

National PET/CT Contract Referral Guide





National PET/CT Contract

- **Within these pages** of the Referral Guide you'll find information on how to refer your patient, the reporting service, what's available and Alliance Medical
- **Questions?**
Call our dedicated **Patient Management Centre** on **0845 045 0103** or email **pet@alliance.co.uk**, we'd be delighted to help



Your comprehensive imaging service

Giving you immediate access to the very latest PET/CT imaging technology

Who is Alliance Medical?

- Alliance Medical is **working in partnership** with an integrated Collaborative Network of leading clinicians, NHS organisations and academic institutions to deliver imaging capacity and enhanced patient access to PET/CT.
- **We're Europe's leading independent provider** of diagnostic imaging services, operating in more than 200 sites throughout Europe, performing over 70,000 PET/CT scans per annum and with over 25 years' experience in providing the NHS and others with the very best in patient care.
- Owning and operating 4 radiopharmaceutical production units in England; in Preston, Keele, Sutton and Guildford; Alliance Medical is **uniquely placed as the only integrated molecular imaging service** in the UK to be able to provide a robust service for the delivery of the **National PET/CT Contract**.
- Alliance Medical will **invest** over £80 million to **improve and future-proof** the PET/CT imaging and delivery infrastructure and patient access and pathway through site expansion, development and accessibility.

What does the service offer?

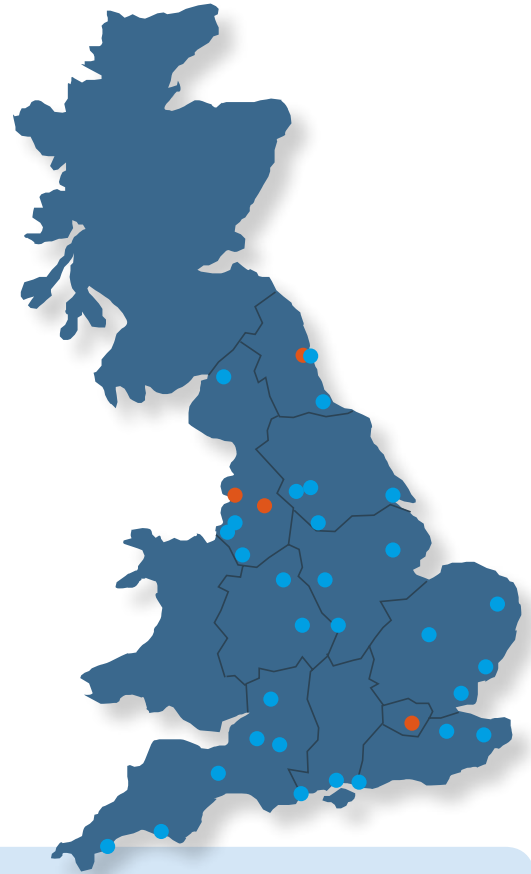
- **Local access**
Alliance Medical is working with **NHS England** to provide the **National PET/CT Contract**, with the goal of improving patient outcomes and cancer survival rates, removing health inequalities, delivering high service levels and local access to reduce patient travel times
- **A comprehensive imaging service from start to finish**
With a complete referral, booking, scanning and reporting solution, we're here to meet the needs of clinicians with a wide range of specialities
- **Reduced waiting times**
By increasing capacity and ensuring that PET/CT diagnostics are offered to patients more quickly - with local access in many cases - you can now make swifter, more informed decisions about your patient and their management
- **Straightforward referral process**
Our central bookings service will take care to arrange scanning appointments, organise the administration and ensure that your patient receives all the information they need to prepare for their PET/CT scan

A clear and simple referral process

Providing local access to PET/CT across England

Locations

- We're pleased to provide a service for NHS patients at a number of key sites across England:
 - Bath
 - Birmingham
 - Bradford
 - Bristol
 - Cambridge
 - Canterbury
 - Carlisle
 - Cheltenham
 - Colchester
 - Coventry
 - Hull
 - Leeds
 - Leicester
 - Lincoln
 - Liverpool
 - Maidstone
 - Middlesbrough
 - Newcastle upon Tyne
 - Northampton
 - Norwich
 - Plymouth
 - Poole
 - Portsmouth
 - Sheffield
 - Southampton
 - South Essex
 - Stoke-on-Trent
 - Taunton
 - Truro
 - Wirral
- For certain indications, additional capacity is provided at:
 - London
 - Manchester
 - Newcastle upon Tyne
 - Preston



Local benefits

- Access to PET/CT helps clinicians make positive differences to their patients' management by providing complementary diagnostic information
- *Patients have increased confidence in their diagnosis and treatment, knowing that their doctors have access to the latest techniques and equipment*

Accepting referrals

- **The National PET/CT Contract** provides access for a wide range of indications
- Alliance Medical will guarantee the primary and back-up supply of FDG, FEC and Na-F from fully vertically integrated, Alliance Medical operated and owned cyclotron radiopharmacies as well as future-proofing the service by providing access to a range of emerging radiotracers to support both clinical and research requirements, facilitating both local and multi-site trials.
- *Where referrals are received with a full data set, the processing and appointing of your patients is more efficient*
- Certain exclusions, such as violent or threatening patients, or contraindications such as pregnancy or therapy may preclude us from accepting your referrals or may delay appointments

A straightforward process

- Simply log in to the secure portal or download a copy of the patient referral form from our website: **www.alliancemedical.co.uk**
- Completed forms will be authorised by the regional ARSAC holder or delegate and accessible by the Patient Management Centre to complete the appointment
- Our team will acknowledge receipt of referral to the referring clinician or agreed point of contact via secure, electronic means or other agreed method
- Where necessary, our team will contact you via phone or email to clarify any omissions in order to minimise the number of rejected referrals
- If your patient is unable to agree to an appointment within five business days from receipt of a completed referral, or we cannot make contact, our team will contact you via 'phone or email to discuss and request a longstop investigation date
- Alliance Medical is not responsible for arranging transport requirements for your patient. Please advise your patients on local guidance
- If we are unable to proceed with the appointment, we will notify you as to the reasons why
- Please contact our Patient Management Centre directly on **0845 045 0103** to discuss your requirements



Putting patients first

Ensuring you don't spend time worrying about your patient's appointment

- Rest assured that we'll deliver the best possible care and expertise to your patients, ensuring that their privacy and dignity remain a priority at all times
- Whilst the PET/CT facilities may be used for appropriately supervised clinical training, patients will not be seen by staff in training unless they've given consent
- All clinicians and patients are provided with feedback opportunities either through a satisfaction survey or via our website
- By providing all of the necessary information on the referral form, we can be ready to support your patients who may have special requirements or disabilities

Supported by a highly qualified, caring team of professionals

- Our team is at the very heart of our patient focused service. Working closely with local NHS staff, service managers and clinicians, they are chosen for their experience, qualifications and for their dedication to the delivery of a professional, efficient and caring imaging service

Information for your patients

- Within one business day of receiving the completed referral, the Patient Management Centre team will 'phone your patient directly to discuss the procedure and arrange a convenient appointment. If your patient cannot be contacted on the first attempt, further contact will be attempted over the next two business days. Once your patient's scan is booked, we'll send them:
 - A confirmation letter
 - A patient guide including full details about their scan and the best way to prepare
 - Contact details for advice
 - A map of the location
 - And, where relevant, a questionnaire
- In addition, this information is also available on our website: www.alliancemedical.co.uk

Further contact can be made with your patient prior to their confirmed appointment via 'phone or text message to minimise the number of missed appointments



Reporting excellence

Bringing you results from specialists who provide the highest standards in reporting quality

First class reports, one patient at a time

- The **National PET/CT Contract** is entirely reported by leading NHS specialists, all meeting a high standard of qualification and experience
- Scans are managed and read by the reporting team with images directly dispatched to the referring Trust over N3, via a direct PACS to PACS interface or utilising the IEP, and reports made available via NHS.net, the Alliance Medical web portal and an HL7 interface (if applicable).
- The reporter or agreed delegate will be available to present the scan and written report for discussion at the local MDT meeting

Access to professional consultation

- We know how important it is that you have contact to discuss your patient's results which is why the reporting clinicians will always be available for consultation and guidance

The very latest in imaging technology

- We continually invest in, and care passionately about, PET/CT technology. All of our scanners are state-of-the-art and undergo rigorous assessments and maintenance to ensure that the clinical demands of our partners are being met or exceeded



Questions?

If you have any questions regarding clinical cases, indications or applications, please call our Patient Management Centre on **0845 045 0103** who'll be pleased to direct you to your local reporting team

Satisfaction

- Feedback makes us better. If you'd like to provide it, please contact the Patient Management Centre on **0845 045 0103**
- If you'd like to put your comments in writing, simply write to the address outlined below and your letter will be acknowledged within two working days. All complaints will be fully investigated, and a written response provided within 20 working days

Contact us

- If you have further questions about the **National PET/CT Contract** and how you can take advantage of the features discussed in this brochure, please contact us via:

Tel: 0845 045 0103

Fax: 01926 482148

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Email: pet@alliance.co.uk