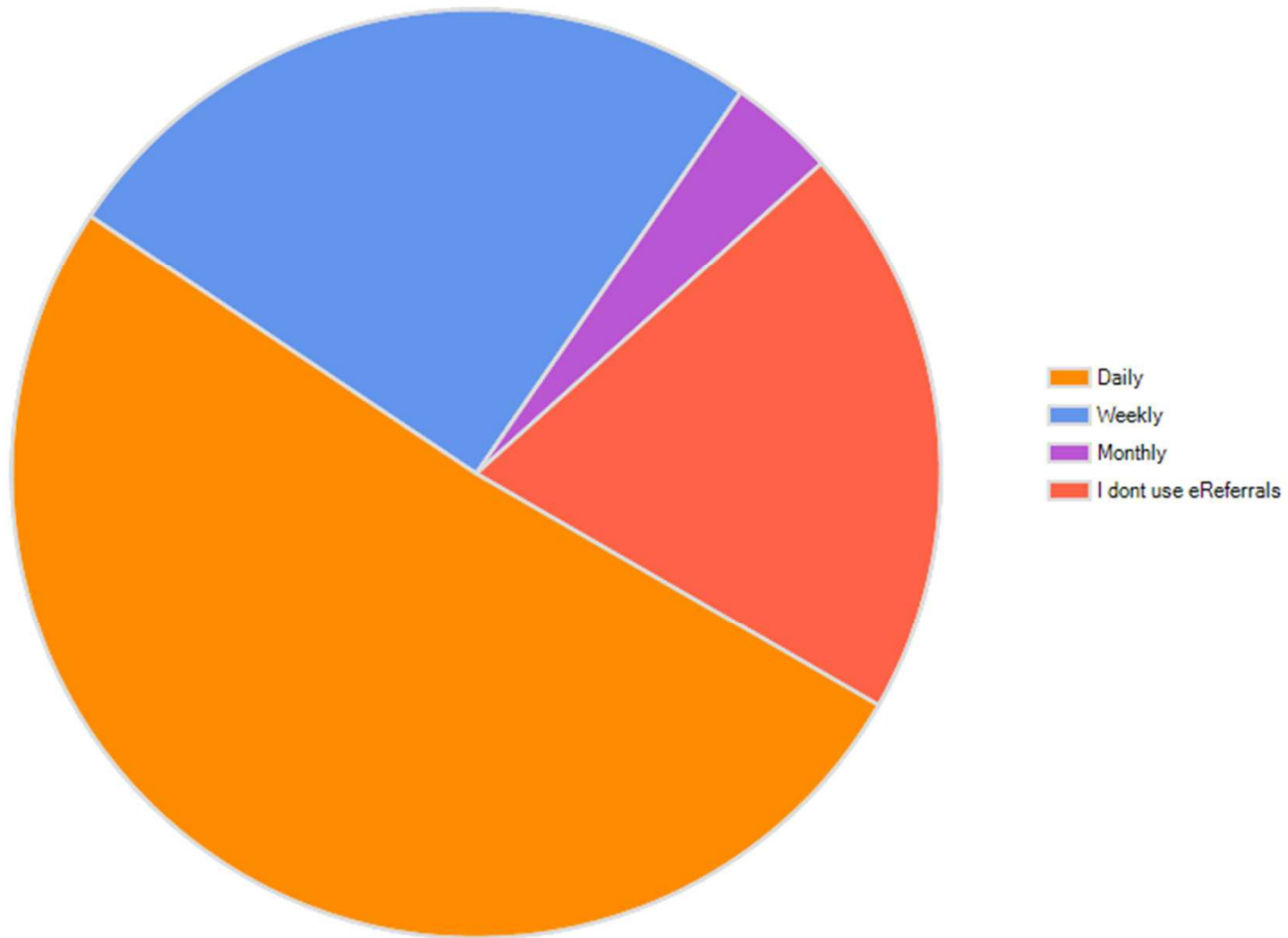


GP Survey

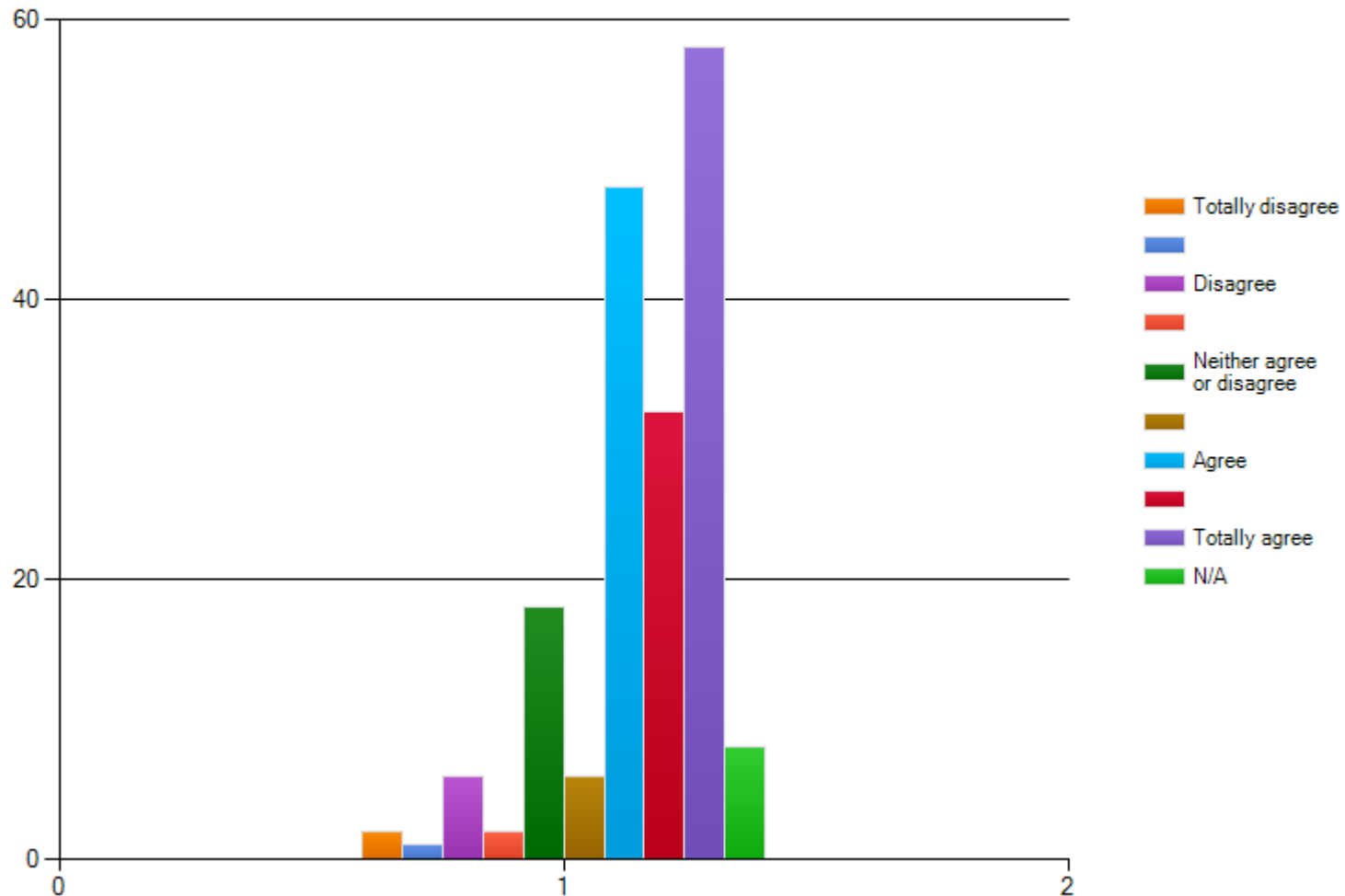
- Sent via Newsletter with link to Survey Monkey
- Direct fax to GPs

- **220** responses

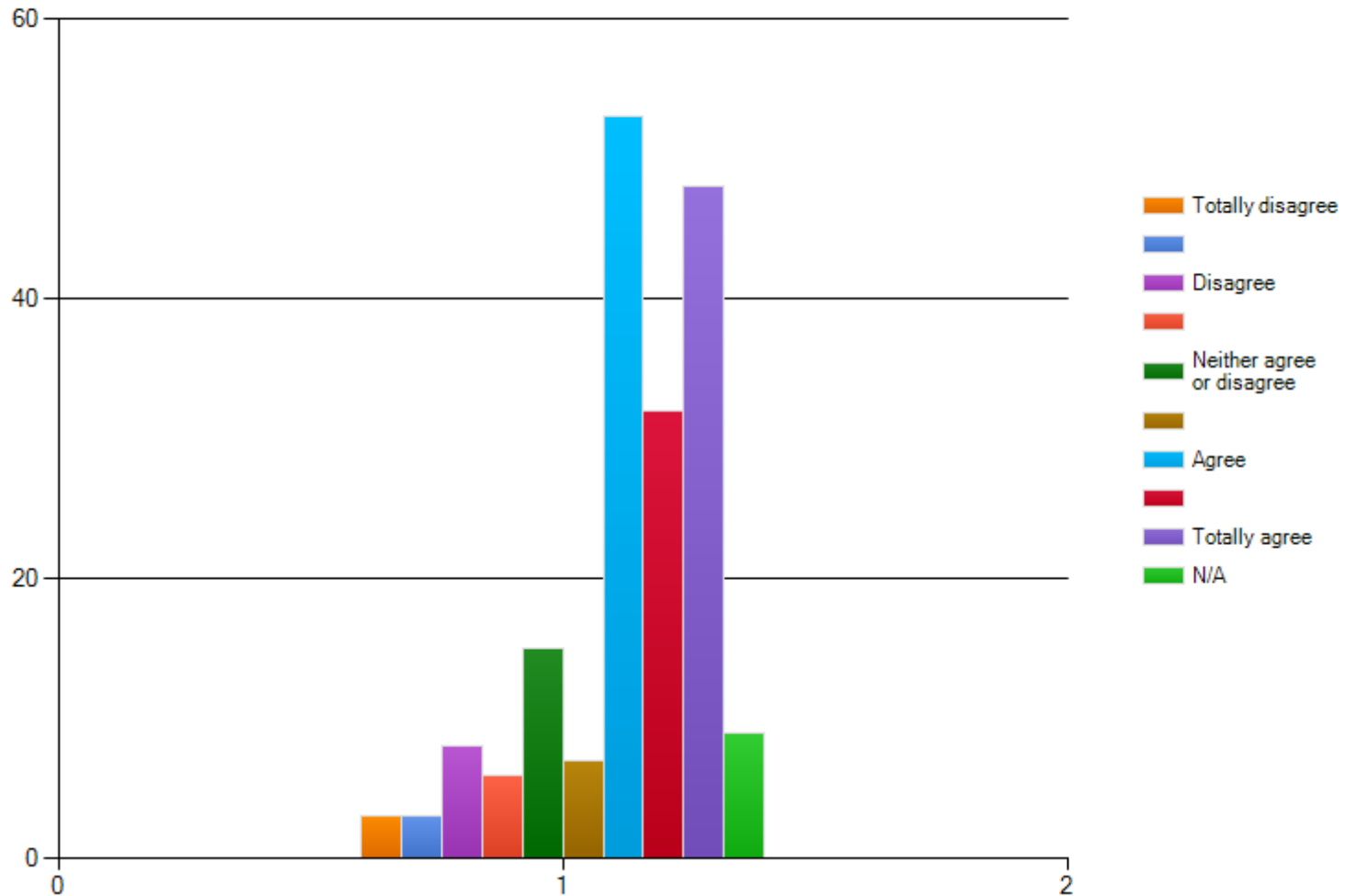
How often do you use eReferrals?



The aim of the eReferrals project is to ensure patients in the Auckland region are referred to the right service with the right information at the right time and receive the right response.



eReferrals improve information transfer between primary care and secondary care providers by increasing legibility and accuracy of referrals and reducing errors that occur through incomplete information or lost referrals.



Product Improvements

Key Themes	Components	Planned
Make attachments easier to use	<ul style="list-style-type: none"> • Identification of files in Medtech, unable to label • Size limitation 	Check box mechanism to trigger the preview files 2MB – 5MB ✓
Notes	<ul style="list-style-type: none"> • Add more than 'Most Recent' consultation notes • Longer character length in other Details fields 	Feb 2013 Release
More services please	<ul style="list-style-type: none"> • Radiology • Older Adults, including Allied Health & HomeCare Services • Mental Health 	Mar 2013 Release Mar 2013 Release Mar 2013 Release
Speed	<ul style="list-style-type: none"> • Previous methods faster (eg, Wizard) 	

Clinical Themes

Key Themes	Components
Detail required	<ul style="list-style-type: none"> • Tick boxes - too rigid, mandatory • Don't always fit the required criteria, then not accepted • More flexibility required to include what GP thinks is relevant • Some detail requested not relevant, eg, gynae form • Repetition of some questions
Not comprehensive	<ul style="list-style-type: none"> • Some specialties have extra manual forms that require completion for triage, eg, ORL • Some specialties not yet included
Time and effort	<ul style="list-style-type: none"> • Length of time to complete due to detail required • Perception of "Primary Care doing the work for Secondary Care".

What I like Best Responses

- Immediate feedback for receipt of eReferral +++++++
- Fast
- Easy
- Can attach documents and results
- “Thank you for making my life easier”
- The templates guide the relevant information
- Direct to correct DHB

Summation

- Agreement to the principles of eReferrals
- People found documents hard to attach AND easy to attach
- No responses were unexpected, and all of the product issues raised are already under resolution
- Requirement for further and **ongoing** dialogue between primary and secondary care.
 - Explain the need for details?
 - Is there room for compromise?