
SCI Gateway

Working With Fit For Work Messages for GPs

The purpose of this document is to show how to work with messages sent through SCI Gateway between GPs and the Fit for Work Scotland (FFWS).

The aim of this service is to provide support for people who are in work and who have health challenges to remain in, or return to work after a period of sickness. It provides a service of a state funded professional occupation health assessment with the referral generally but not exclusively generated by the patient's GP.

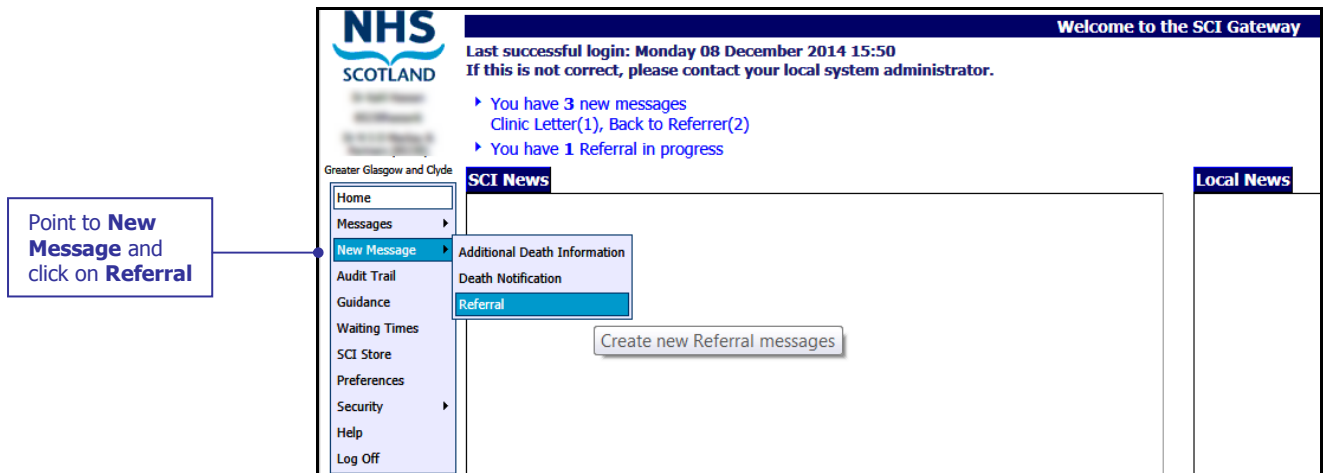
The message cycle starts with a referral from the GP to FFWS who will enrol the patient in the assessment program. If it is decided that the patient is unsuitable the GP will receive a back to referrer message.

If the patient is enrolled and they go forward for FFWS assessment but the patient cannot be assessed the GP will receive a back to referrer message.

If the patient is enrolled and assessed, the GP will receive a clinic letter which will have an attachment of a return to work plan for the patient.

Sending A Referral To Fit For Work Scotland

Sending a Referral to FFWS is the same as sending a Referral to any hospital or clinic. The only difference is the FFWS does not come under your local Health Board area. Log on to SCI Gateway in the usual way i.e. through your clinical system so that the patient demographics and medical history are pre-populated in the protocol:



Pictured below is the New Referral window displayed after clicking on **Referral** as described on the previous page:



Your first destination selection is to remove your local Health Board and select Non-NHS Entities. Once you have selected this your list of local hospitals and clinics will no longer be available as destinations for this message. You can then go on and select the appropriate destinations as shown above.

Once you have selected all your destination options you can add this to your favourites to make this destination selection quicker in future.

Pictured below is the New Referral protocol opened with the **Clinical Data** tab to the front and displayed after clicking on *Create* as described on the previous page:

The screenshot shows the 'Fit for Work Service Referral Protocol (v0.9)' form in the 'Clinical Data' tab. The form is divided into several sections:

- Clinical Data:** Contains two checkboxes. The first, 'I confirm that the patient has consented to be referred to the Fit for Work Service*', is checked. The second, 'Consent for evaluation of service', is unchecked.
- Fit Note Details:** Includes a text field for the condition, currently containing 'By lateral Osteoarthritis of the knees and cervical spondylosis'. Below this are two date pickers: 'Absence Start Date*' set to '03-Aug-2014' and 'Fit Note End Date*' set to '05-Dec-2014'.
- Additional Information:** Features a large text area for 'Additional Relevant Information', a dropdown menu for 'Does patient have any additional support requirements?' set to 'Yes', and several checkboxes for 'Hearing Impairment', 'Visual Impairment', 'Speech Impairment', 'Mobility/Transport Difficulties' (checked), and 'Interpreter Required' (unchecked).

At the bottom of the form are buttons for 'Cancel', 'Attach', 'Preview Letter', 'Park', and 'Send'. Callout boxes with blue borders and lines pointing to specific fields provide the following instructions:

- Click on the **Patient Demographics** tab to move on and add / view more information
- Tick if the patient has given consent
- Tick if consent is for evaluation of service
- Enter any relevant conditions here
- Select the first day of the patients absence from work Select the last day of fit note



The condition will not pre-populate from the patient’s clinical record. You must enter this information manually.

Enter as much relevant information as required in Additional Information field.

The options for patient additional support requirements are:

Hearing Impairment

Visual Impairment,

Speech Impairment

Mobility/Transport Difficulties

Interpreter Required: If selected enter further information in the details field

Other Requirements: If selected enter further information in the details field

None of the above: This will be ticked by default if you select No additional support requirements

Pictured below is the protocol with the **Patient Demographics** tab displayed after clicking on the tab as described on the previous page:

Payne, Terry BL - 07-Oct-1965 - 071065801- - SCI Gateway - Referral - Windows

Clinical Data **Patient Demographics** Administration

Fit for Work Service Referral Protocol (v0.9)

Patient Demographics

CHI Number* 071065801-

Surname* Payne

Forename* Terry BL

Title* Mr

Address* 1 Anywhere Street
Glasgow

Post Code* G2 6QE

Phone Number* 01412822100

Mobile Phone Number

Other method of contact

Preferred Contact Number* Patient Phone

Date of Birth* 07-Oct-1965

Sex* Male

Click on the **Administration** tab to move on and add more information

If using a third party system information will pre-populate here.

Select option for preferred patient contact number if known

Complete or amend any information as required

Cancel Attach Preview Letter Park Send



All the information in this tab should pre-populate from the patient's record in your clinical system. The information can be amended as required. However if you make any changes it will not update the information in your clinical system.

Pictured below is the **Administration** tab displayed after clicking on the tab as described on the previous page:

The screenshot shows a web browser window titled "Payne, Terry BL - 3-Apr-1964 - 0304640573 - SCI Gateway - Referral - Internet Explorer". The main content area is titled "Fit for Work Service Referral Protocol (v1.0)" and contains the "Administration" tab. The form is divided into several sections:

- Unique Care Pathway Number:** A text field containing "1030000139580". A callout box states: "Unique Care Pathway number generated by SCI Gateway".
- Referral Details:** A date field containing "06-Jan-2015". A callout box states: "Date of Referral defaults to current date".
- Referrer:** A dropdown menu for "GP Practice" is open, showing "Dr N S D Mackay & Partners (85230)". A callout box states: "Select name of referring GP from drop down list". Other fields in this section include:
 - GP: [Redacted]
 - GMC Code*: [Redacted]
 - GP Code*: [Redacted]
 - GP Name*: Dr. Khalid Hassan
 - Practice Code*: 85230
 - Practice Name*: Dr N S D Mackay & Partners (85230)
 - Address*: 75 Bank Street, Alexandria
 - Postcode*: G83 0NB
 - Phone Number: 01389 752626
 - Fax Number: 0141-882 0889

At the bottom of the form are five buttons: "Cancel", "Attach", "Preview Letter", "Park", and "Send". Callout boxes below each button provide instructions: "Click here to cancel", "Click here to add an attachment", "Click here to preview the letter", "Click here to close and save for later", and "Click here to send".



The Unique Care Pathway Number will follow the patient through their journey.

Once you select the referring GP from the drop down list the other GP mandatory fields will populate.

Pictured below is the Referral Options window displayed after clicking on *Send* as described on the previous page:

Referral Options

The recipient will accept this message.

Please click the proceed button to continue. Alternatively, use the back button to return to the worklist, and keep the message parked as "In Progress".

Buttons: **Back** | **Proceed**

Annotations:
 - Click on *Back* to return to the protocol and make changes
 - Click on *Proceed* to continue
 - Click on *OK*
 - Click on *Cancel* to go back

Message from webpage

Are you sure that you want to send the message now?
 If so please click OK.

Once you hit OK no further changes may be made to the message.


Buttons: **OK** | **Cancel**

Referral Worklist

		F	Date	Patient	From	To	Status
	<input type="checkbox"/>		27-Nov-2014 15:36	Payne, Terry BL CHI: 0710656254	Dr. Khalid Hassan Dr N S D Mackay & Partners (85230)	Occupational Health (FFWS Referral)	Submitted
	<input type="checkbox"/>		25-Nov-2014 15:10	Andrews, Andrew CHI: 0303726253	Dr. Khalid Hassan Dr N S D Mackay & Partners (85230)	Occupational Health (FFWS Referral)	Submitted

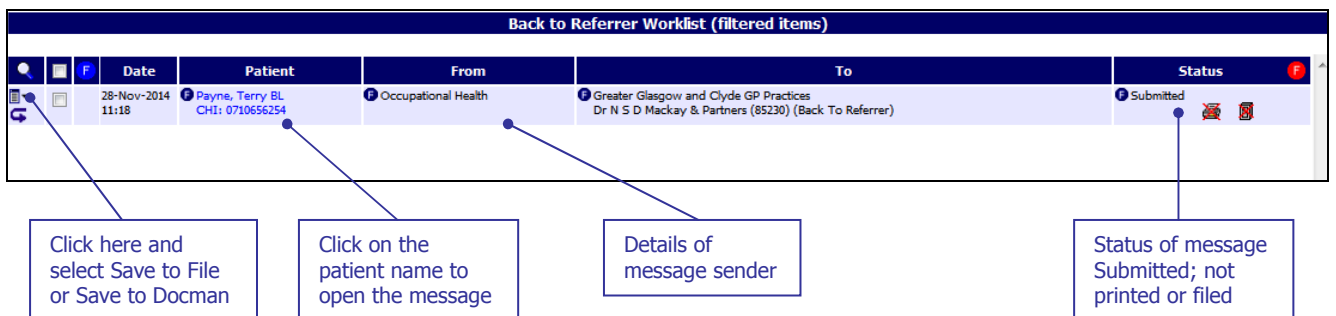
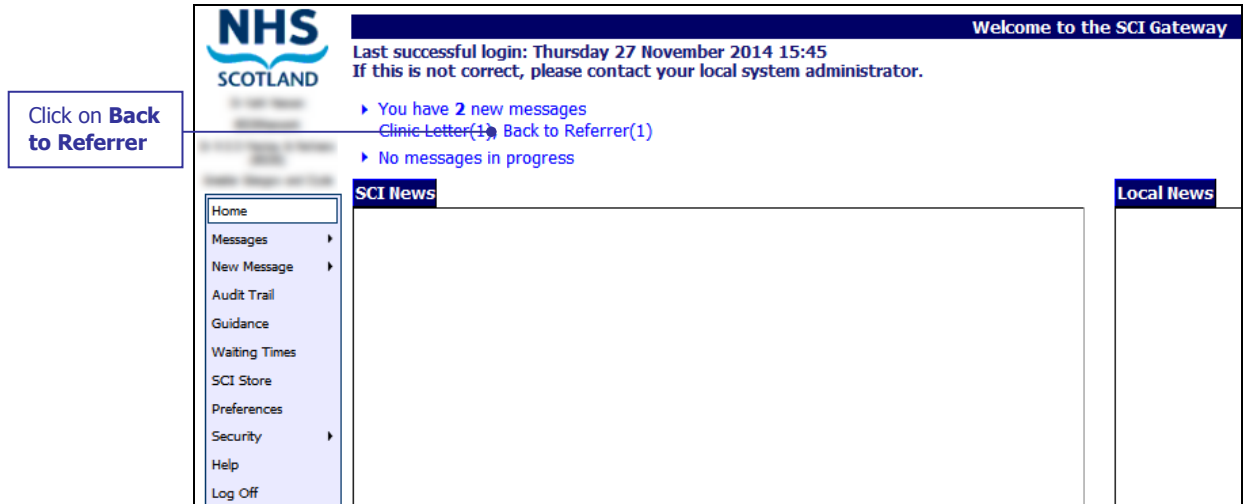
The sent referral is displayed here in the worklist with a status of **Submitted**




The Referral to FFWS will be displayed in your usual Referral worklist with a status of Submitted. You will not have a separate worklist for FFWS Referrals unless you filter on the worklist by clicking on the filter  next to Occupational Health.

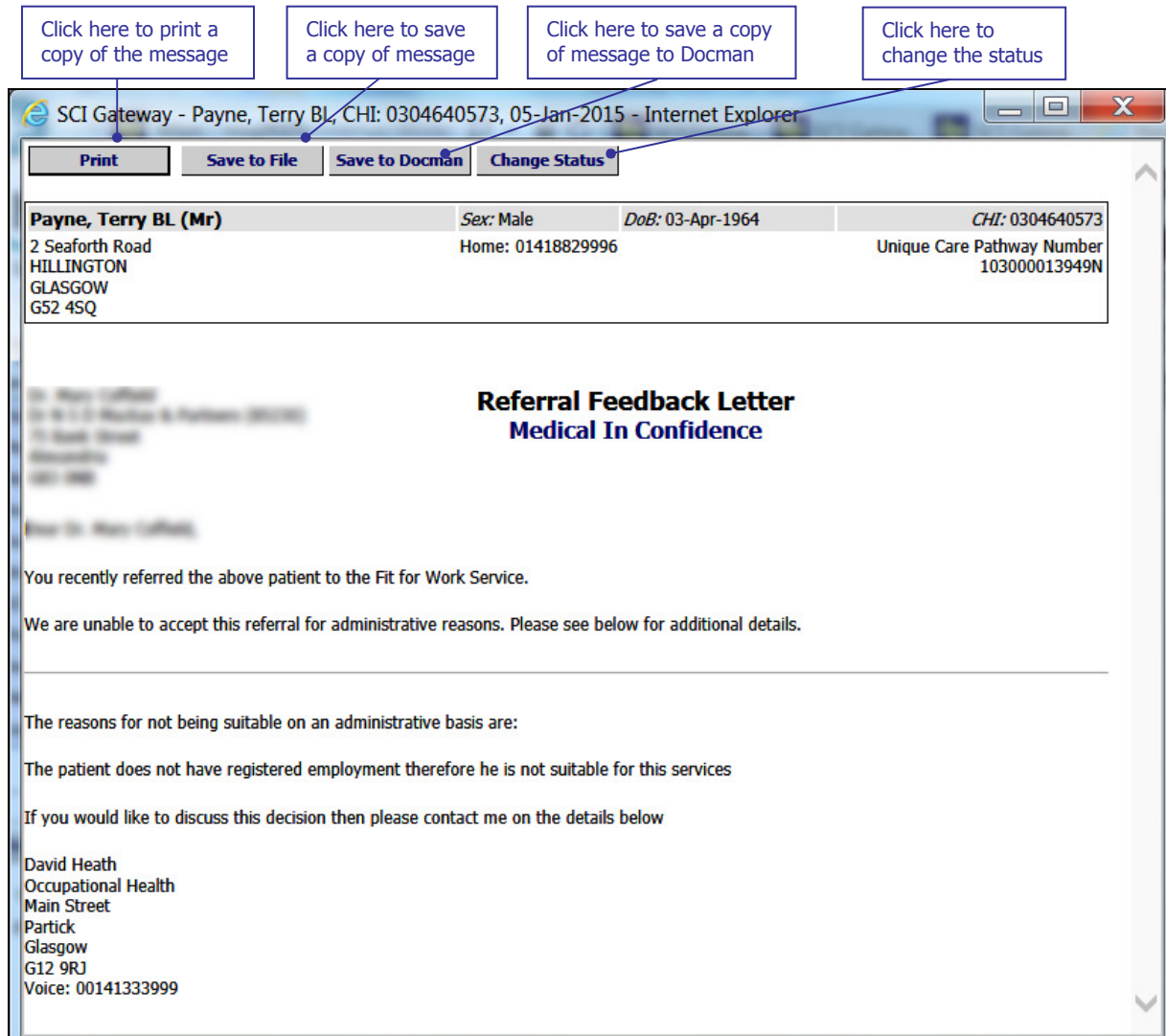
Receiving Back To Referrer

Following submission of a Referral to FFWS on occasions your patient may be returned to your care if they are deemed unsuitable for the service. To receive this message, log on to SCI Gateway in your usual way:



Click on the Context menu  in the first column and choose **Save to File** or **Save to Docman** to save a copy of the message without opening.

Pictured below is an example of a Back to Referrer message displayed after clicking on the patient name as described on the previous page:



There are 2 scenarios when you may receive a Back to Referrer message. The first if the patient is unsuitable for enrolment in the Fit For Work Service and secondly if the patient had been put forward for assessment but could not be assessed.

The reasons for not accepting at both enrolment and assessment stages are:

- Clinically unsuitable**
- Referrer to Treat / Manage**
- Alternative Service Recommended**
- Administratively unsuitable**

If you click on *Save to File* you will be able to save the message to the Batch Manager in Docman. It can be work flowed to the relevant GP. See the SCI Gateway Sending and Receiving Messages Guide for more information on saving messages.

If you have logged on to SCI Gateway through the patient record using your clinical system you will have an Import button which will give you the option to import the back to referrer message into the patient record.

Receiving Clinic Letters

If your patient has been assessed by the FFWS you will receive a Clinic Letter from FFWS Assessment which outlines their findings and recommendations for your patient. To open a Clinic Letter, log on SCI Gateway in your usual way:

The screenshot shows the SCI Gateway interface. At the top, the NHS Scotland logo is visible. A navigation menu on the left includes options like Home, Messages, New Message, Audit Trail, Guidance, Waiting Times, SCI Store, Preferences, Security, Help, and Log Off. A message notification states: "You have 3 new messages: Clinic Letter(1), Back to Referrer(2). No messages in progress." Below this is the "Clinic Letter Worklist (filtered items)" table.

	Date	Patient	From	To	Status
<input type="checkbox"/>	08-Dec-2014 14:29	Payne, Terry CHI: 0710653131	FFWS Assessment	Dr N S D Mackay & Partners (85230)	Submitted

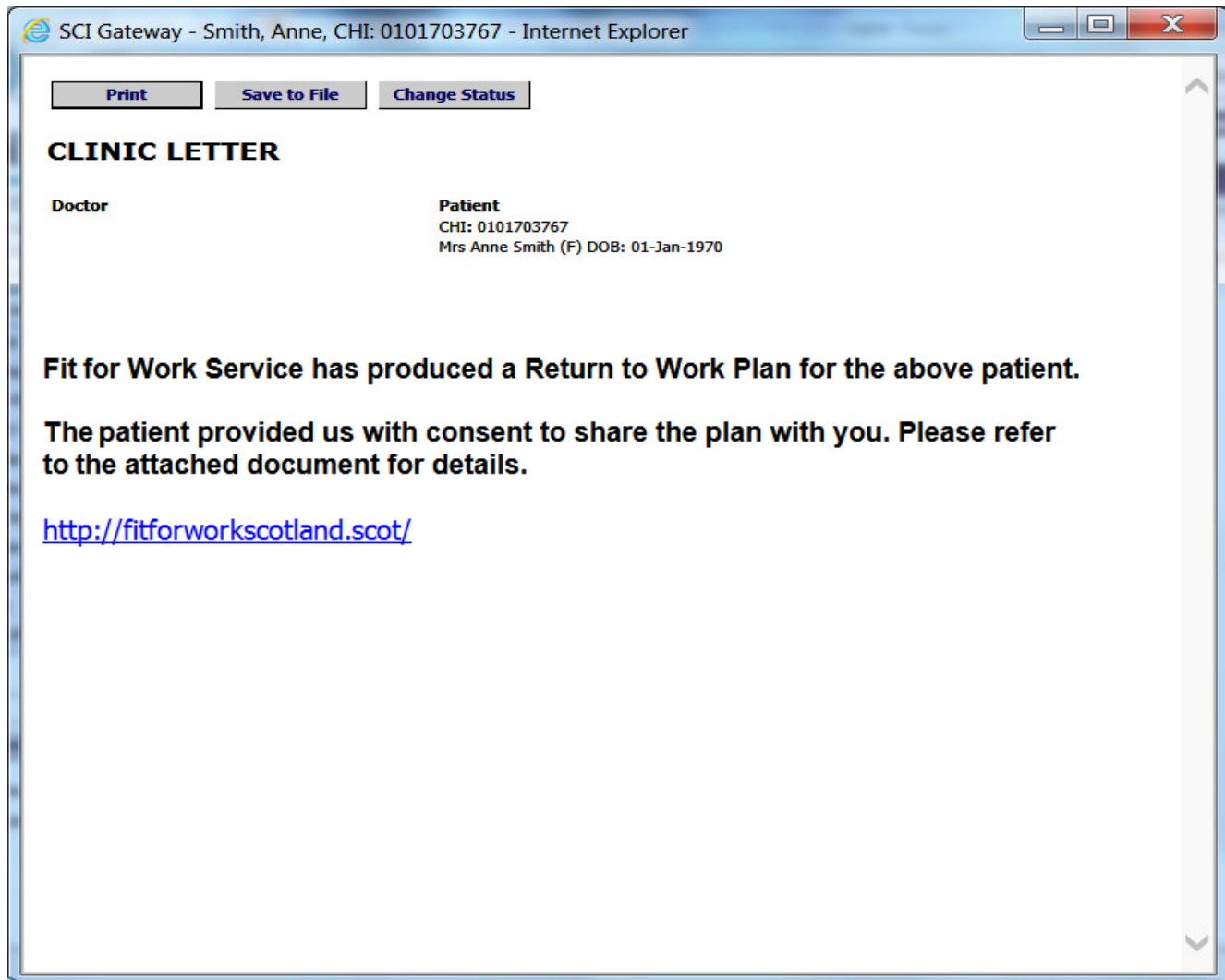
Annotations on the screenshot include:

- "Click on Clinic Letter" pointing to the message notification.
- "Click on the paper clip to open the attachment" pointing to the paper clip icon in the first column of the worklist row.
- "Tick the box and click on Print to print a copy of the letter and the attachment" pointing to the checkbox and Print button.
- "Click on the patient name to open the letter" pointing to the patient name in the worklist row.
- "Click here to save to Docman" pointing to the Save To Docman button.

At the bottom of the worklist, there are controls for "Print Letters", "Print Attachments", "Go to page:" (with a "Go" button), "Items per page: 10", "Update", "Print", "Save To Docman", and "Clear Filters".

Clinic Letters are denoted with a black ball on the first column of the worklist.

Pictured below is an example of a FFWS Clinic Letter displayed after clicking on the patient name as described on the previous page:



The letter above is an example of a Clinic Letter. The letter you receive may look different from the one pictured above.

If you have logged on to SCI Gateway through the patient record using your clinical system you will have an Import button which will give you the option to import the Clinic Letter into the patient record

For more information on printing saving and changing the status of a message see the SCI Gateway Sending and Receiving Messages User Guide.

1 Appendix 1

Pictured on the following 3 pages is an example of a return to work plan opened after clicking on the paperclip icon on the worklist as described on page 11:

Return to Work Plan: Full Version

Name: Mr Solar Eclipse		Fit for Work Scotland Unique Identifier: 010 170 1234
Our assessment identified that you are currently absent from work due to the following condition(s):		
Wrist injury, was in plaster for 12 weeks.		
On exploring the impact on your current ability to work, you disclosed difficulty with:		
Reduced strength and tolerance for your work duties due to absence from work following a wrist fracture twelve weeks ago.		
You identified your most common work tasks as:		
Task 1	Driving to and from work and also within work to collect animals.	
Task 2	Feeding and cleaning out the animals.	
Task 3	Training, exercising and socialising the animals.	
Task 4	Collect animals which have been reported to centre for rehoming.	
Task 5	Booking in animals using the computer system.	
You perceived your current difficulties with performing these tasks as:		
Task 1	You are unable to drive due to reduced strength and function.	
Task 2	Lack of strength in your right arm may reduce your ability to work at optimum speed therefore tasks may take you longer.	
Task 3	Although you are currently unable to hold dogs on lead, you would be able to offer verbal commands and treats as this task is always performed with two people.	
Task 4	You are unable to lift heavier or bigger animals due to wrist function and muscle weakness.	
Task 5	You do not anticipate difficulties as you could type with your left hand.	

Taking into account the information you provided, my assessment is that you are currently:

May be fit for work with the following adjustments:

Amended Duties

- It is recommended that extra time to complete tasks should be considered, as you are right handed and require to favour your left hand until full function is restored to your right hand. This would allow you to develop your tolerance for returning to the workplace.
- It is recommended that you would benefit from having a colleague whom you could ask to assist you on those occasions when you struggle to work with the animals or drive.

Altered hours

- It would be beneficial if a period of altered hours could be incorporated, for example allowing time for physiotherapy appointments on a Wednesday at 12:30. You have indicated that you are willing to use your lunch hour to accommodate and reduce interference with your working day. It is recommended that this should last until the end of your physiotherapy appointments.

It is recommended that the above adjustments are kept in place for a minimum of four weeks.

These recommendations are valid between:

18/03/15	and	30/03/2015 (Anticipated return to work date)
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We agreed these recommendations could support you in improving your current circumstance and returning to work:

- You start setting your alarm in the morning for normal work time so as to get used to the routine of getting up and ready for work.
- You attend your physiotherapy appointments regularly and carry out any exercises given.
- Asking your wife to drive you to work every morning until you are able to drive again once your hand grip and confidence have improved.
- By visiting www.nhsinform.co.uk information can be obtained on exercises that can help to alleviate symptoms and promote self-management.

We discussed that your employer may be able to support your return to work by considering these suggestions:

- Meeting prior to your return to work to agree and sign off any reasonable adjustments and other support mechanisms.

- Weekly meetings with line manager during phased return to work to review workload, manage difficulties, provide opportunity for mutual feedback.
- For your employer to involve the Health and Safety representative with the return to work plan and carry out a risk assessment on the agreed tasks. If further information and support is required regarding risks assessments and support, then this can be accessed from www.healthyworkinglives.com

Your referrer asked this specific question:

Not applicable

The Fit for Work Scotland response is:

Not applicable

I have applied the guidelines from the disability provisions of the equality act 2010 and can confirm that your current circumstances indicate:

The Equality Act 2010 may not apply. The reasoning not applied is that you do not appear to have a physical/mental impairment which has a long term, substantial adverse effect on your ability to carry out normal day-to-day activities.

After verbal agreement of your return to work plan, you provided consent for the Fit for Work Scotland to share the plan with:

You
Your Employer
Your General Practitioner

We agreed that we will contact you again in relation to the following:

To conclude your engagement with Fit for Work Scotland.

Date of next contact:

13th April 2015.

If you have any questions relating to the detail contained within your Return to Work Plan, please contact your Fit for Work Scotland Health Care Practitioner on the details below:

Jacqui Lebida
Case Manager

01355 575 507

The next section of your Return to Work Plan
can be utilised on its own to provide evidence
of your current fitness for work

If you have any questions regarding information contained within your Return to Work Plan, Please contact your Fit for Work Scotland health care practitioner on the details contained at the bottom of your plan.

The Fit for Work Scotland website contains lots of helpful return to work advice. The website is available at www.FitForWork.scot

If you would rather engage over the telephone, you can contact the Fit for Work Scotland Advice Line on 0800 019 2211 where a qualified Occupational Health advisor will be happy to assist you.

Return to Work Plan: Summary

Guidance Notes

If you are not fit for work, or your employer cannot support your return to work, your employer should consider paying statutory sick pay (SSP) based on the information provided. If SSP cannot be paid, or SSP is ending, your employer will give you form SSP1 to claim social security benefits.

The Fit for Work Scotland Recommendations are as follows:

Your Return to Work Certificate Content	Your Individual Response	
Employee's Name:	Mr Solar Eclipse	
Address:	1 Main Street Hamilton ML3 0TA	
Date of Birth:	01/01/1970	
I assessed your case on:	18 March 2015	
And because of the following condition(s):	Wrist injury, was in plaster for 12 weeks.	
I advise you that:	May be fit for work with the following adjustments: Amended Duties Altered hours	Notes <u>Not fit for work</u> = Refrain from working for period stated below <u>May be fit for work</u> = If employer is able to meet recommendations given below, employee could return
If available, and with your employer's agreement, you may benefit from:	Amended Duties <ul style="list-style-type: none"> It is recommended that extra time to complete tasks should be considered, as you are right handed and require to favour your left hand until full function is restored to your right hand. This would allow you to develop your tolerance for returning to the workplace. It is recommended that you would benefit from having a colleague whom you could ask to assist you on those occasions when you struggle to work with the animals or drive. Altered hours (Please turn over)	

	<p>Altered hours</p> <ul style="list-style-type: none"> It would be beneficial if a period of altered hours could be incorporated, for example allowing time for physiotherapy appointments on a Wednesday at 12:30. You have indicated that you are willing to use your lunch hour to accommodate and reduce interference with your working day. It is recommended that this should last until the end of your physiotherapy appointments. 	
This will be the case:	From: 18/03/15	To: 30/03/2015
Fit for Work Scotland Practitioner Signature:	Jacqui Lebida, Case Manager	
Date of Statement:	18 March 2015	

For Social Security Benefit Claimants Only – Please Turn Over Page for Declaration

Return to Work Plan: Making a claim to social security benefits

You can use the Return to Work Plan summary to make a claim to social security benefits. Please read the notes below and fill in your details if you are claiming social security benefit, and sign and date the declaration. If you cannot fill in your details yourself, ask someone else to do it for you.

What the advice means when claiming benefits

Not fit for work:

Your health professional will advise this when they believe that your health condition means you should refrain from work for the stated period of time.

Maybe fit for work taking account of the following advice:

Your health professional will recommend this when they believe that you may be able to return to work with some support from your employer. Sometimes it may not be possible for your employer to act on the health professional's advice and you will not be able to return to work until you have further recovered. You do not need to get a further statement from your doctor to confirm this.

If you are employed

If you are not fit for work, or your employer cannot support your return to work, your employer should consider paying statutory sick pay (SSP) based on the information provided. If SSP cannot be paid, or your SSP is ending, your employer will give you form SSP1 to claim social security benefits.

Social Security benefit claiming

If you are claiming social security benefits because of your health condition, send this form to your Jobcentre Plus office. If you are claiming social security benefits for any other reason, you must inform Jobcentre Plus of your change of circumstances.

If you wish to make a new claim to social security benefits you can:

- Download a claim form at www.direct.gov.uk/benefits or
- Phone 0800 055 6688 (8am to 6pm Monday to Friday). Text phone users call 0800 023 4888.

Patient Name:	
Date of Birth:	
National Insurance Number:	
Declaration – for social security benefit claimants only	
I declare that my doctor may give the Department for Work and Pensions or a health professional acting on its behalf information which is needed to process my claim to benefit and any request for it to be looked at again	
Your Signature:	
Date:	

Further Information

More information can be found online at:
www.FitForWork.scot
 Or by ringing 0800 019 2211

