

Guidance for providers and referrers on how to support 2 Week Wait (2WW) priority symptomatic breast referrals in Choose and Book.

Introduction

Following recent consultation with Choose and Book users and members of the National Clinical Reference Panel it has been agreed to make some minor changes to the names of the clinic types under the specialty 'Surgery – Breast' in order to facilitate referrers finding the correct service for symptomatic breast referrals through Choose and Book. Referrers also need to be reminded that the correct priority of 2WW should be selected for these referrals.

It has also been identified that guidance for providers is necessary to ensure that when the priority of '2 Week Wait' is selected by referrers, their clinics and slots are returned.

Background

From January 2010, both suspected cancer referrals (traditional 2WW referrals) and other breast referrals based on exhibited symptoms (where cancer is not initially suspected) need to be seen within 2 weeks.

In terms of the Cancer Monitoring Dataset reporting for acute trusts, they all now have the same priority type of 2WW, please see following from the relevant DSCN 20-2008:

“PRIORITY TYPE 3 (2 Week Wait) will apply (within the scope of this dataset) to any patient that is referred urgently by a General Medical Practitioner or General Dental Practitioner for suspected cancer, and any patient that is referred from any source for the extended two week wait for breast symptoms. Both of these events will start a 62-day pathway”.

The link below from the data dictionary sets out the requirements for providers:

www.datadictionary.nhs.uk/data_dictionary/messages/clinical_data_sets/data_sets/national_cancer_waiting_times_monitoring_data_set_fr.asp?shownav=1

Acute trusts will need to differentiate between the different types of referral, as described in the question and answer from the latest (v6.5) Going Further on Cancer Waits (GFOCW) guidance:

B3.8 Do GPs need to differentiate between urgent suspected cancer referrals and symptomatic breast referrals if both sets of patients will be seen within two weeks?

Yes. It is still necessary to differentiate between the two (using the data item 2 Week Wait Cancer or Symptomatic Breast Referral Type where code 01 is suspected breast cancer and code 16 is exhibited (non-cancer) breast symptoms). This distinction is necessary for monitoring the separate Vital Signs requirements. The differentiation might also help to monitor appropriateness of referrals and therefore identify any education needed about signs and symptoms of breast cancer amongst relevant healthcare professionals.

Issues to consider

- **Choice Policy, primary or secondary care menu**

The requirement for all breast referrals to be seen within two weeks from the 1st January 2010 onwards takes these referrals outside current Free Choice policy, as they now fall into the urgent care category of referrals.

However, this does not mean that choice should not be offered to patients and a reduction in waiting time should not automatically preclude the offer of choice of provider. This is not in any way 'downgrading' choice in breast referrals, but ensuring that nothing stands in the way of confirming suspected breast cancer.

Currently, 2WW suspected cancer services may be on either menu on Choose and Book. Where providers are happy to accept referrals from out of their immediate area they should continue to make these services available on the secondary care menu. The 'non suspected cancer' breast referrals were previously on the 'secondary care' menu, but the change in referral priority means that these services may now be listed on the primary care menu. Guidance on how to make 2WW suspected cancer services available on choose and Book can be found at:

www.chooseandbook.nhs.uk/staff/communications/fact/2WW_guide.pdf

- **Service definer requirements**

- Because the Cancer Monitoring Data Set requires providers to record and report the priority type of 2 Week Wait for all patients referred for either suspected cancer or symptomatic breast problems, service definers need to ensure that their DoS entries are set to accept 2 Week Wait priority referrals. Please see screen shot below:

The screenshot shows the 'choose and book' system interface for configuring a service. The 'Service Details' section includes fields for Service ID, Service Name (Breast clinic), Service Comments, Referrer Alert, Service Location (XXX DO NOT USE XXX EBS NHS TRUST SITE 01 (RIAAA)), Speciality (Surgery - Breast), Appointment Type (First outpatient), Gender Treated (Male and Female), Directly Bookable (Yes), Service Effective Date Range (08 / 02 / 2010), Age Range Treated, Request Types Supported (Appointment Request, Advice Request, Diagnostic Request), Publish, and Include Service on Secondary Care Menu.

The 'Service Priority and Indicative Wait Time Calculation' section is highlighted with a red box, showing the following priorities supported:

- Routine
- Urgent
- 2 Week Wait

Other sections visible include Clinic Types, Clinical Terms, Contact Information, Service Personnel, Commissioning, and Service Specific Booking Guidance.

- From March 2010 the clinic type names under the Specialty ‘Surgery – Breast’ will be as follows:

Current Clinic Type Name	New Clinic Type Name	Associated Specialty
Family History of Breast Cancer	FH of Breast Cancer (non 2WW)	Surgery – Breast
Mammoplasty	Mammoplasty (non 2WW)	Surgery – Breast
Oncology (Established Diagnosis)	Oncology Established Diagnosis (non 2WW)	Surgery – Breast
Other Breast Problems	Other Symptomatic Breast (2WW)	Surgery – Breast

- The slot poll range for all 2WW priority services must be set at **15 days**. This will ensure that only 14 days worth of appointments are shown to referrers/patients, minimising the chance of a breach.
- You may wish to consider having separate services defined on Choose and Book to cover the above clinic types, even if they will all map to the same clinic on your PAS. This will allow both for differing polling ranges, depending on whether they fall within the 2WW requirement, and also will aid reporting.
- If in agreement with your commissioning PCT you have decided to make your breast symptomatic 2WW services available through the primary care menu only, please ensure that the PCT has commissioned these services on Choose and Book. If however you choose to put these services on the secondary care menu they will be visible to all referrers.
- **PCT/Referrer responsibilities**
 - Referrers need to be made aware of the changes to the clinic type names above, and to ensure that the priority type of 2 Week Wait is selected for all symptomatic breast referrals.
 - As with 2WW referrals for suspected cancer, it is important that the referral information is attached to Choose and Book within one working day.
 - Practices should ensure that the same process is followed as for 2WW suspected cancer patients and that patients should wherever possible book their outpatient appointment before leaving the practice.
 - Practices should monitor work lists and run the ‘Two Week Wait’ enquiry on a daily basis to monitor and follow up patients who may not have booked their appointment.

Summary of Provider and PCT/Referrer actions

Provider

- Agree with commissioning PCT which menu the symptomatic breast services will appear on, primary or secondary (search all).
- Ensure they are commissioned if on the primary care menu.
- Ensure that the DoS entry for these services is set to accept 2WW priority referrals.
- Make any necessary changes to the slots on your clinic templates to reflect the 2WW priority (if supported by your PAS system).
- Ensure the polling range for the 2WW symptomatic clinics is set to 15 days.
- Consider setting up separate services on Choose and Book to manage differing polling ranges for the 2WW and non 2WW services.

PCT/Referrer

- Commission services from local provider(s) where they have been put on the primary care menu.
- Ensure referrers are aware of the changes to the names of clinic types under the specialty 'Surgery – Breast':
 - FH of Breast Cancer (non 2WW)
 - Mammoplasty (non 2WW)
 - Oncology Established Diagnosis (non 2WW)
 - Other Symptomatic Breast (2WW)
- Reinforce the importance to referrers of attaching the referral information within 1 working day.
- Support patients in being able to book their outpatient appointment before leaving the practice.
- Monitor Choose and Book work lists for un-booked referrals and overdue referral letters.
- Run the Choose and Book 'Two Week Wait enquiry' on a daily basis.