



## Better Access

### GP & ANP Better Access Clinician Guide

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## Introduction

This is a short guide for new clinicians starting in Enhanced Access. It's a sort of FAQs and if there's anything you think other new starters would benefit from please let me know!

## Requesting Investigations

At present we have no secure system for following up investigations, so if after seeing a patient you need to request blood tests or imaging please send a task back to the patient's own practice requesting the investigations be arranged.

## Referrals

If you need to refer a patient then please use the Ardens template and complete the relevant form, save it in the notes then task the patient's practice requesting they send it on. If there is no specific form you can use the generic referral Ardens template (it can save time if you type up your consultation as a letter and then generate the form).

**If you are requesting a 2 week wait referral then please send a task to the Heartbeat Admin group as well as the patient's own practice to ensure it is followed up.**

## Follow-up

If you do regular shifts in Enhanced Access you can simply book the patient in at your next clinic if there is availability. If not you can book in to an Enhanced Access clinic or ask the patient to book in with their own practice and send the practice a task advising them of this.

If you are conducting a remote consultation and feel the patient needs a face to face assessment, depending on the urgency you can:

- Dial 999 and request an urgent ambulance
- Ask the patient to attend a local urgent treatment centre if they require a same day assessment
- Book the patient in to another Enhanced Access clinic within an appropriate time frame
- Task the patient's practice requesting they be seen face to face and recommend a time frame.