

# Referral Management Service

*Delivering a Referral Management Service (RMS) to the NHS for over 10 years.*

The Practice Group (TPG) is experienced in delivering Referral Management Services to the NHS and has been since 2006 across 18 RMS and Community Services Contracts to 20 CCGs. Our Referral Management Centre (RMC) processes 87K referrals and books 132K appointments per annum.



When our RMS service commenced there were only community services for five specialities; Ophthalmology, Cardiology, ENT, Dermatology and MSK.

Since then the map of community services significantly increased and as a direct result of the data generated by RMS the CCG commissioned new community services for additional specialities including gynaecology, urology, respiratory medicine. The existing ophthalmology and MSK services were decommissioned and new services were procured for those specialities, which were more suitable for the levels of activity suitable for community services.

The clinical triage element guarantees that the patients are signposted to the appropriate level of care and as a result, more than 60% of cases are redirected from the secondary care to the community services. The initial increase in demand has resulted in the following providers increasing their capacity to cope with the increased levels of activity (ENT, Cardiology, Dermatology, MSK Bletchley Therapy Unit, Ophthalmology).

## 5 Stage Referral Process

Our Referral Management Service has five distinct stages that ensure patients are seen in the right place, at the right time, first time:

1. Referral Registration
2. Clinical Triage
3. Appointment booking
4. Referrer Education
5. Reporting and Analysis

Our overall service delivery model and approach to quality assurance is underpinned by our robust governance and reporting processes that allow The Practice Group to provide our commissioners with real-time data regarding referrals that can be used to shape future commissioning intentions and services.

## Provider & Referrer Testimonials

*“Good communication, efficient and helpful staff”*

*“They’ve always been helpful when any queries or complaints have arisen”*

*“Good service and appropriate referrals”*

*“Overall very good, efficient service”*

## Why Choose Our RMS?

- ✓ Provides a single point of entry into the local healthcare system
- ✓ Improved patient pathways – right treatment, right place & right time
- ✓ Diverts clinically appropriate referrals from secondary care into lower cost tier two or community services
- ✓ Reduced demand on hospital services through utilising local community services
- ✓ Improved data capture for informing and accuracy
- ✓ Improves long-term GP referral patterns through identifying areas of educational need and facilitating a feedback loop
- ✓ Provide an educational work stream that supports GPs in decision making
- ✓ Improves levels of patient confidence and satisfaction with the referral process

## Case Study - Milton Keynes RMS

In November 2013 The Practice Group were awarded the contract for the provision of a Referral Management Service including clinical review, patient choice and booking for NHS Milton Keynes Clinical Commissioning Group (CCG). Following engagement meetings and swift mobilisation the service started accepting referrals from 20th January 2014. From the service commencement, 100% of local GP practices used the service to process their referral.

The Practice Group has worked closely with MK CCG to ensure a smooth adoption of the service. We maintain a consistent supportive presence in the area. Representatives from The Practice Group are constantly active, liaising with local referrers and providers to ensure there is a full understanding of the criteria of each individual service, thus ensuring that patients are triaged into the right service first time.

### Achievements of the service

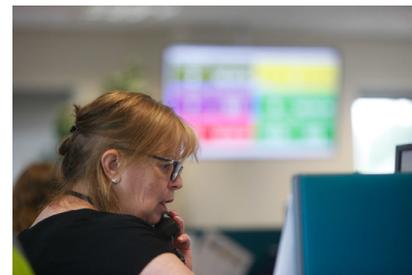
The service has had a significant impact, with great benefits seen by patients, GP's and especially Milton Keynes CCG.

- ✓ 100% of referrals triaged within 1 working day
- ✓ 100% of patients offered a choice of provider when booking their appointment
- ✓ 100% of patients booked within 3 working days
- ✓ 100% GP Practices in MK use MK RMS service – achieved within one month of implementation
- ✓ Increased demand in the community for triaged specialities
- ✓ Decreased waiting times for an appointment in secondary care
- ✓ 10% increase in the conversation rates from appointment to surgical procedures for MSK orthopaedic secondary care services
- ✓ Accurate reporting data captured and shared with the CCG
- ✓ Ad hoc reporting facility available
- ✓ 'Live' feedback on referral patterns informing commissioners on suggested educational topics
- ✓ 100% contractual KPI objectives met

### Key RMS Statistics

- 100% GP Practices in MK uses MK RMS service - achieved within on month of implementation
- 100% of referrals triaged within one working day
- 100% of patients booked within three working days

## Key RMS Facts



***We have produced data for the commissioners to help shape their future commissioning intentions.***

***Creates opportunities to develop bespoke education programmes for the referring population based on the prevalence of inappropriate referrals. For example, education sessions held for GPs on heart failure led by lead Cardiology triagers.***

***Our Operational Team have visited individual GP practice's medical secretaries to increase the surgeries understanding of the local referral pathways.***

### Patient Feedback

*"This is very well organised and hearing a happy and helpful voice is lovely."*

*"This service has been very good."*

*"Good efficient service."*