

**Reference:** FOI 35789 GLO 11M

**Subject:** Referral Management Service

*I can confirm that the CCG does hold the information requested; please see responses below:*

QUESTION	RESPONSE
1. Does the CCG have a Referral Management System that operates across your localities?	No
a. If yes, is it a single system managed by a single provider, or a collaborative partnership between providers? Please answer Question Set A	Not applicable
b. If no, has the CCG considered a Referral Management Service for their system providers to increase efficiency within the local health pathways? Please Answer Question Set B	No
A- Questions 2. Is any Referral Management System contracted through competitive tender or delivered through a local provider agreement?	Not applicable
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)	

<p><b>5. What is the contract length and contract value of the current Referral Management service contract?</b></p>	<p>Not applicable</p>
<p><b>6. What is the delivery model for the current Referral Management Service? For example:</b></p> <ul style="list-style-type: none"> <li>• Does the service offer an administrative service to direct referrals to the relevant service who then triage them for appropriateness?</li> <li>• Does the Referral Management Service triage service to ensure referrals are directed to the correct service or returned to the referrer?</li> <li>• What services does the service manage referral for i.e. community, specialist, secondary care?</li> <li>• Who does the service accept referrals from? i.e. GPs, Other healthcare professionals, Self-Referrals.</li> </ul>	
<p><b>7. Would it be possible to get a copy of the current service specification?</b></p>	
<p><b>8. When is the current Referral Management Service due to be re-tendered?</b></p>	
<p><b>9. Is this date before contract extension (if so, what is the extension period and likelihood of extension)?</b></p>	
<p><b>10. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Referral Management Service?</b></p>	

<p><b>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></p>	<p>Not applicable</p>
<p><b>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?</b></p>	
<p><b>11. Has the current Referral Management Service met all of the contracted KPIs during the lifetime of the contract?</b></p>	
<p><b>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?</b></p>	
<p><b>13. Are there any areas of particular concern within the CCGs population which the Referral Management Service could be addressing more effectively?</b></p>	
<p><b>14. Are there any areas of exceptional practice and/or innovation in the current Referral Management Service which stand out to the CCG?</b></p>	
<p><b>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)?</b></p>	

<p><b>16. Which virtual/remote platforms are used in the current Referral Management Service?</b></p> <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Video General, e.g. WhatsApp, Skype, Zoom</li> <li>• Video Bespoke, e.g. Q-Doc, Attend Anywhere</li> </ul>	<p>Not applicable</p>
<p><b>17. Has the Referral Management Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?</b></p>	
<p><b>B- Questions</b></p> <p><b>18. Would the CCG consider a dedicated Referral Management Service in the future?</b></p>	<p>No. There are no plans to commission an RMS service at this time</p>
<p><b>a. If yes, are their plans to commission a service within the next two years? What specialities would you anticipate this covering?</b></p>	<p>Not applicable</p>
<p><b>b. If no, would the CCG explain why they feel a Referral Management Service is not beneficial to their localities/providers?</b></p>	<p>The Gloucestershire Integrated Care System consists of one main acute provider, one community/mental health provider and a stable set of GPs. As a result, the CCG has worked hard to build stronger relationships between GPs and specialists and has invested in an extensive work programme of advice and guidance and consultant referral triage using extensive CAS/RASs on eRS, supported by our GCare website for GPs which provides referral pathways and guidelines for GPs to ensure appropriate referrals are made.</p> <p>As a result, a Referral Management Service is unlikely to provide value for money in Gloucestershire and would go against our general ethos of clinicians working closely together for the benefit of the patient.</p>

Yes – Gloucestershire has had a significant issue with long waiting times for a number of specialties. The impact of COVID will have further deteriorated waiting times both for outpatients and surgery.

April 2020 Referral To Treatment performance (all providers) by specialty below:

Treatment Function Name	0-18 Weeks	> 18 Weeks	<18 week %
General Surgery	415	109	79%
Urology	2124	547	80%
Trauma & Orthopaedics	3354	2498	57%
Ear, Nose & Throat (ENT)	2313	854	73%
Ophthalmology	3157	783	80%
Oral Surgery	26	16	62%
Neurosurgery	108	57	65%
Plastic Surgery	96	49	66%
Cardiothoracic Surgery	71	12	86%
General Medicine	216	9	96%
Gastroenterology	2170	478	82%
Cardiology	3814	683	85%
Dermatology	1741	1059	62%
Thoracic Medicine	712	71	91%
Neurology	1217	408	75%
Rheumatology	655	520	56%
Geriatric Medicine	3	1	75%
Gynaecology	2675	998	73%
Other	11031	2688	80%
<b>Total</b>	<b>35898</b>	<b>11840</b>	<b>75%</b>

19. 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?

**20. Would the CCG be open to discussion about how Referral Management Services could support more effective and efficient delivery?**

Not at this time

*The information provided in this response is accurate as of 25 June 2020 and has been authorised for release by Mark Walkingshaw, Deputy Accountable Officer/Director of Commissioning for NHS Gloucestershire CCG*