**Important update on Advice and Guidance: Cinapsis to replace Consultant Connect by end of October 2021**

Further to the note in the Primary Care bulletin of 30/7/21 where we stated:

*We would like to clarify that the contracts held by our hospital providers with Consultant Connect, for the provision of advice and guidance* ***do not*** *end on 31/7/21 as has been shared by Consultant Connect. The mobilisation period for the new provider runs until the end of October and the plan to have both services running alongside each other during transition remains so that there is no break in service availability.*

*We would also like to clarify that the advice and guidance services provided by Consultant Connect which will be replaced by Cinapsis relate only to the technology that supports the service. The clinicians providing the advice and guidance within our providers remain whichever product is being used to make the request. A separate communication detailing the implementation plans is being prepared to give further details about how the transition will take place and will be issued next week.*

We are pleased to let you know that we are now in a position to move forward with implementing the new system Cinapsis, through which BSW GPs will be able to reach all of the valued existing advice and guidance services.  We are now entering a transition period where services currently available through Consultant Connect will become available within Cinapsis.  We will also be moving across existing email services into Cinapsis so there is a single platform for both written and telephone advice and guidance from both acute and mental health services, this is towards the delivery of our agreed BSW vision for Advice and Guidance which is:

***A new digital age for Medicine which empowers clinicians to manage patients in a more timely and efficient fashion through the use of specialist supported advice and guidance technology***

All of our acute providers and AWP have recruited a clinical lead to support the development of these important services which will give an alternative option to referral.  These clinical leads will be focussing on expanding the suite of services available and ensuring that, where needed, job planning is addressed so that services are able to respond in a timely way to all requests.

On top of the telephone service functionality that you are familiar with within Consultant Connect, the Cinapsis product provides:

* Ability for providers to give access to telephone and written advice and guidance in one product
* Tele-dermatology functionality that will allow you to send pictures easily from a library not just live pictures, and these will be placed in the patient record
* Integration with Primary care systems – record of advice and guidance automatically filed in primary care patient records
* Primary care access to services via mobile app or web-page
* Potential for integration with Secondary care systems and eRS
* Inclusion of key messages and signposting at a condition level to support primary care management
* Provision of live data dashboard

For a 4 minute over-view of this system, currently in place in Gloucestershire please see the attached video:  [**Cinapsis 4 minute Overview video**](https://www.youtube.com/watch?v=aA-15MpG2aE&feature=youtu.be?rel=0&autoplay=1)

Next steps:

* Early August 2021 – Commencement of 3 month transition period to move existing telephone Advice and Guidance services onto Cinapsis
* During August – practices will be invited to ‘onboard’ to the new system, this is an action for practice managers and is expected to take approx. 1 hour per practice
* During September – basic demonstration sessions for clinicians to orientate to the new system (by a variety of means including drop in sessions and video recordings that can be shared)
* During September/October – secondary care services currently available through Consultant Connect will also become available through Cinapsis
* End October – end of Consultant Connect contract
* November onwards – continued development of suite of Advice and Guidance from acute hospitals including written advice and guidance through Cinapsis to replace email services
* November onwards – development of Advice and Guidance services for Mental Health Services

Following the previous communication from Andrew and Tracey on 8th July we received some questions from GPs regarding the due diligence that had been carried out throughout our procurement.  I would like to reassure you that we have again checked the due diligence and are satisfied that appropriate checks have been done in relation to Cinapsis and their placement upon the NHSx purchasing framework that we have utilised.

We are sorry that there has been a delay in this work but delighted that we are now able to move forward, for service continuity it is vital that we are able to transition services within this timeline.  We are open to be flexible about how we approach the onboarding and orientation / demos, if you have any specific requests in relation to how we best engage with your practices please do let Iain Warren, BSW Advice and Guidance Implementation manager know ([iain.warren1@nhs.net](mailto:iain.warren1@nhs.net) ).

Yours sincerely,

Dr Chris Dyer, Associate Medical Director RUH and BSW Clinical lead for Advice and Guidance service development