

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://patientpass.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. Initially this will only be neurosurgery, but new specialties will be onboarded over the next few months.

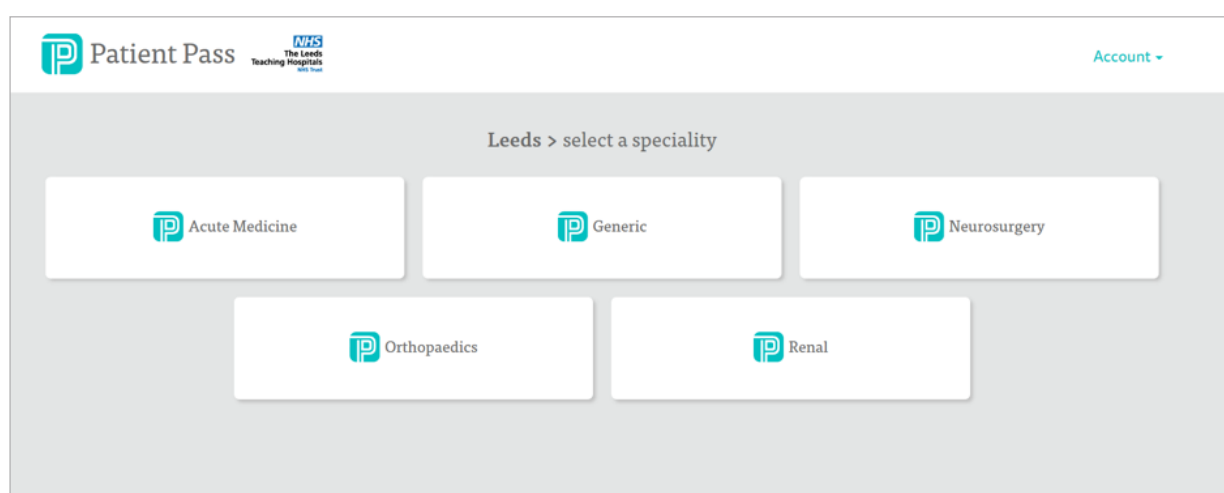


Figure 1: Patient Pass Landing Screen

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.

Enter patient details, when Patient Pass is connected to mini-spine services then the patient details will complete if the correct NHS number is added. On launch day demographics should be entered manually.

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).

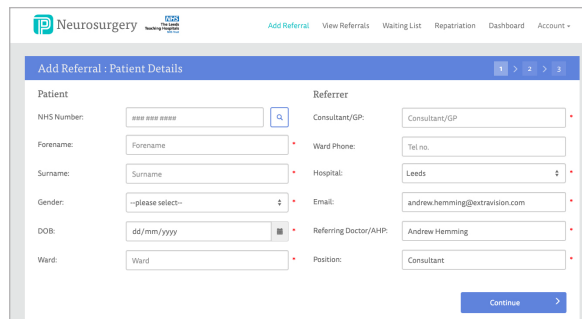


Figure 3: Adding a new referral

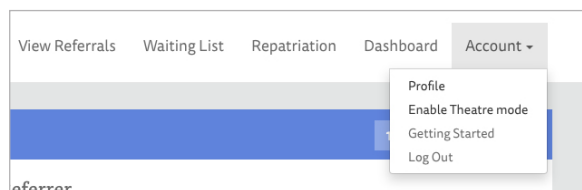


Figure 4: Changing profile

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”.

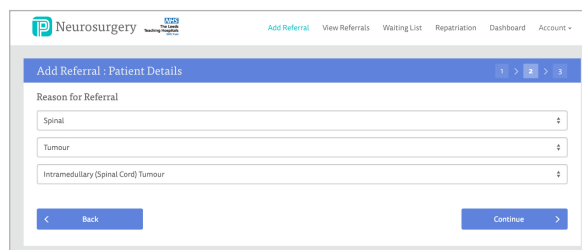


Figure 5: Completion of reason for referral

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.

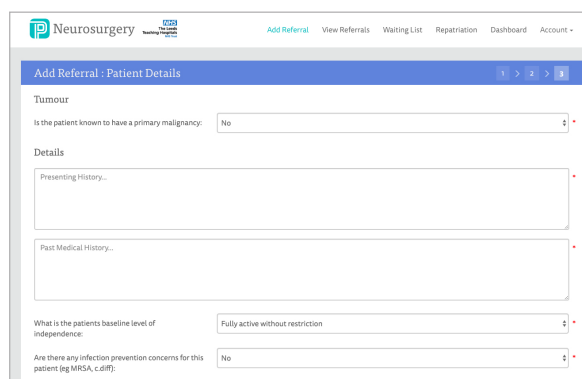


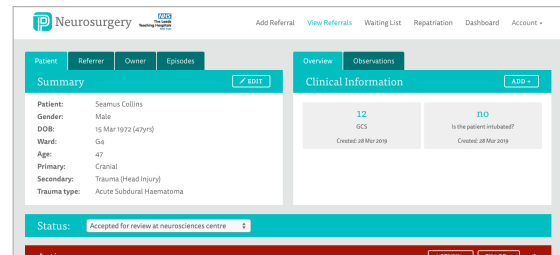
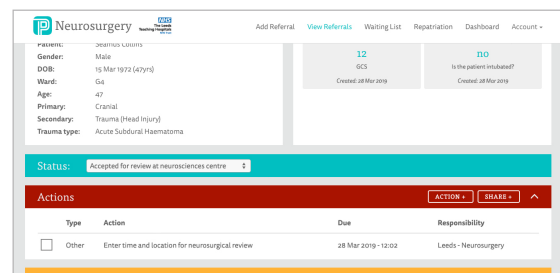
Figure 6: Completion of the referral

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.

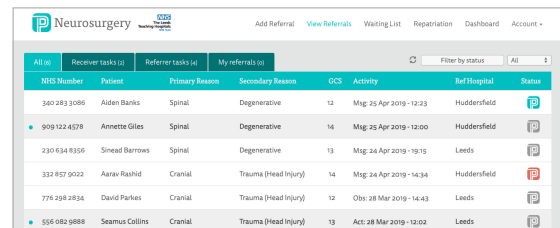
When you've reviewed your referral and any initial advice, you can return to the main patient list by clicking "View Referrals" in the main menu bar.

Receiving updates

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.

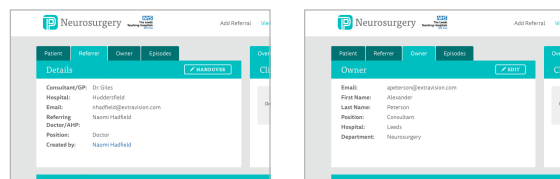
Click "Continue".



NHS Number	Patient	Primary Reason	Secondary Reason	GCS	Activity	Ref Hospital	Status
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909 122 4578	Annette Giles	Spinal	Degenerative	14	Mtg: 25 Apr 2019 - 12:00	Huddersfield	P
230 634 8356	Sinead Barrows	Spinal	Degenerative	13	Mtg: 24 Apr 2019 - 19:15	Leeds	P
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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.

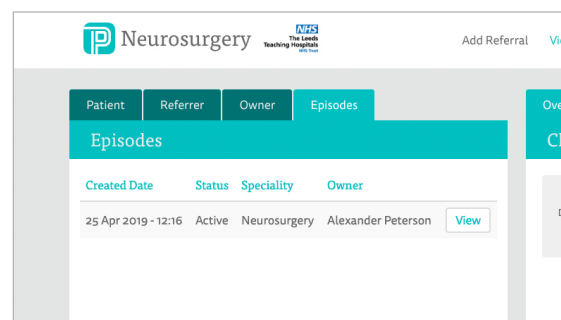


NHS Number	Patient	Primary Reason	Secondary Reason	GCS	Activity	Ref Hospital	Status
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Episodes

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.



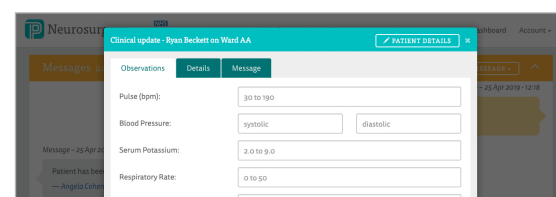
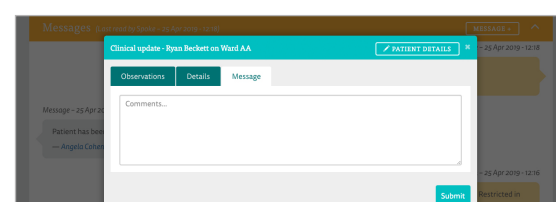
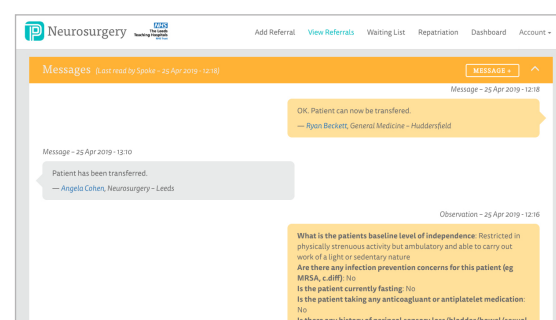
Updates

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.

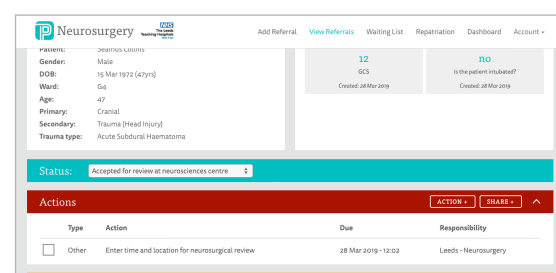
Providing updates in this way helps us to understand changes in the patient's clinical state over time.



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.

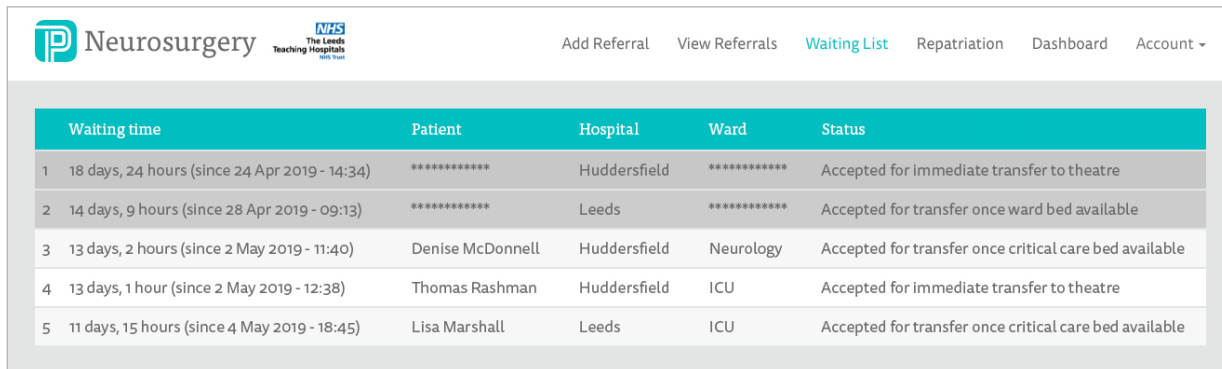
To mark an action as complete, simply click on the checkbox and provide a quick update. The action bar is colour coded based on urgency.



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



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 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.