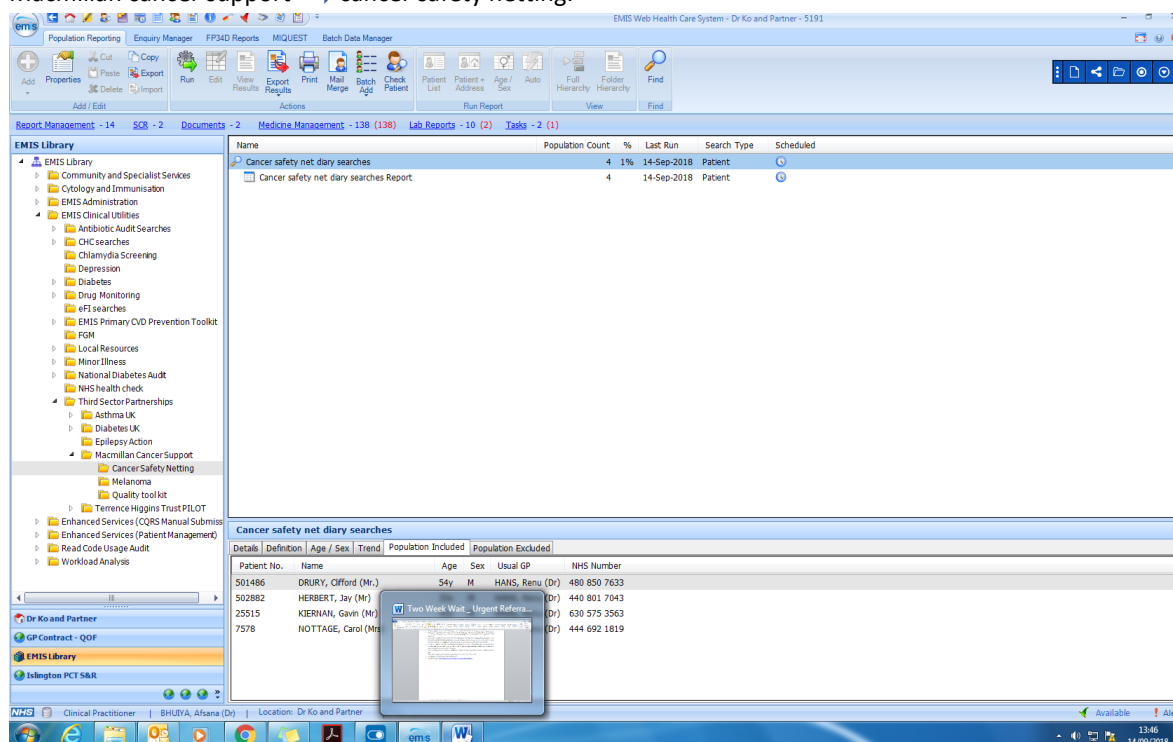


## E-SAFETY NETTING PROTOCOL for ADMIN STAFF

1. The E-SN toolkit is designed to be used by the practice as a whole team. The clinicians will mainly be using the template interface to enable tracking of 2ww referrals, direct access diagnostics and tests, patient who need symptom monitoring and any other items the clinicians feels is relevant to track using the template.
2. These events are tracked using the template and have diary entries attached to them. When the diary entry expires these events will appear on the safety net search.
3. The search is located under reporting ➔ EMIS library ➔ EMIS protocol ➔ third sector partnerships ➔ Macmillan cancer support ➔ cancer safety netting.



4. The practice administrator leads on the spreadsheet output and should sub-delegate as they feel appropriate especially if they are on leave.
5. Running the searches on a weekly basis is recommended and this can be set up to run automatically on the date that is preferred by the admin lead.
6. The search shows the patient and the named GP but more importantly the GP that was seen (user details) with the code from the template and any notes associated with the code that the clinician has inputted. See example below:

	Patient Details				Diary entries		
Emis number	Full name	Usual GP's surname	Date	Code term	Associated text	User details	
12345	Bexley, John	doctor	17-Apr-18	Fast track referral for lower GI cancer		Bhuiya	
12367	Alim, Salim	doctor	16-Apr-18	Refer to X Ray	? Sarcoma - ensure X-Ray done and results are on the system ask her to have a FBC, ESR and Co125 in a week if she isn't better	Bhuiya	
12765	Hoxton, Jenni	doctor	15-Apr-18	Monitoring		Bhuiya	
12987	Left, Harry	doctor	14-Apr-18	PSA monitoring in primary care	Due repeat PSA - please check it has been done	Bhuiya	

7. Each entry should be reviewed and actioned to complete the safety net loop.
8. The specific set of actions from the spreadsheet mainly depends on what was safety netted and what the GP had set out on the plan.
9. Examples are:
  - Urgent fast track cancer referrals – the key is to ensure the patient has attended their first appointment at hospital. If the patients records do not have a clinic letter evidencing this on their notes, then they can be phoned to check. If they have attended then the diary entry can be completed. This will remove them from the searches going forward. Generally we

encourage admin staff to record they called the patient and they confirmed they have been. We do not think it necessary to feed this back to the clinician who set the diary entry. If however the patient **did not attend** then you would notify the clinician and check what process they would like to pursue to follow this up. E.g. call patient/arrange face to face to explore the DNA further.

- Investigations – Tracking investigations are to ensure the patient has been and the report is back on the notes. So you need to check what test was being tracked and whether the cycle was complete. Often the clinician may want to follow up by seeing or speaking to the patient. You can directly task the referring clinician.
10. The key to this system is ensuring that you have confirmed the desired event has been tracked and completed. Only when you are happy you can close the safety net loop and close the diary entry. It must be confirmed that the patient has been seen before removing from the Safety Netting Template.
  11. To remove a patient from the safety netting searches you would go to the diary tab in the patient records and look for the safety net entry, right click, then press complete. We would encourage admin staff to add a comment into the patient's record that the episode is closed according to either confirmation from patient or clinic letter.
  12. The closure of the diary entry also removes the alert on his records.
  13. Any queries you have about a tracked event should be directed back to the referring GP. Most of this liaising can be done through Tasks on EMIS Web. Another method is to download the spreadsheet and send this to the clinician/s to review and action.
  14. Reminder of our user Guide video: <https://www.youtube.com/watch?v=U4byHZwOZv8&t=3s>