

Wessex Rapid Investigation Service - Year 1 Newsletter

Introduction to the Rapid Investigation Service (RIS)

The Wessex Rapid Investigation Service launched in June 2020 in Dorset and gradually rolled out across the Wessex region and covers 6 Provider Trusts and 264 GP Practices. The RIS was established as a virtual hub to investigate patients with non-specific symptoms referred by their GP on a 2 week wait pathway. The RIS operates virtually and organises any required diagnostic tests to be performed at the provider Trust most local to the patient.



Accessing RIS

The referral must be complete and informative. Filter tests should be complete and reported.

The filter tests are essential to ensure the non-specific pathway route is the most appropriate for the patient

Referrals sent via e-RS

Patient(s) must be booked into a "dummy" appointment slot and should not be informed of date/time

The RIS can be found:

*2WW - Non-specific symptoms-
GEC01 Aldermoor*

Referral is screened for completeness and appropriateness by the RIS clinical team.

The referring GP will receive communication if there are any concerns.

The RIS team are always happy to answer any questions regarding a new or existing referral.

Email : Wessexrds.admin@nhs.net

Phoneline: 0300 123 1385

Highlights

The RIS have had a very successful first year of being fully operational and have received some excellent feedback from our patients:

“Flabbergasted about the speed from referral to results under 4 weeks. So impressed with it. The nurses that ring were so lovely.”

“Can't fault it. My experience was really good. I wasn't upset or concerned. All my questions were answered”

The team in the RIS are fully dedicated in putting our patients first and to reducing any concerns that a patient or family member(s) may have about the pathway by being fully approachable and transparent about the patient's journey whilst they are under our care.

We are keen to learn and adapt our processes when challenges have arisen to further mitigate any potential delays in the patient's pathway. Feedback is always welcome.

The RIS is an equitable service for all patients ensuring that all patients have access to the same care regardless of accessibility requirements by completing and fulfilling a “you said, we did” action plan.

We can offer virtual consultations with interpreters across many languages and have access to easy read / translated documentation to ensure the communication with the patient is appropriate to their individual needs.

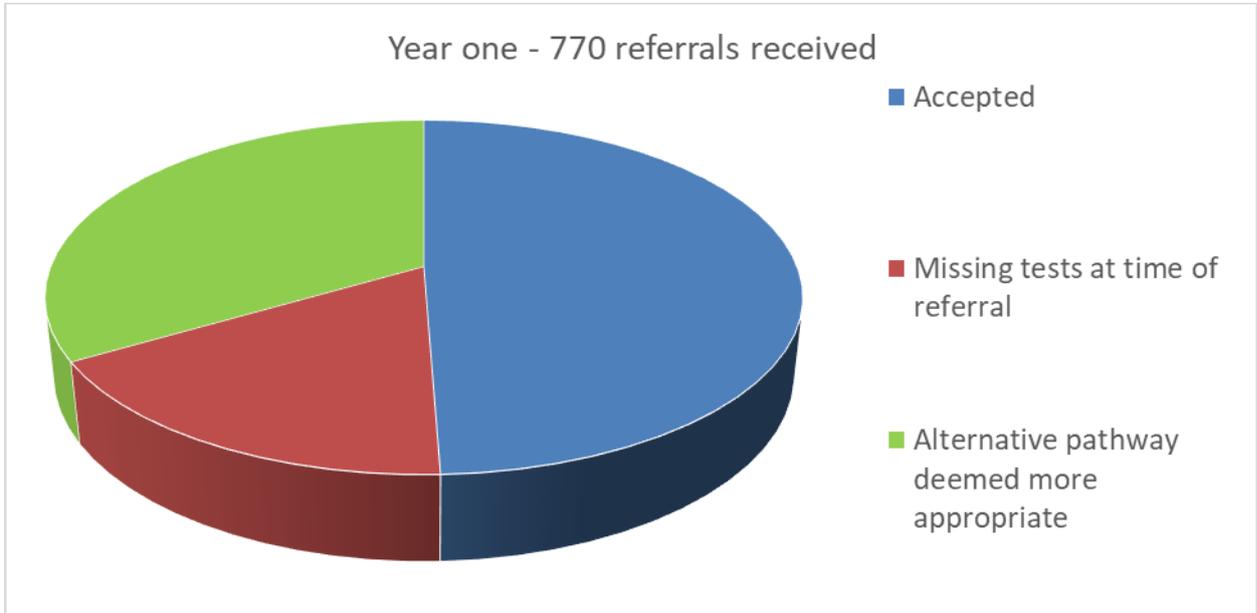
Outcomes:

Statistics period: _1st Feb 21 – 31st Oct 21

Of accepted referrals. The average time from:

Accepted referral to first investigation	mean 13.56 median 13 days
Accepted referral to discharge	mean 24.8 days median of 21 days

Year one - 770 referrals received



73% of practices within our catchment have referred one or more patients to the RIS

Additional Resources

[Wessex Rapid Investigation Service for Suspected Cancer -Information Leaflet](#)

[RIS \(Rapid Investigation Service\) - Primary care toolkit](#)