

Changes to the Respiratory Choose & Book Service at York & Selby Hospital

Dear Colleagues

We are pleased to announce that we now have a new respiratory service: the Home Oxygen Service, at York and Selby Hospital.

We have therefore changed our directory of service on Choose and Book to incorporate the new Home Oxygen Service. From 23rd September 2013 we will be offering this service under Respiratory Medicine. Please note this service will be a 'Clinical Assessment Service' within Choose and Book. This means that patients will book into the service, and the date which they book will be the date by which they will be contacted by our respiratory team. This gives our specialist nurses time to review the referral and assess the most appropriate care package for that patient. A leaflet is attached for practices to give to patients to explain this process.

Please ensure that a day time contact phone number for patients is given as the Respiratory team will phone patients within 2 working days of receipt of the referral and book patients in for relevant assessment.

In order to use the new pathway referrals **MUST** be on the standard form supplied and be via the York Hospital Choose and Book Home Oxygen service.

Please see the details of the new Home Oxygen service on the next page.

If you require any further information about the service or the referral process please contact our Choose and Book team:

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Yours sincerely

David White
Clinic Manager
Tel (01904) 726473

Home Oxygen Services on Choose & Book

Specialty

Respiratory Medicine

Clinic
Type

Cystic Fibrosis
COPD
Interstitial Lung Disease
Oncology (Established Diagnosis)
Occupational Lung Disease

Service
Name

Home Oxygen Service
Clinical Assessment Service

Booking
Guidance

Conditions Treated:

- Adult patients with oxygen saturations $\leq 92\%$ breathing air
- Patient is clinically optimised in primary care
- Treatment for End of Life Care if the patient is hypoxaemic

The referral proforma must be completed

Exclusions:

- Patients under 18 years
- A non-hypoxaemic breathless patient
- SpO₂ >92%
- Patients that smoke
- Patients who have not been clinically stable for 6 weeks
- The above may not be an exhaustive list and consideration will be given in individual circumstances

Home Oxygen Assessment Service at York Hospital

Your doctor has identified that you need to be referred into the Home Oxygen Assessment Service at York Hospital.

An assessment service means that you ring the appointment line number, which your GP Practice will give you. The staff at the appointment line will arrange a date with you. This will be the date by which we will contact you, by phone, to discuss your symptoms and care. Alternatively you can book an assessment date through the internet – your GP will give you the details. This date will be in approximately **3 days**' time.

Please note this is not an appointment for you to attend, simply a date by which we will have contacted you. Once you have booked into this service your clinical details will be sent electronically from your GP to our clinicians.

The 3 days allows us time to receive the referral letter from your GP, as well as ensuring time for our Clinicians to review the details of your symptoms, and decide upon the most appropriate investigations for you.

Once your referral has been reviewed by our clinicians, our Nurse Specialist team will ring you to arrange any necessary appointments or visits. Please ensure that you give your GP a current contact number so that we can get in touch with you.

Will this affect my wait time?

No, your wait time begins on the date that you first ring to book into the service.

How long can I expect to wait for an appointment?

We usually see most patients within 14 days of referral depending on clinical priority.

This process is put in place so that our clinicians can review your symptoms, sent to us by your GP, so that they can decide upon the best care pathway for you.

**If you have not heard from our Nurse Specialists by the date you have agreed please contact us on (01904) 726448
Monday – Friday 8.30am - 5.00pm**

