

Dear Colleague,

## Re: Validating waiting patient

### Key points for GPs/primary care teams

- MFT is about the start a major patient list validation process over the coming weeks which is in line with recent guidance from NHS England. This will ultimately by the spring involve more than 150,000 patients.
- GPs do not need to take any immediate action – but it would be very helpful if you could help share information about the process with patients via your own communication channels.
- Details are included below about how to signpost any patients who contact GPs with any questions.
- As part of the standard validation process, GPs would be fully informed in any decision-making required on removing a patient from a waiting list – details below.
- Contact for more information at bottom of briefing

### Briefing

Across secondary care, NHS England prescribes validating patient waiting lists should be undertaken every 12 weeks. At Manchester University NHS Foundation Trust we are no exception to this. We have received notification from NHS England that we must now validate all non-admitted RTT (Referral to Treatment) pathways across the following cohorts:

- Patients waiting >52 weeks as at 31 March 2023, not validated in previous 12 weeks, to be validated by 23<sup>rd</sup> December (i.e., 31+ weeks at 30<sup>th</sup> Oct)
- Patients waiting >26 weeks as at 31 March 2023, validated by 24<sup>th</sup> February 2023, not validated in last 12 weeks (i.e., 5+ weeks at 30<sup>th</sup> Oct)
- Patients waiting >12 weeks validated by 20<sup>th</sup> April 2023, not validated in previous 12 weeks (i.e., all non-admitted patients at 30<sup>th</sup> Oct)

This means that by the 23 December MFT will need to have validated >60,000 pathways, and by 24<sup>th</sup> February a further >95,000 pathways.

National best practice is a 'digital first' approach and we have a partnership with Healthcare Communications who provide our text messaging, eForm and physical letter communication for this type of exercise.

To achieve these challenging timescales, we will be undertaking the following:

- Patient will receive a text and asked to click through to an electronic letter.
- The patient will be notified on the electronic letter that they are asked to confirm if they would like to remain on the waiting list.
- If the patient does wish to remain on the waiting list, then they are asked if they would travel for their treatment. There is a national drive to review capacity across other NHS Trusts and the Independent sector. This information will allow the Trust to identify who could be transferred to another provider for their diagnosis and treatment. We ask the patient how far they would be happy to travel.
- If the patient opens but does not complete the form then they will receive a reminder 14 days later to complete.
- If the patient's mobile number is invalid or missing, they will receive paper copies of the forms.

- If the patient wishes to remain on the waiting list they will receive notification that they continue to be on our waiting list.
- Should they wish to be removed from the waiting list we ask why, and these responses will be passed to a secondary care clinician for review.
- If the patient wishes to remain on the waiting list both the patient and the GP will be notified.
- If the patient wishes to be removed from the waiting list (normally equates to 7-10% of those we ask) The patient and their GP will be notified. If the GP believes that the patient should remain on the waiting list, subject to discussion with the specialty, MFT can reinstate them on the waiting list, with agreement of the patient.
- After 28 days, if the patient has not responded we will make a final attempt to contact them. Should this not work we will discharge the patient from the waiting list and notify the Patient and the GP. At this point, there is a further 28 days to get back in touch with the specialty should there be extenuating circumstances. After day 28 the patient will require a new referral to be seen here within an MFT service.

Each patient communication (electronic Letter or posted letter) will have contact number for the patient to call that is specific for their waiting list. This support will provide patients someone who can answer their questions. Should the patient be unable to locate this information, the Switchboard (0300 3309444) will have a copy of telephone numbers assigned to specialties to answer any questions and we will also have a link to key information on our website homepage at [www.mft.nhs.uk](http://www.mft.nhs.uk) GPs who are contacted by patients with queries about the process can refer them to the website (preferably) or to contact us via the switchboard.

The Trust is undertaking a communication plan and will be messaging through local news outlets and social media. We want our patients to recognise this message is a legitimate message and not be concerned it is fraudulent, given the level of phishing activity which generally takes place at this time..

Each letter, either electronic or physical will include contact details for the specialty that holds the waiting list. This will give them access to a Monday-Friday email and telephone helpline to have any concerns raised.

### **More information**

A flow chart setting out the process is included below, for your information. If you have any further questions at this stage then please contact [Peter.Wilson@mft.nhs.uk](mailto:Peter.Wilson@mft.nhs.uk).

Thank you in advance for your support in this work which will ensure that we increase the number of patients who will be able to access treatment more quickly following waiting list validation.

Best wishes



**Miss T S Onon**  
Joint Group Medical Director



**Professor J M Eddleston**  
Joint Group Medical Director

Our detailed waiting list validation process will run as follows:

