**2WW Dermatology Referral Assessment Service (referrals to CRH only)**

Referral Assessment Services (RAS) allows secondary care to:

* assess the Clinical Referral Information from the GP/referrer without the need for an appointment being booked
* decide on the most appropriate onward clinical pathway
* arrange an appointment, where needed
* return the triage request to the original referrer with advice, if an onward referral isn't need

**2ww Referral**

Referral received into RAS via Electronic Referral System (ERS). Option for GP to attach image with referral

**Admin Processing**

Referral printed off by New Appointments staff and directed to new patient Consultant Clinic. If GP cannot provide image of lesion, patient contacted by telephone by Clinical Administration Officer and asked to send photo of lesion by phone. Patient given time slot for telephone consultation

Patient attends clinic and is referred for endoscopy if suitable

TCI confirmed in a letter to patient with information regarding test

New appointments contact patient to arrange appointment

Urgent test/review required

Active management

Suspend or defer test/review

Remain on cancer PTL/urgent deferred waiting list for appropriate test

Individual tumour sites to determine protocol for patient management/ interim safety netting (amend Trust template letter for tumour site)

Safe discharge

(using Trust template letter with additional clinical information as appropriate)

No further investigations required

Low risk diagnosis following first appointment

Safe discharge

(using Trust template letter with additional clinical information as appropriate)

GP/consultation communication with GP agreement to downgrade

Referral considered not to meet 2ww criteria

Safety-netting in place for follow up

Clear communication regarding plan to patient and GP using Trust template letters

**Consultant Triage**

2ww referral and photo reviewed in telephone clinic slot and patient telephoned with options as below (2ww clinic slots on Mon / Wed / Fri)