

Practice Briefing

Web-based self-referral to Podiatry

What is it?	<ul style="list-style-type: none"> ▪ Suffolk Podiatry (now part of the Fed) is launching a web-based self-referral system for new podiatry patients – the first in the UK. It aims to improve the referral experience and reduce Podiatry and means practices no longer need to make a referral.
Scope	<p>Included</p> <ul style="list-style-type: none"> ▪ Suffolk patients with a significant, relevant foot pathology and/or relevant medical condition (e.g. high-risk diabetes) ▪ Nail Surgery for ingrowing/dystrophic/painful toe nails ▪ Biomechanical problems requiring insoles/orthotics <p>Excluded</p> <ul style="list-style-type: none"> ▪ Social/simple/basic nail-care – this is not provided ▪ Children <5 – refer to Community Paediatric Services ▪ Shoe-fitting/bespoke footwear/shoe alterations/ankle-foot orthoses - refer to Orthotist in secondary care ▪ Bone Surgery - run by Ipswich Hospital at Walker Close - referrals through AHP triage system
Suffolk Podiatry Web-Based Self-Referral System	<ul style="list-style-type: none"> ▪ New Podiatry patients can self-refer for treatment/advice 24/7, review progress of referral and where relevant receive instant healthcare advice electronically. This may be all that some patients require. ▪ Access via www.podiatryreferrals.co.uk. The online system will guide patients through the referral process, helping them to complete the necessary information correctly (including medical history and 'reason for referral'). This will lead to a standardised quality of referral, and ensure that referrals can be triaged appropriately. ▪ System will screen out inappropriate referrals and give reasons to the patient. ▪ GP Practices can reduce their administration load by encouraging patients to self-refer via the web-based system rather than using GP referral. ▪ Further information on the Podiatry Service can be found on the Suffolk GP Fed website. ▪ Patients without access to the internet should complete the paper application form in the normal way
Queries	<ul style="list-style-type: none"> ▪ Email – WSCCG.suffolk-podiatry@nhs.net ▪ Phone – 01473 275204 during office hours
Reports/Letters back to practices	<ul style="list-style-type: none"> ▪ GP practices will receive feedback letters from Suffolk Podiatry when referral accepted and post appointment
Complaints	<ul style="list-style-type: none"> ▪ Dealt with in normal way by Suffolk Podiatry
Clinical lead for queries	<ul style="list-style-type: none"> ▪ Deputy Service Manager: Steve Noble ▪ steve.noble@nhs.net – 01473 275282