

Reference: FOI 35904 GLO 11M

Subject: Referral Support Management

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

QUESTION	RESPONSE
Does your CCG have a referral service or management centre? If so, does it provide:	No
1. Referral UBRN creation	Not applicable
2. Clinical Triage <ul style="list-style-type: none"> • by GP • by AHP 	
3. Advice and Guidance <ul style="list-style-type: none"> • Via eRS • Via other method ie email etc 	
4. Local patient phone booking <ul style="list-style-type: none"> • Incoming from patients • Outbound with the referral service calling patients 	
5. Additional services? Please give further details	
6. Cost per referral for financial year 19/20	
7. Cost per head for financial year 19/20	

The information provided in this response is accurate as of 2 July 2020 and has been authorised for release by Mark Walkingshaw, Deputy Accountable Officer/Director of Commissioning for NHS Gloucestershire CCG.