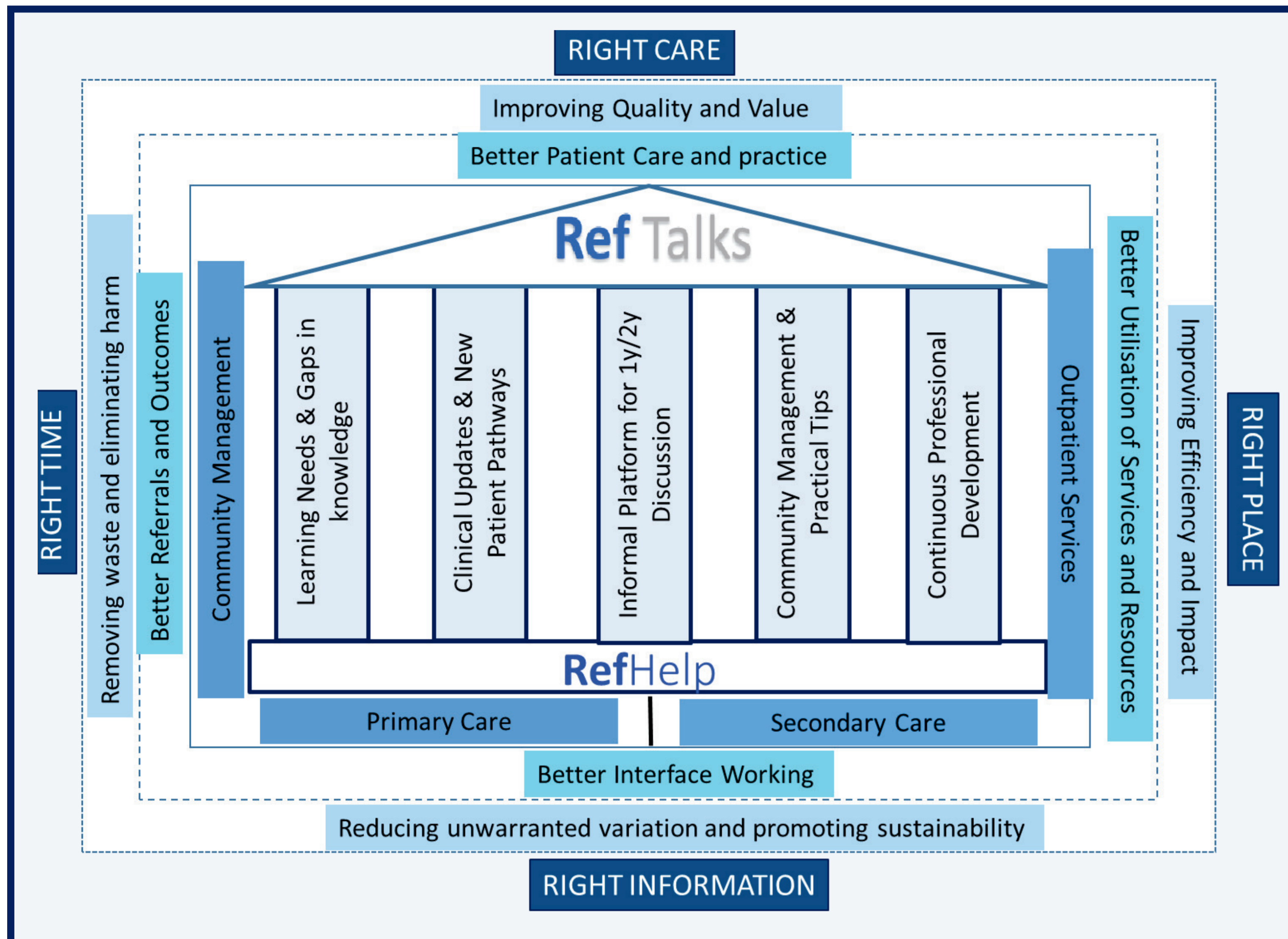


## Knowledge worth sharing

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### 1. Background

RefHelp is an NHS Lothian referral management website providing information and guidance to local referrers in both Primary and Secondary Care. Over 1M outpatient referrals are made within Lothian per year. Triage data reveals wide variation in referral practice and scope for improvement. Based on evidence (1) that suggests along with structured referral forms, new referral guidelines are ineffective unless education is provided to referrers, RefHelp launched RefTalks webinars in September 2021. The overall goal being to provide clinical updates, referral processes & valuable information for all clinicians to benefit their practice and patient care.



### 2. Aims

- **Patient** – To improve Primary Care management and patient journey.
- **Primary Care** – To improve referral quality (appropriate & thorough) thereby reducing waste and harm caused by delays in patient journey.
- **Secondary Care** – To improve utilisation of services and resources therefore enhancing efficiency and impact.
- **Interface** – To improve interface working by reducing variation, building sustainability and nurturing relationships between Primary and Secondary Care.

### 3. Objectives

- Identify specific learning needs and potential gaps in the knowledge of RefHelp users.
- Provide relevant educational events that are new, informative and interesting.
- Improve interface working between Primary and Secondary Care by providing a platform for shared learning and discussion.
- Align learner needs with organisational needs.

### 4. Methodology

- We developed a clear understanding of our audience and their learning needs via a survey and analysed RefHelp user data. Key speakers were identified by the team, from specialties' request or via survey feedback.
- Topic selection was based on latest guidelines, highlighting new (GP approved) referral processes or patient pathways. Specialist tips & advice on Primary Care management were also included. Where applicable, any referral or triaging issues were addressed.
- Webinar timed for 60 mins with 45-50 mins presentation & 5-10 mins Q&A. Hosted on MS teams from 7:30pm-8:30pm. Widely advertised. CPD certificate & post event survey provided. Most webinars have been recorded & published on RefHelp (subject to consent).
- We carry out systematic review via performance trackers, and view recording figures on a monthly basis.
- We conduct an annual evaluation and impact assessment, generate a yearly report, "lessons learnt" and "feedback into action" document.

### 5. Facts & Figures

20 WEBINARS	26 SPECIALTIES	40 KEY SPEAKERS	32 TOPICS
1662 REGISTRANTS	1061 ATTENDEES	>100 QUESTIONS (Q&A)	5357 ONLINE VIEWERS

Increased demand led us to launch another new education resource in 2023 titled RefBites, which are 5 minute short videos to promote new services, guidelines, patient pathways, or referral tips/advice.

### 6. Feedback & Outcomes

#### • Self Improvement by gaining better clinical knowledge

"Thanks was really clear overview and cleared up some of the bits I'm less confident with"

"I feel increased confidence with prescribing HRT and more comfortable with regimes and alternative options for menopause."

#### • Better Understanding of services, management of certain conditions, when to refer

"Who needs to be referred and who can be safely managed in Primary Care. Better understanding of active triage so can tell patients what to expect."

"I found the menopause session particularly useful in helping me to manage some cases which I would normally discuss with Chalmers without needing to refer them."

#### • Change in Practice

"Within 20 hours of the webinar I've used info learned to positively influence my management of two patients!"

"This has helped me in putting appropriate information in the referral and asking for advice via this route when this would suffice rather than asking for an appointment."

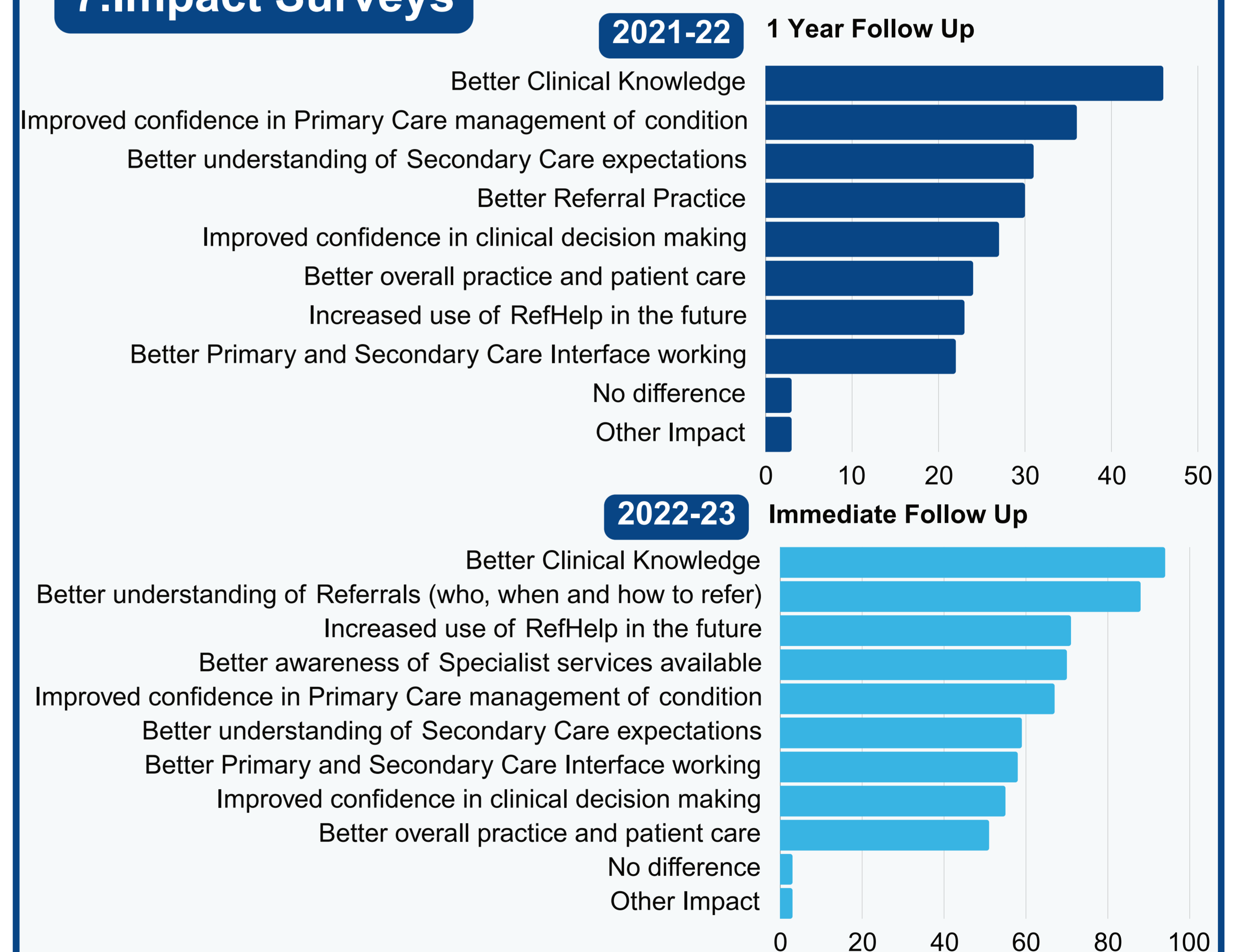
#### • Learnt something new

"Having the info on what can be/ should be done before referral is really useful - management overview before Specialist Secondary Care input, then overview of what Specialist Care offer was really helpful."

#### • Learning needs met

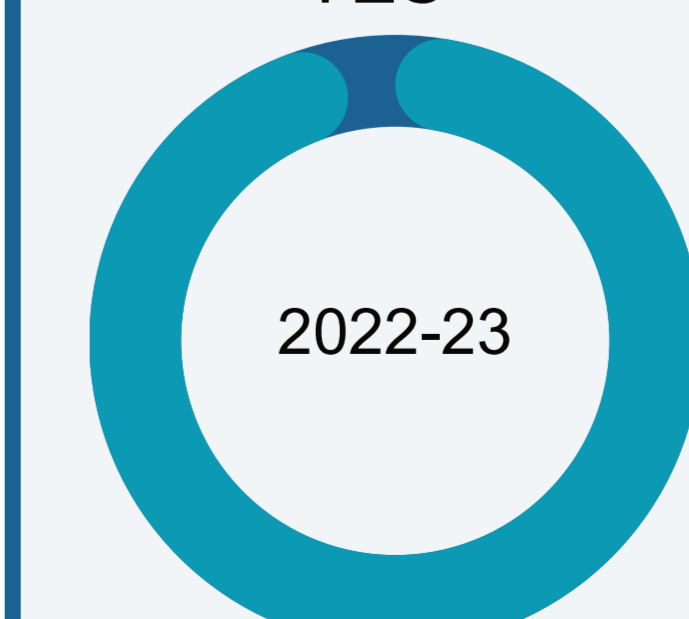
"I use that knowledge in writing referrals now."

### 7. Impact Surveys



### 8. Relevance

Have you found the webinars relevant?  
97% respondents (121/125) said 'YES'



### 9. Future Scope

RefTalks QI - Add a quality improvement element to the webinars by identifying Specialties with referral issues which can be addressed via education. Planning tailored talks to address specific issues and have targeted outcomes. Adopting a data driven approach and evaluating the impact on the Service post intervention.

### 10. Acknowledgements & Reference

RefHelp GP Referral Advisors who decided topics and chaired the sessions - Dr Catriona Morton, Dr Jane Burnett, Dr Mo Alshaikly, Dr David R Millar and Previous Referral Advisors - Dr Gareth Evans, Dr Robert Manson, and Dr Paul Bailey, Project Support Officer - Heather Levy, Executive Officers - Sheena Walter, Service Manager - Capacity Development and Commissioning and Megan Reid, Programme Manager, OAS Directorate. NHS Lothian's Secondary Care Consultants without whom this would not be possible as they volunteer, invest time and effort in doing these presentations. Our audience from Primary Care within and beyond Lothian for participating and providing encouraging feedback. Allan Benzie & NHS Lothian Comms Team, Gillian Nelson, Medical Photography, David McBain - NHS Web team & contacts for our various channels of communication.



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