

Booking process for: New Urgent / New Routine / Return patients

Patients will be identified from waiting times report on teams channel

Follow PFB process on EMS
Invite letter sent by 1st class mail to patient from EMS which states patient has 14 days to call in and make an appointment

PATIENT CALLS
AFTER DAY 14

Sorry we are unable to book your appointment today as your request has been returned to the referrer as over the timeframe to call in to book. Your referrer will be in touch with you shortly or they will automatically return your request to us. If we receive a referral back into our system, we will get in touch with you in due course.

PATIENT CALLS
WITHIN 14
DAYS

Any site procedure - 2 x offers at peripheral site
Patient has declined peripheral sites - 1 x offer preferred site
Site specific procedure - 2 x offers

NO
RESPONSE

Remove patient at end of day 14
NOTIFY: email referral and standard non responder email to referring clinician for review
Add a comment to TrakCare PMS to say who referral is returned to
Letter to patient and GP for info only

Patient unavailable for >12 weeks

Remove patient from waiting list

NOTIFY: email referral and standard non responder email to referring clinician for review

Add a comment to TrakCare PMS to say who referral is returned to
Letter to patient and GP for info only

Patient accepts an offer

Send appointment letter and any prep by 2nd class mail

Patient refuses both offers

Record offers made and any unavailability

Where patient refuses relevant number offers, remove and email back to referring clinician with referral form and standard email wording

PATIENT DNA

Endoscopist in room to decide on next step

TrakCare PMS will clock reset patient to bottom of waiting list

Follow usual booking process
If removing, NOTIFY: send email with standard wording to referring clinician for decision
Add a comment to TrakCare PMS to say who referral is returned to
Letter to patient and GP

PATIENT
CANCELS

FIRST CNA: Patient should be rescheduled while on the phone to the booking officer. If patient calls reception/nurse team, booking team should call patient to arrange next appointment or PFB
SECOND CNA:
REMOVE - send email with standard wording to referring clinician for decision
Add a comment to TrakCare PMS to say who referral is returned to

PATIENT
ARRIVES

ABANDONED
PRE-

ENDOSCOPY
COMPLETE

MEDICALLY UNFIT (e.g. blood pressure)

Admission nurse/nurse in charge to complete cancellation form
Record patient as hospital cancelled on medical grounds

Record any unavailability

PATIENT UNFIT (e.g. not followed instructions)

Admission nurse/nurse in charge to complete cancellation form
Record patient as patient cancelled on medical grounds

Record any unavailability

PA for >80 EMR and EUS patients

Where a patient is referred for an EUS or EMR procedure,
please check patient age



NEW WL - Pass the patient details to Nurse Endoscopy office and they will a-hoc call the patient. Note this on TrakCare PMS

Lock an appropriate endoscopy appointment on EMS and note this on PA form

PA appointment will be added to TrakCare PMS retrospectively

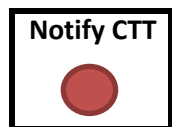
PA paperwork to be added to WL entry

RETURN WL - Geri/Lyndsay to identify patients due in next 2months from monthly surveillance report (strategy and transformation) and pass details to Nurse Endoscopy office. They will call patients ah-hoc.

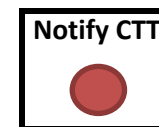
No appointment to be locked.

PA appointment will be added to TrakCare PMS retrospectively

PA paperwork to be added to WL entry



Booking process for: USC patients



Patients will be identified from waiting times report on teams channel

As referral comes in, call patient morning and afternoon for 1 day to try and book

PATIENT
ANSWERS CALL

NO ANSWER

Offer patient 2 appointments with
minimum of 10 days notice

Send patient an appointment
Send by 1st class mail
Ensure appointment has enough notice for
patient to call and reschedule

Patient unavailable for >12 weeks
Remove patient from waiting list

NOTIFY: send email with standard
wording to referring clinician for decision
Add a comment to TrakCare PMS to say
who referral is returned to
Letter to patient and GP for info only

Patient accepts an offer
Send appointment letter and any prep by
1st class mail

Patient refuses both offers
Record offers made and any unavailability

If cannot agree appointment within rota,
explain to patient clinician will need to
review.
Remove patient from waiting list
NOTIFY: send email with standard wording
to referring clinician for decision
Add a comment to TrakCare PMS to say who
referral is returned to
Letter to patient and GP for info only

PATIENT DNA

PATIENT
CANCELS

PATIENT
ARRIVES

ABANDONED
PRE-ENDOSCOPY

ENDOSCOPY
COMPLETE

First DNA
PFB patient as standard PFB process

Second DNA
NOTIFY: send email with standard wording
to referring clinician for decision
Add a comment to TrakCare PMS to say who
referral is returned to
Letter to patient and GP for info only

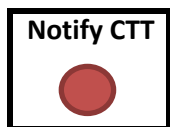
FIRST CNA: Patient should be rescheduled
while on the phone to the booking officer.
If patient calls reception/nurse team,
booking team should call patient to
arrange next appointment or PFB
SECOND CNA:
REMOVE - Letter to patient and GP for info
only

MEDICALLY UNFIT (e.g. blood pressure)
Admission nurse/nurse in charge to
complete cancellation form
Record patient as hospital cancelled on
medical grounds

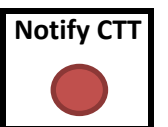
Record any unavailability

**PATIENT UNFIT (e.g. not followed
instructions)**
Admission nurse/nurse in charge to complete
cancellation form
Record patient as patient cancelled on medical
grounds

Record any unavailability



Booking process for: Bowel Screening patients booking



Patients will be identified from waiting times report, not from cards

Look on TrakCare PMS to see if patient has at least one contact number available

PATIENT HAS
TEL NUMBER

PATIENT HAS
NO TEL
NUMBER

Send a **BOS PA_invite letter with phone number** to patient through Winscribe letting them know the date and time of appointment - add tel number(s) being used

Book pre-assessment call on TrakCare PMS and **send letter from TrakCare PMS** to confirm date and time. MINIMUM of 4days notice. MAXIMUM of 10days notice.

Contact GP to ask for a contact telephone number for patient

PATIENT
DNA/CNA

PATIENT BOOKS
COLONOSCOPY AT
PA CALL

FIRST DNA: Send another letter with telephone appointment

First CNA: Patient should be called to reschedule

Letter to be sent to patient with the appointment date and time from EMS, ensure this is sent with enough time for the patient to reschedule. With prep.

PATIENT
DNA/CNA
AGAIN

PATIENT CALLS
IN

PATIENT
DNA

PATIENT
CANCELS

PATIENT
ARRIVES

REMOVE - Letter to patient and GP for info only (removal letter from Winscribe)

REMOVE - Letter to patient and GP for info only (removal letter from Winscribe)
TO BE RE-BOOKED - follow same booking process by sending letter to patient

FIRST CNA: Patient should be rescheduled while on the phone to the booking officer. If patient calls reception/nurse team, booking team should call patient to arrange next appointment or PFB

SECOND CNA: REMOVE - Letter to patient and GP for info only (removal letter from Winscribe)

DEFERRED PATIENTS - any patient who chooses to defer will be noted on BOS log and be asked to get in contact with Endoscopy booking team. If patient goes to GP then referral will be made to Colorectal.