time	Patient	Hospital	Ward	Status
1	18 days, 24 hours (since 24 Apr 2019 - 14:34)	*****	Huddersfield	*****	Accepted for immediate transfer to theatre
2	14 days, 9 hours (since 28 Apr 2019 - 09:13)	*****	Leeds	*****	Accepted for transfer once ward bed available
3	13 days, 2 hours (since 2 May 2019 - 11:40)	Denise McDonnell	Huddersfield	Neurology	Accepted for transfer once critical care bed available
4	13 days, 1 hour (since 2 May 2019 - 12:38)	Thomas Rashman	Huddersfield	ICU	Accepted for immediate transfer to theatre
5	11 days, 15 hours (since 4 May 2019 - 18:45)	Lisa Marshall	Leeds	ICU	Accepted for transfer once critical care bed available

If your patient needs to be transferred you can track their position using the waiting list feature. This lets you see where your patient is on the transfer list to help you plan their management.

Patients awaiting transfer from different hospitals are visible on the waiting list in an anonymised format.

## Problems / how to contact

Patient Pass is designed to be simple and easy to use. However, if you do have any problems please let the Digital Informatics Team know on [informaticsservicedesk.lth@nhs.net](mailto:informaticsservicedesk.lth@nhs.net) or ring the help desk on 0113 392 6655.

If you have suggestions for improving the referral system please download a request for change form from the LTH acute referrals page which can be found via the quick links on the Leeds Teaching Hospitals Website.