

Our Ref: ID 1699

NHS Wirral Clinical Commissioning Group
Marriss House
Hamilton Street
Birkenhead
Wirral
CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request - Referral Management Service's (RMS)

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 12th June 2020.

You Asked for:

1. Does the Clinical Commissioning Group (CCG) have a Referral Management System (RMS) that operates across your localities?
 - a. If yes, is it a single system managed by a single provider, or a collaborative partnership between providers? **Please answer Question Set A.**
 - b. If no, has the CCG considered an RMS Service for system providers to increase efficiency within the local health pathways? **Please Answer Question Set B.**

A- Questions

2. Is any Referral Management System contracted through competitive tender or delivered through a local provider agreement?
3. Where contracted, who is the current provider of the Referral Management Service, and what clinical specialities are covered (e.g. ENT, Dermatology)?
4. Is the contract delivered in partnership with other providers? If so, who are the providers and from what sector (e.g. third sector, contractors)
5. What is the contract length and contract value of the current Referral Management service contract?
6. What is the delivery model for the current Referral Management Service? For example:
 - a. Does the service offer an administrative service to direct referrals to the relevant service who then triage them for appropriateness?
 - b. Does the Referral Management Service triage service to ensure referrals are directed to the correct service or returned to the referrer?
 - c. What services does the service manage referral for i.e. community, specialist, secondary care?
 - d. Who does the service accept referrals from? i.e. GPs, Other healthcare professionals, Self-Referrals.
7. Would it be possible to get a copy of the current service specification?
8. When is the current Referral Management Service due to be re-tendered?
9. Is this date before contract extension? (If so, what is the extension period and likelihood of extension)?
10. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Referral Management Service?

- a. If not, how do you expect this service to differ? Will you be undertaking market engagement ahead of any procurement process to inform this model?
 - b. If yes, do you anticipate the contract length and financial envelope to remain the same or efficiency savings to be applied? What percentage reduction would this be?
11. Has the current Referral Management Service met all of the contracted KPIs during the lifetime of the contract?
 12. Has the current provider of the Referral Management Service been served with any performance notices? If yes, when were they served and what for?
 13. Are there any areas of particular concern within the CCGs population which the Referral Management Service could be addressing more effectively?
 14. Are there any areas of exceptional practice and/or innovation in the current Referral Management Service which stand out to the CCG?
 15. What is the current Patient Satisfaction Rate for the Referral Management Service? Has this remained consistent or has there been fluctuations (reduced or improved)?
 16. Which virtual/remote platforms are used in the current Referral Management Service?
 - a. Telephone
 - b. Video General, e.g. WhatsApp, Skype, Zoom
 - c. Video Bespoke, e.g. Q-Doc, Attend Anywhere
 17. Has the Referral Management Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?

B- Questions

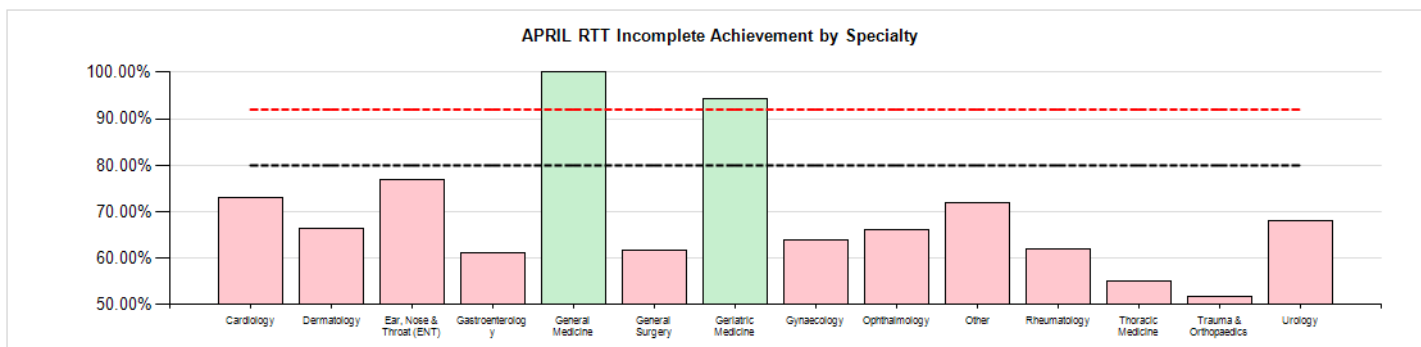
1. Would the CCG consider a dedicated Referral Management Service in the future?
 - a. If yes, are their plans to commission a service within the next two years? What specialities would you anticipate this covering?
 - b. If no, would the CCG explain why they feel a Referral Management Service is not beneficial to their localities/providers?
2. Does the CCG have any issues with referral waiting times and targets among their providers? If so, would it be possible to get a breakdown of which services have performance issues in this area?
3. Would the CCG be open to discussion about how Referral Management Services could support more effective and efficient delivery?

Our Response:

1. No.

B- Questions

1. No, however this may change, for example, if referral activity increases and it is felt it may be beneficial to re-consider the benefits of a Referral Management System (RMS).
2. Referral waiting times are managed though an Activity Management Group. This highlights areas where there are concerns. All NHS providers are currently experiencing issues with Referral to Treatment Times (RTT) due to COVID-19. Please see the chart below for details of RTT Incomplete Pathways for Wirral patients attending Wirral University Teaching Hospital NHS Foundation Trust (WUTH).



If you would like further information regarding waiting times, please click on the link provided:

NHS Digital - <https://digital.nhs.uk/data-and-information>

- No, NHS Wirral Clinical Commissioning Group (CCG) is not currently holding discussions regarding RMS's.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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