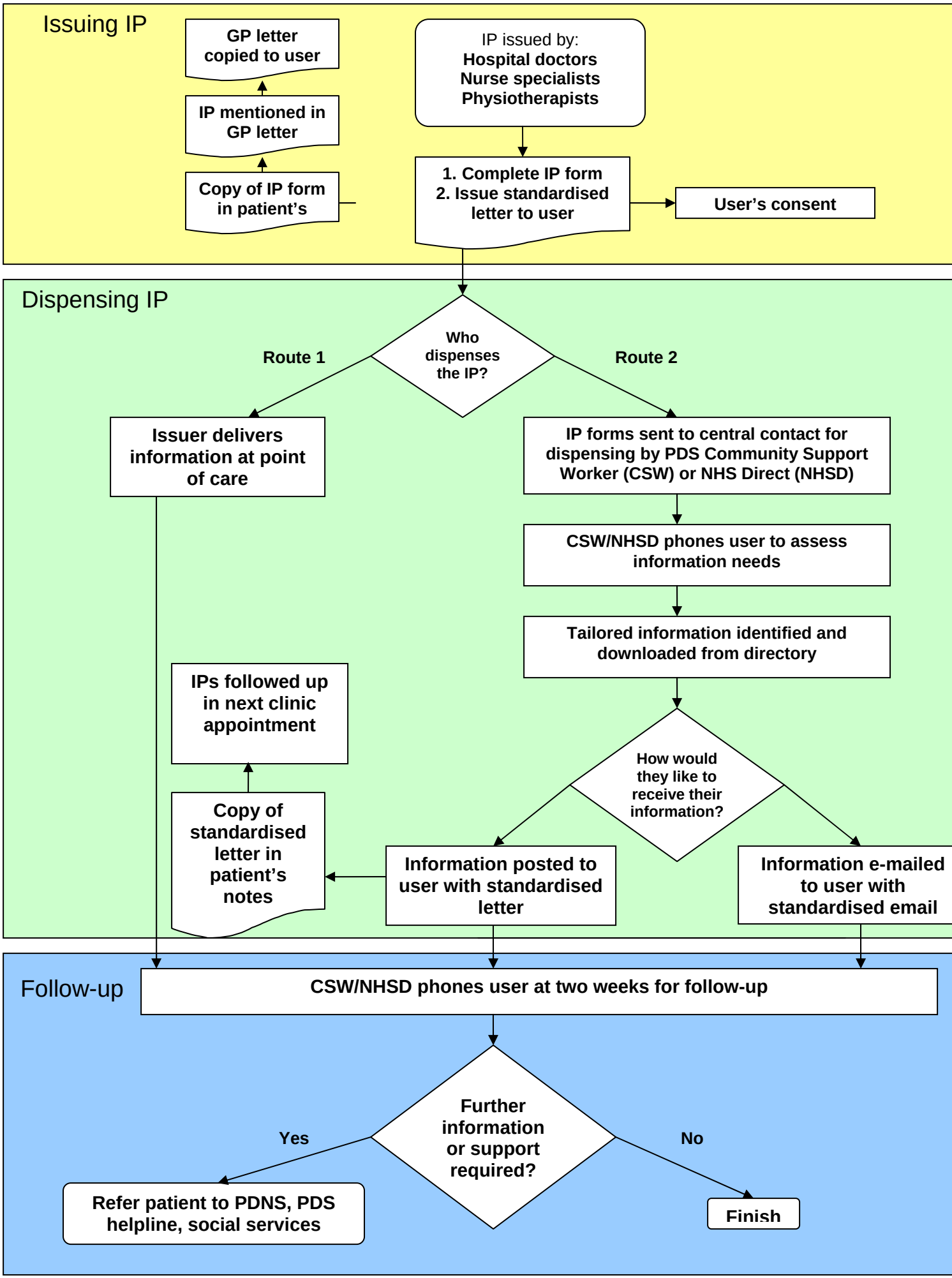
Issuing IP
GP letter copied to user
IP mentioned in GP letter
Copy of IP form in patient's
IP issued by:
Hospital doctors
Nurse specialists
Physiotherapists
1. Complete IP form
2. Issue standardised letter to user
User's consent
Dispensing IP
Who dispenses the IP?
Route 1
Route 2
Issuer delivers information at point of care
IP forms sent to central contact for dispensing by PDS Community Support Worker (CSW) or NHS Direct (NHSD)
CSW/NHSD phones user to assess information needs
Tailored information identified and downloaded from directory
How would they like to receive their information?
IPs followed up in next clinic appointment
Copy of standardised letter in patient's notes
Information posted to user with standardised letter
Information e-mailed to user with standardised email
Follow-up
CSW/NHSD phones user at two weeks for follow-up
Further information or support required?
Yes
No
Refer patient to PDNS, PDS helpline, social services
Finish