

Our ref:
Your ref:

2nd April 2019

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Dear GPs and Admin Staff

We have already informed you of the problems locally and regionally with delivering the breast service. There has been a dramatic and sustained increase in referrals. Also, locally at NWAFT there have been issues with staffing levels. The trusts and the CCG are still working hard to improve performance.

2 issues have arisen that we feel are not major factors but would help us:-

1. Some patients are being referred to both NWAFT and CUH. This although understandable and I am sure done with good intention does not help the trusts manage their workload.
2. The trusts have reported that some patients have not seen a clinician face to face and the decision to refer has been made following a phone call. As highlighted earlier it would help to have a full history and examination to enable the trusts as far as possible to prioritise the referrals. In most cases this means a face to face consultation would be necessary and difficult to do a full referral without having done an examination.

This piece of work is not about reducing referrals but about managing them in a safe and effective way, while we cope with our current capacity issues

Thank you for your help.

Yours sincerely



**Dr Oliver Stovin &
GP Clinical Lead for Cancer**